



QAD Enterprise Applications  
Enterprise Edition

# Training Guide Sales Orders

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# Sales Orders Change Summary

The following table summarizes significant differences between this document and the last published version.

| <b>Date/Version</b>          | <b>Description</b>  | <b>Reference</b> |
|------------------------------|---|------------------|
| April 2016/v2016 EE          | Rebranded for QAD 2016 EE, added link to Preface  | --               |
| March 2015/v2015 EE          | Updated Sales Order Accounting Control with some new configuration options for customer credit status | Page 102         |
| March 2014/v2014 SE_EE       | Rebranded for QAD 2014 SE_EE  | --               |
| September 2013/v2013.1 SE_EE | Rebranded for QAD 2013.1 SE_EE  | --               |
| March 2013/v2013 SE_EE       | Fixed typos and inconsistencies with the training environment   | --               |
| November 2012/v2012.1 SE_EE  | Consistency edit  | --               |
| September 2012/v2012.1 SE_EE | Rebranded for QAD 2012.1 SE_EE; Consistency edit  | --               |
| June 2012/v2012 SE_EE        | Updated preface and fixed typos<br>Updated information on standards and resequenced topics            | --               |
| April 2012/v2012 SE_EE       | Rebranded for QAD 2012 SE_EE  | --               |
|                              | Fixed some typos for the documentation  | --               |
|                              | Added a section about autonumbering address codes   | Page 66          |
|                              | Added a section about e-mail notification   | Page 69          |
|                              | Added a section about memo items  | Page 84          |
|                              | Added a section about correction invoices   | Page 168         |
|                              | Added a section about item replacement  | Page 180         |
|                              | Added a section about blocked customer transactions   | Page 185         |
|                              | Added a section about ATP enforcement   | Page 191         |
|                              | Added a section about logistics accounting  | Page 205         |
| September 2011/v2011.1 SE_EE | Rebranded for QAD 2011.1 SE_EE  | ---              |



# **About This Course**

## Course Description

QAD designed this course to cover the basics of preparing to implement the Sales Order module of QAD Enterprise Applications. The course includes:

- An introduction to sales order management
- An overview of key business issues
- Setting up sales order management
- Operating sales order management functions
- Setting up and processing Sales Quotes
- Setting up and processing Sales Analysis
- References to other QAD materials, such as user guides and on-line help
- Activities and exercises throughout the course

## Course Objectives

By the end of this class, students should be able to:

- Analyze some key business decisions before setting up sales order management
- Set up and operate the Sales Order/Invoices module
- Use sales quotes with sales orders
- Use sales analysis

## Audience

- Implementation consultants
- Members of implementation teams
- Operators

## Prerequisites

- *Initial QAD Enterprise Applications Setup* training course
- Basic knowledge of QAD Enterprise Applications, as it is used in your business
- Working knowledge of the manufacturing industry in general

## Course Credit and Scheduling

- This course is valid for 30 credit hours. It is designed to be taught in five days

## Virtual Environment Information

This guide applies to both the Standard Edition and the Enterprise Edition of QAD Enterprise Applications. Use the hands-on exercises in this book with the latest Enterprise Edition learning environment in the 10USA > 10USACO workspace. When prompted to log in, specify *demo* for user ID and *qad* for password.

**Note** Users of Standard Edition should complete the exercises in the EE environment; the concepts are the same in both environments and can be applied to Standard Edition. Features that only apply to Enterprise Edition are noted in the text.

## Additional Resources

If you encounter questions on QAD software that are not addressed in this book, several resources are available. The QAD corporate Web site provides product and company overviews. From the main site, you can access the QAD Learning or Support site and the QAD Document Library. Access to some portions of these sites depends on having a registered account.

<http://www.qad.com/>

### QAD Learning Center

To view available training courses, locations, and materials, use the QAD Learning Center. Choose Education under the Services tab to access this resource. In the Learning Center, you can reserve a learning environment if you want to perform self-study and follow a training guide on your own.

### QAD Document Library

To access release notes, user guides, training guides, and installation and conversion guides by product and release, visit the QAD Document Library. Choose Document Library under the Support tab. In the QAD Document Library, you can view HTML pages online, print specific pages, or download a PDF of an entire book.

For more information, see *QAD Sales User Guide*.

To find a resource, you can use the navigation tree on the left or use a powerful cross-document search, which finds all documents with your search terms and lets you refine the search by book type, product suite or module, and date published.

### QAD Support

Support also offers an array of tools depending on your company's maintenance agreement with QAD. These include the Knowledgebase and QAD Forums, where you can post questions and search for topics of interest. To access these, choose Visit Online Support Center under the Support tab.



Chapter 1

# **Introduction to Sales Orders**

## Overview

### Course Overview

#### ✓ Introduction to Sales Orders

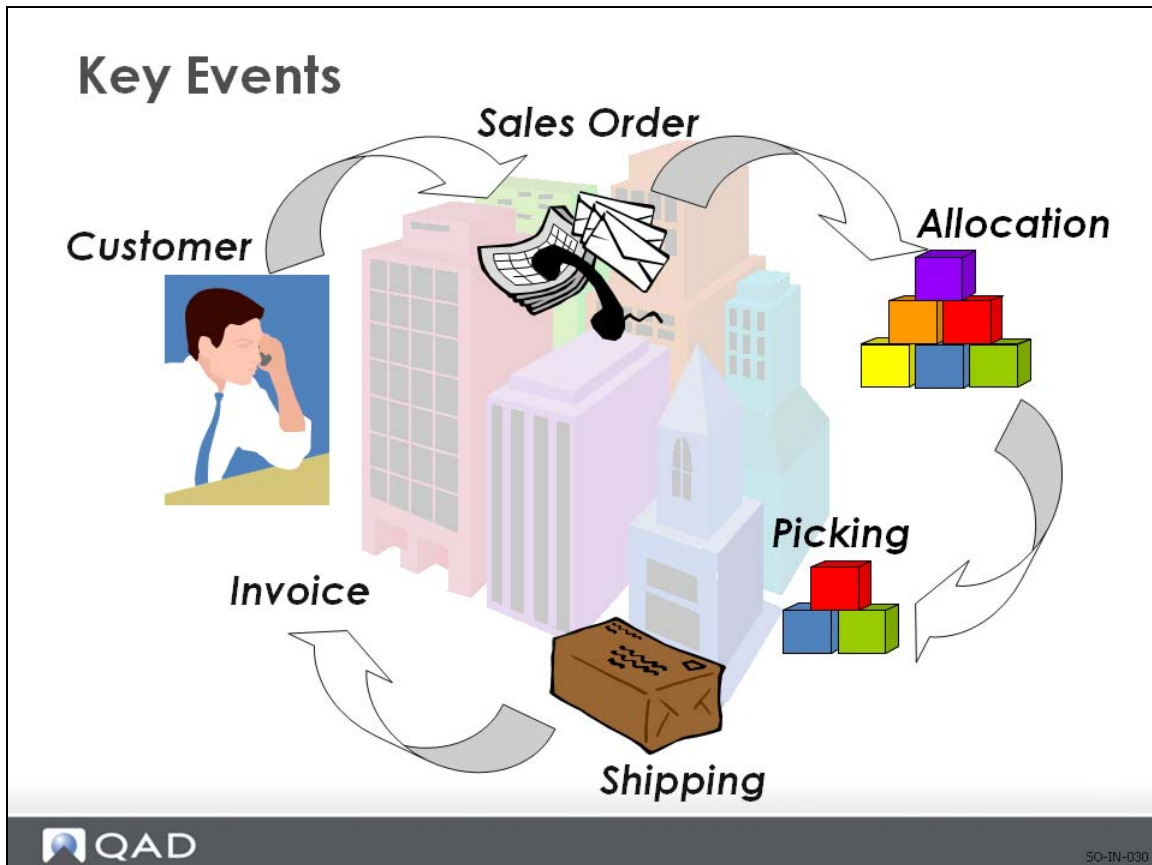
- Business Considerations
- Set Up Sales Orders
- Process Basic Sales Orders
- Process Optional Sales Order Features
  - Correction Invoices
  - Item Replacement
  - Blocked Transactions
  - Available-to-Promise (ATP) Enforcement
  - Logistics Accounting
- Set Up and Process Sales Quotes
- Set Up and Use Sales Analysis



SO-IN-020

This introduction provides an overview of what are covered in this class.

## Sales Order Key Events



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

## Terminology

### Sales Order Terminology

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



SO-IN-040

**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, not included in the forecast.

**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.

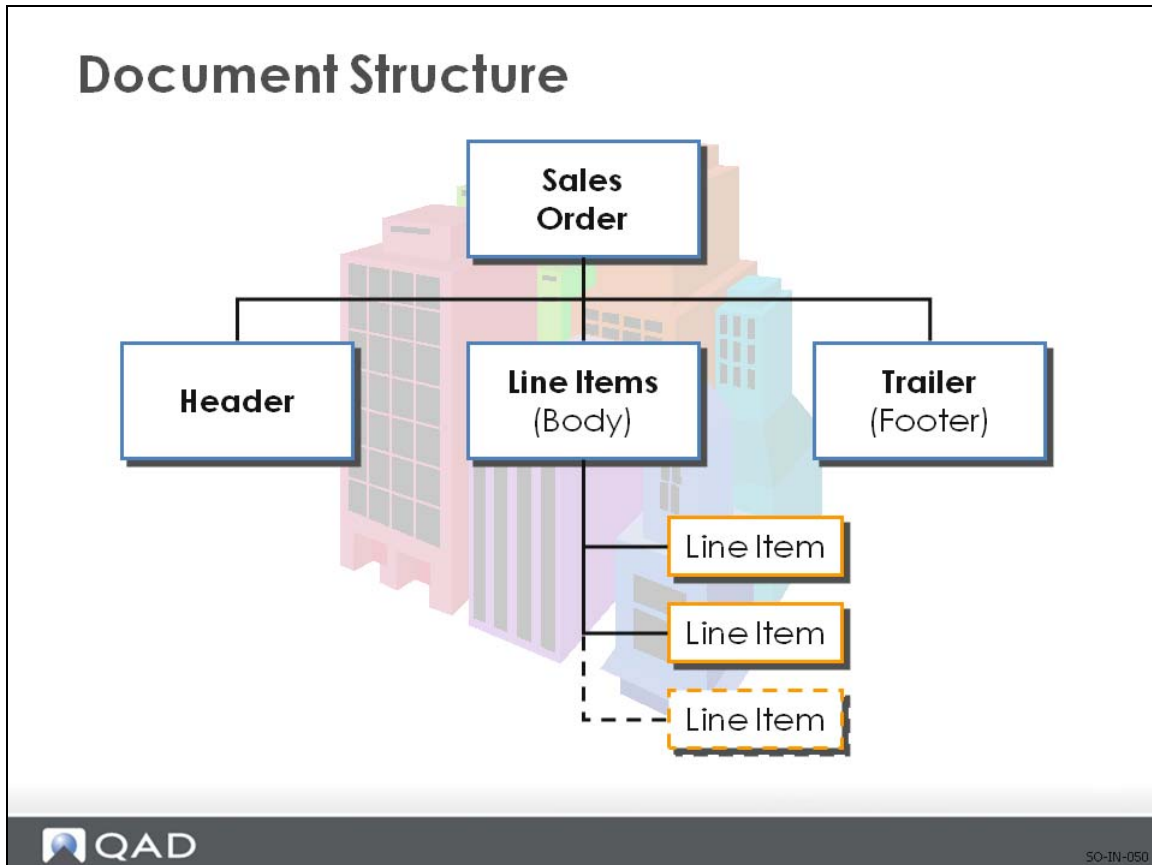
**Trailer Codes.** Special add-on charges that apply to customer orders.

**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 the customer's 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

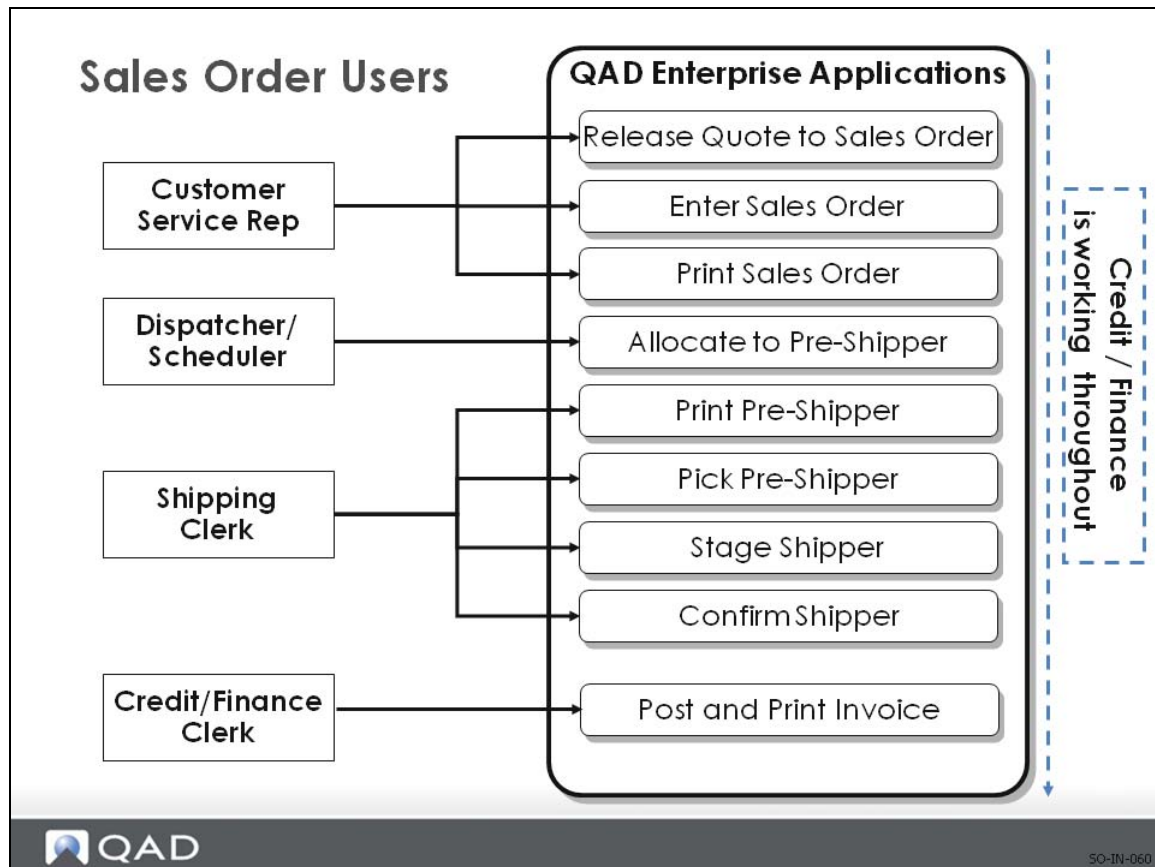
The line items frame includes all items on the order. Each line item lists:

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

### Trailer

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

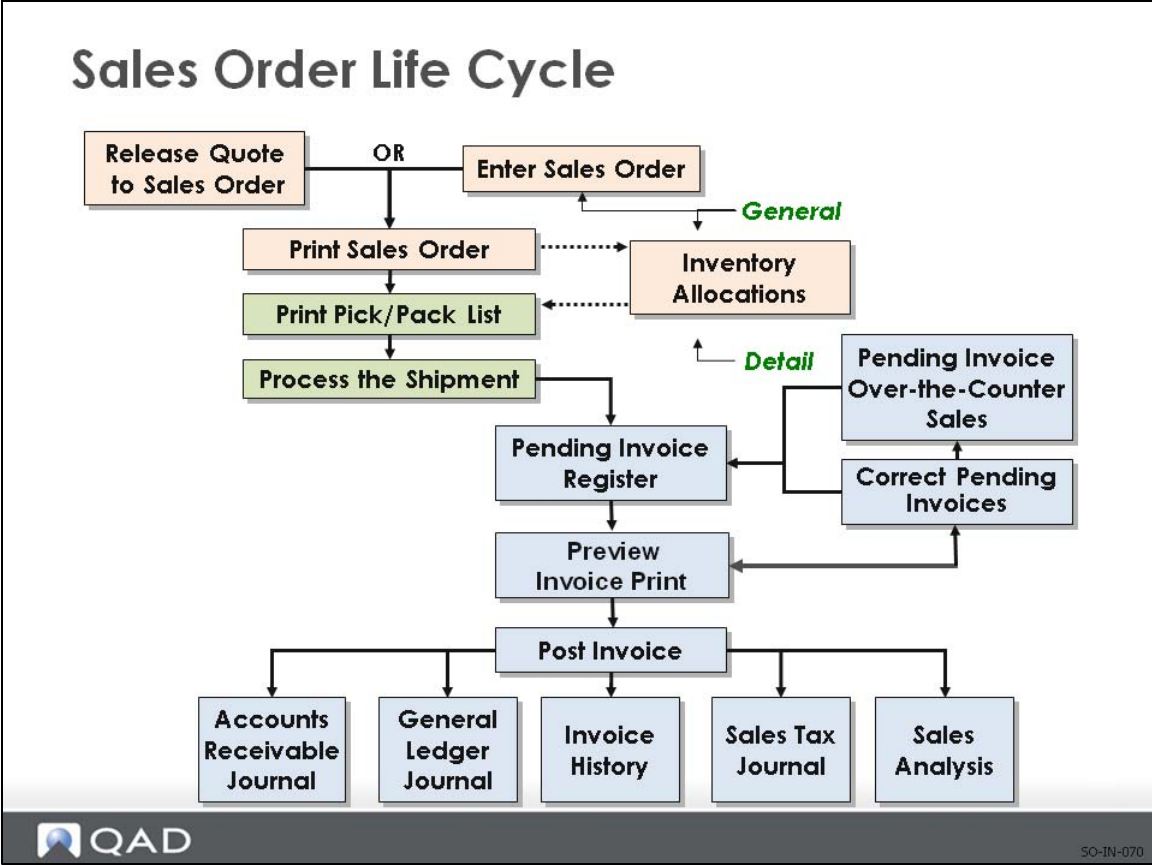
## Sales Order Users



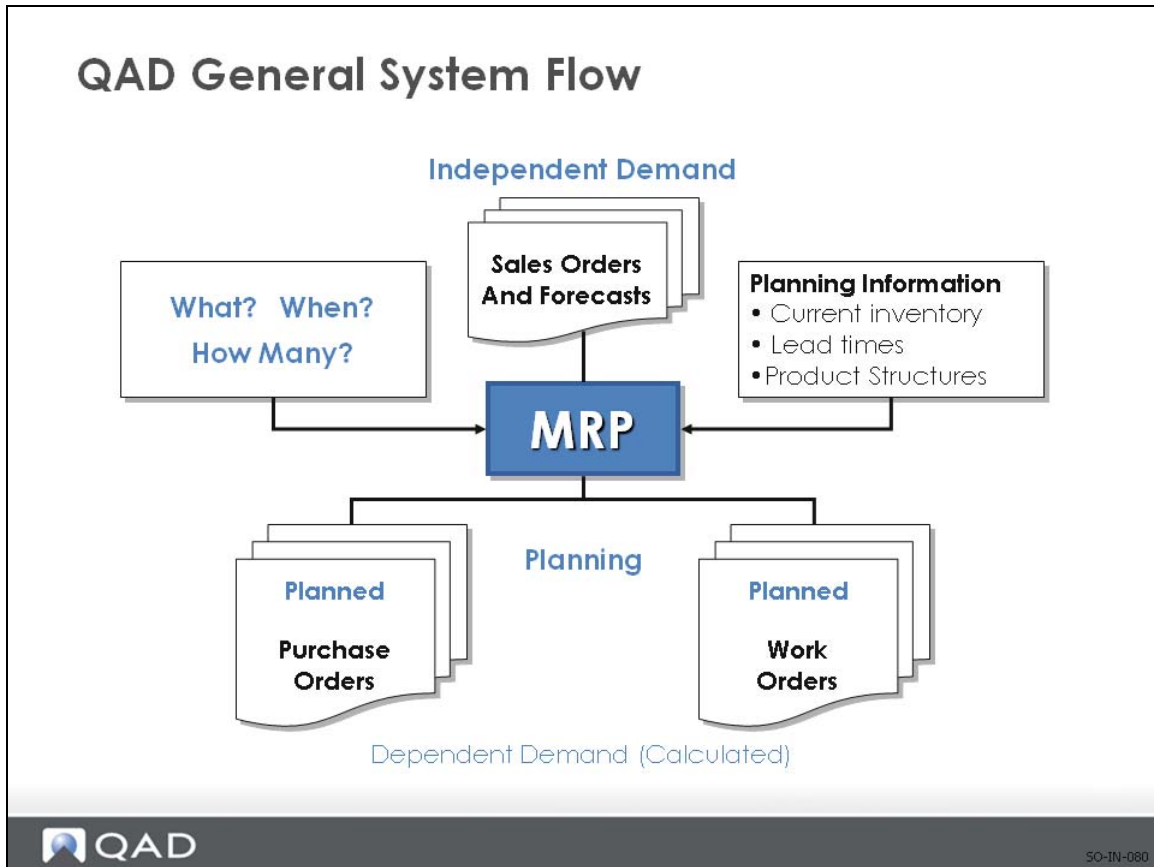
Various people typically control key tasks:

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

### Sales Order Life Cycle



## QAD General System Flow



## Course Objectives

### Course Objectives

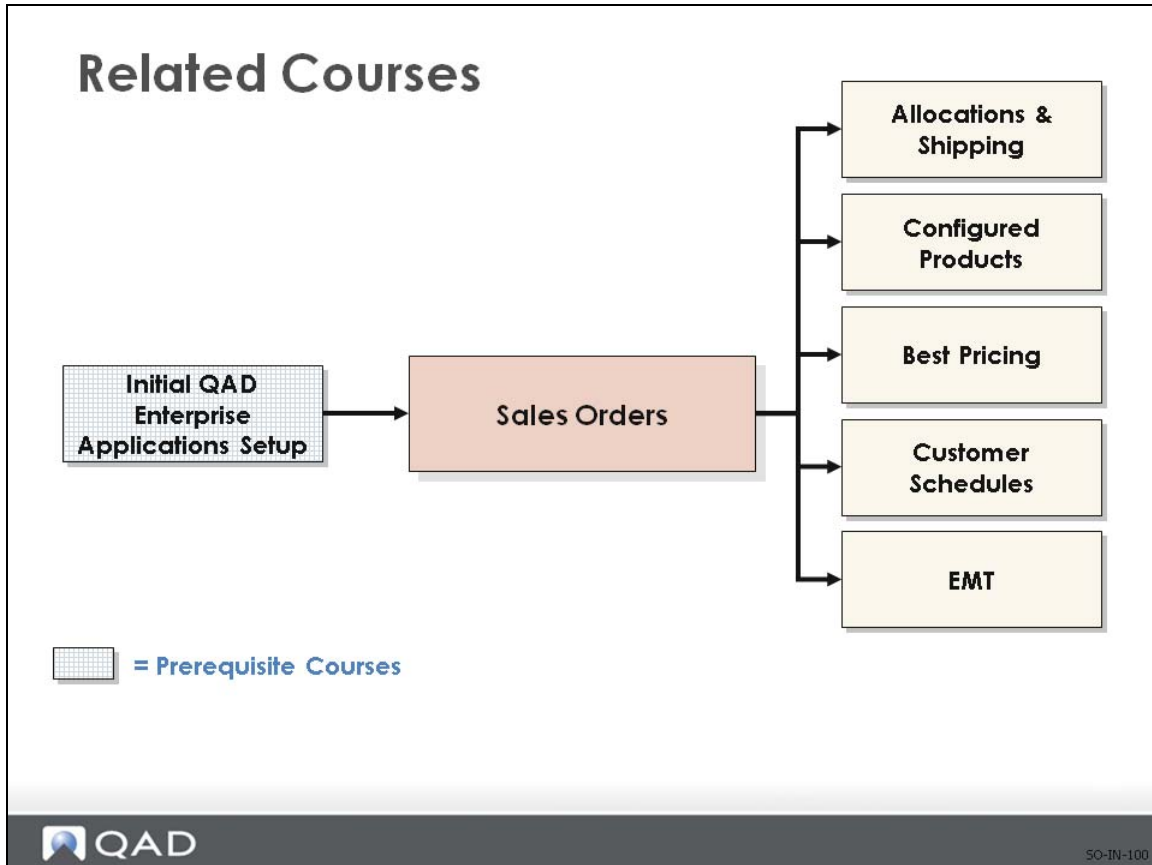
#### In this course you will learn how to:

- Identify key business considerations before setting up sales orders
- Set up sales orders in QAD Enterprise Applications
- Process basic sales orders
- Understand optional sales order processing features
- Set up and process sales quotes in QAD Enterprise Applications
- Set up and use sales analysis



SO-IN-090

## Related Courses



## Summary

### ✓ Introduction to Sales Orders

- Business Considerations
- Set Up Sales Orders
- Process Basic Sales Orders
- Process Optional Sales Order Features
- Set Up and Process Sales Quotes
- Set Up and Use Sales Analysis



Chapter 2

# **Business Considerations**

## Overview

### **Business Considerations**

In this course you will learn how to:

- Identify some Key business considerations before setting up Sales Orders

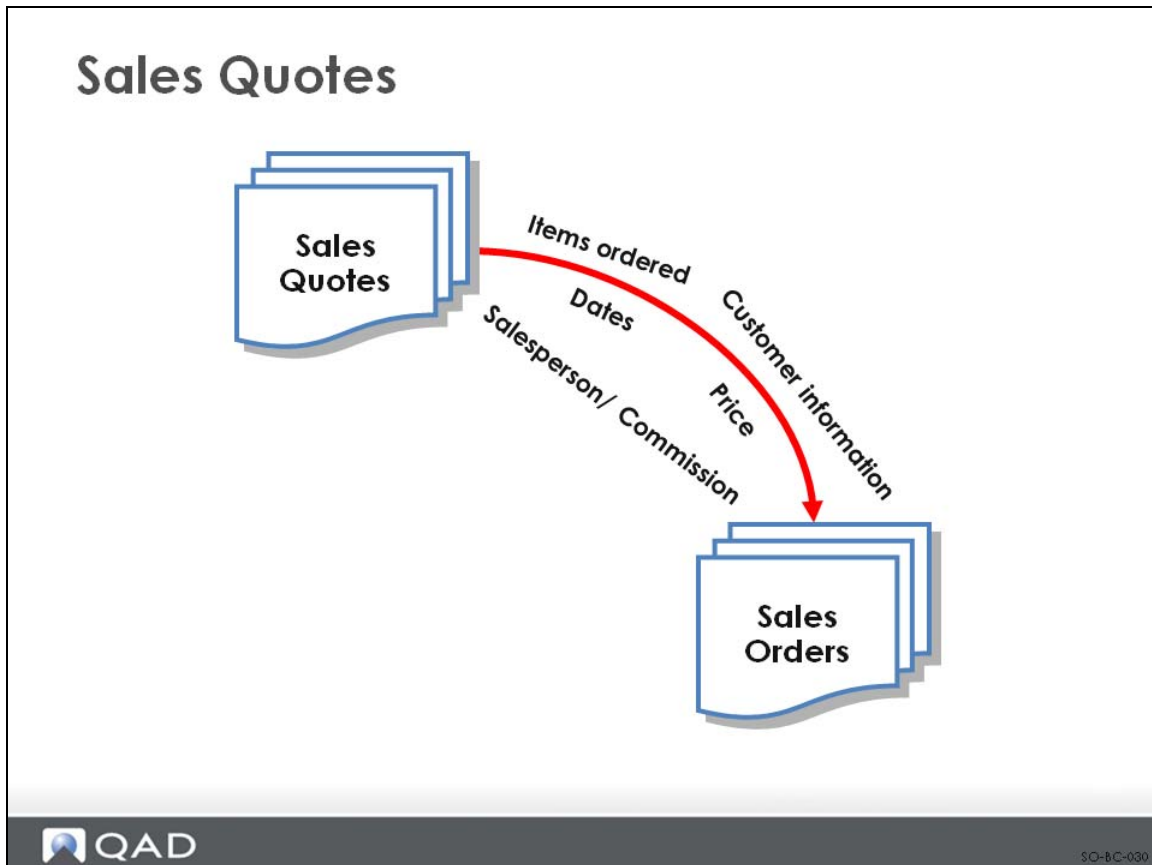


SO-RC-010

## Business Considerations

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

## Sales Quotes



### Sales Quotes Let You

- 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?

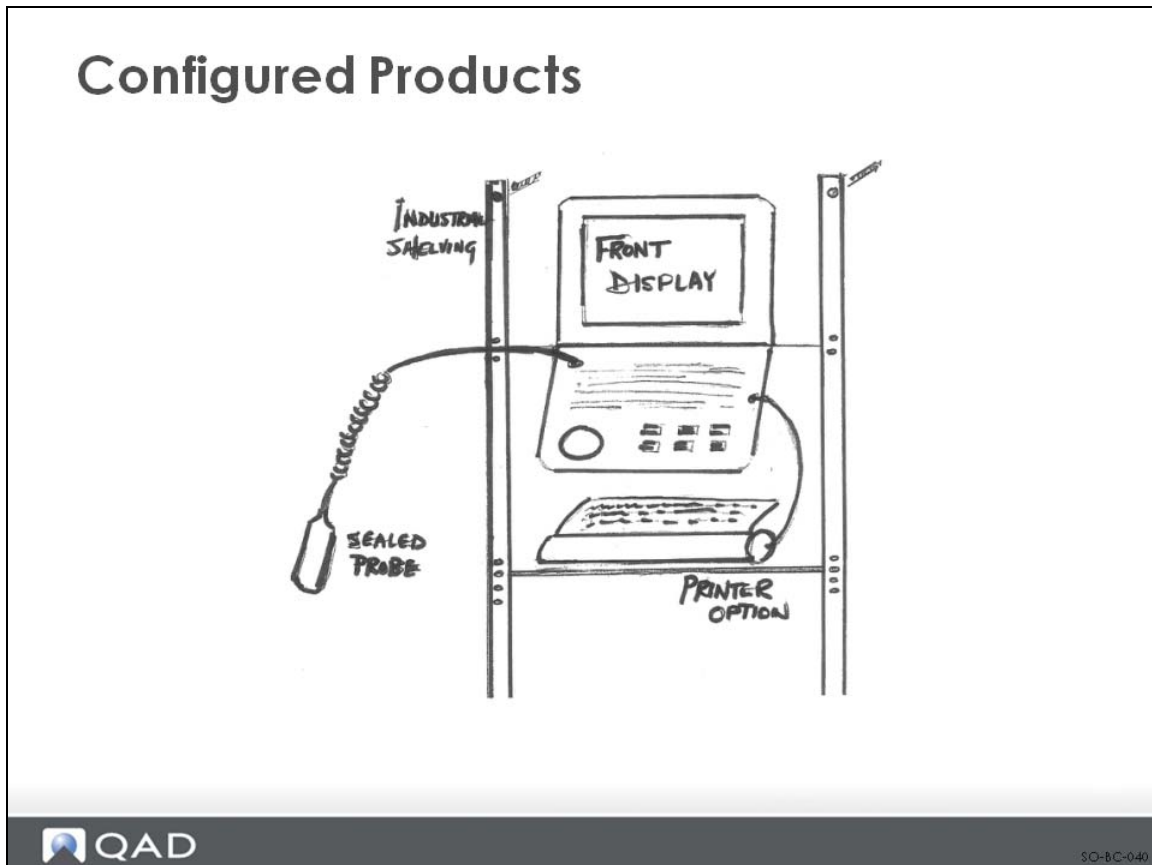
- Can be released to a sales order
- Can be used as a template for a recurring sale, lease, or service contract (if not using SSM)

### Setup Implications

- Set up Sales Quote Control and Sales Quote Accounting Control (in EE)
- When releasing a sales quote to a sales order, set the Release field in Sales Quote Maintenance to Yes

See Chapter 6, “Sales Quotations,” on page 225.

## 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 controlled by a final assembly schedule that is driven by customer orders rather than by a master schedule

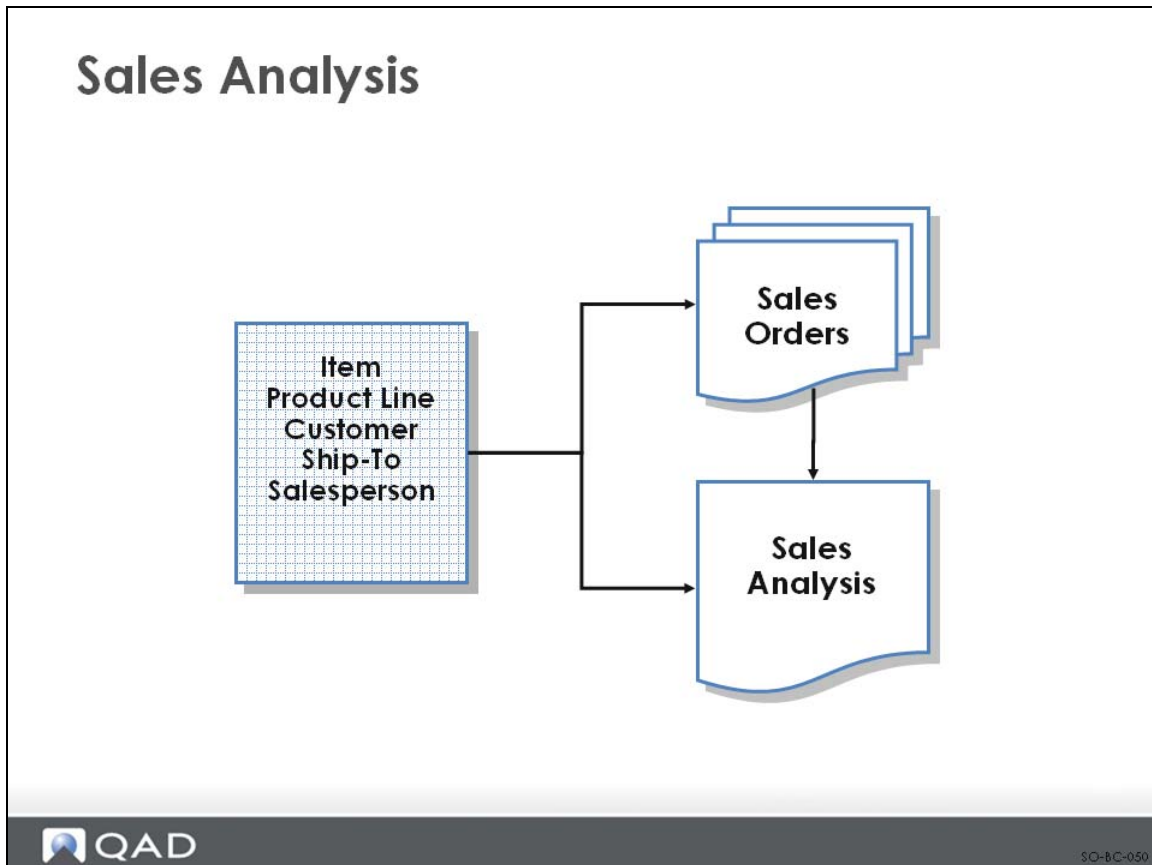
### Why Consider?

- How you enter the sales order lines with Due Dates and Effective Dates affect the configured items sold

### Set Up Implications

- Set up Configured Products Control properly

## 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?

- Where to place charges/discounts, 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

- Set up Sales Order Control to interface with Sales Analysis

See Chapter 7, "Sales Analysis," on page 255.

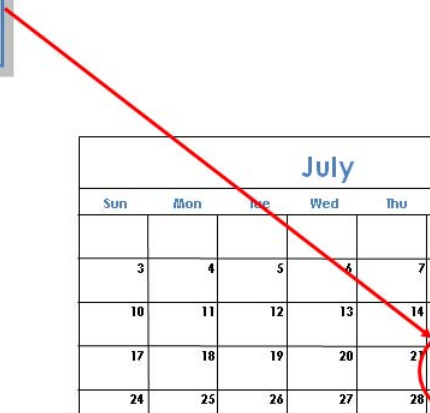
## Credit Management

### Credit Management


**Credit Terms**

**Credit Limit**

**Payment Due**



| July |     |     |     |     |     |     |
|------|-----|-----|-----|-----|-----|-----|
| Sun  | Mon | Tue | Wed | Thu | Fri | Sat |
|      |     |     |     |     | 1   | 2   |
| 3    | 4   | 5   | 6   | 7   | 8   | 9   |
| 10   | 11  | 12  | 13  | 14  | 15  | 16  |
| 17   | 18  | 19  | 20  | 21  | 22  | 23  |
| 24   | 25  | 26  | 27  | 28  | 29  | 30  |
| 31   |     |     |     |     |     |     |


SQ-B-C-060

### 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
- Set up default credit term codes for processing customer payments and debit/credit invoices
- Calculate default due dates, discount dates, and discounts for goods and services

### Why Consider?

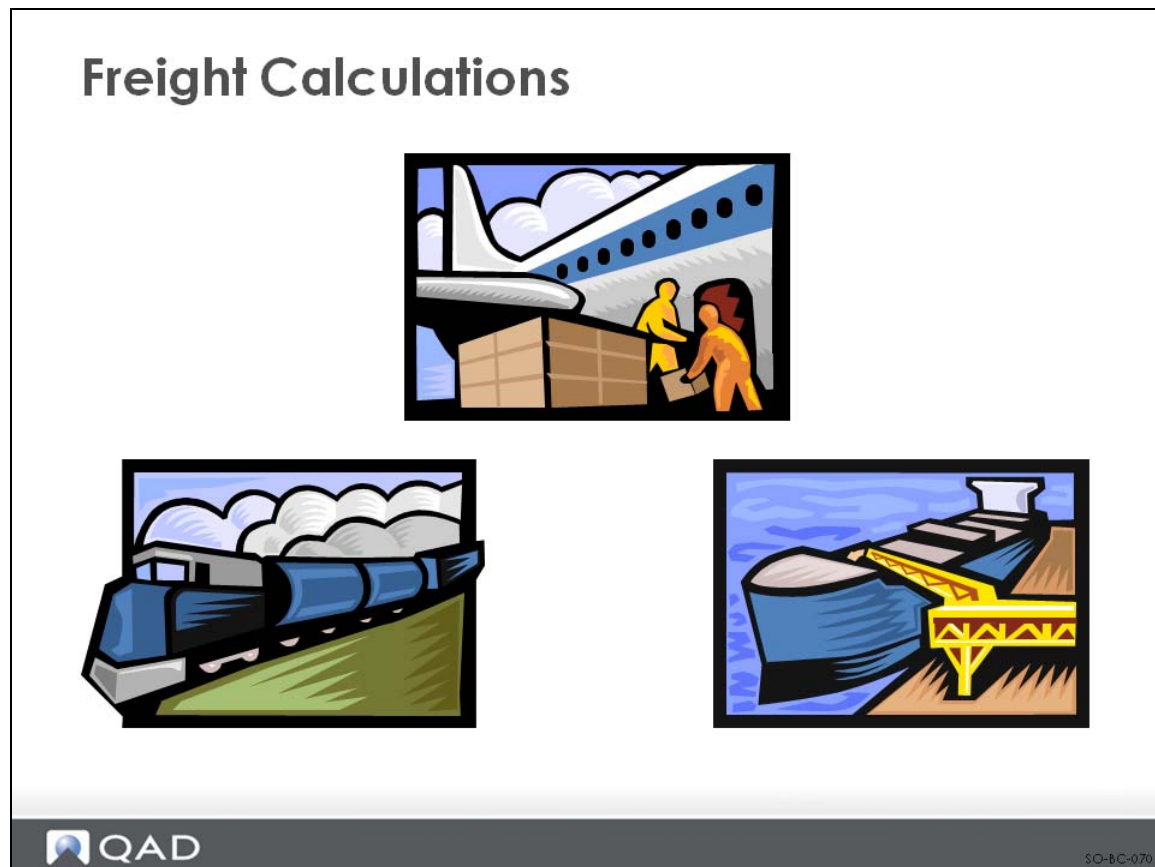
- Credit is checked while you begin entering a sales order and again when you reach the trailer
  - If the customer is over their credit limit or the current order puts them over their credit limit, the system automatically put the order on hold
  - It also affects the decision whether to confirm the order

### Setup Implications

- Sales Order Accounting Control needs to be set to determine whether the order is automatically placed on hold when doing the Sales Order Maintenance function

**Note** In QAD Enterprise Edition, financial control settings are updated separately from operational settings to support detailed segregation of duties assigned with role-based security. In QAD Standard Edition, all control settings are updated in Sales Order Control.

## Freight Calculations



### Freight Calculations Allow You To

- Manage a costly part of conducting business

### Why Consider?

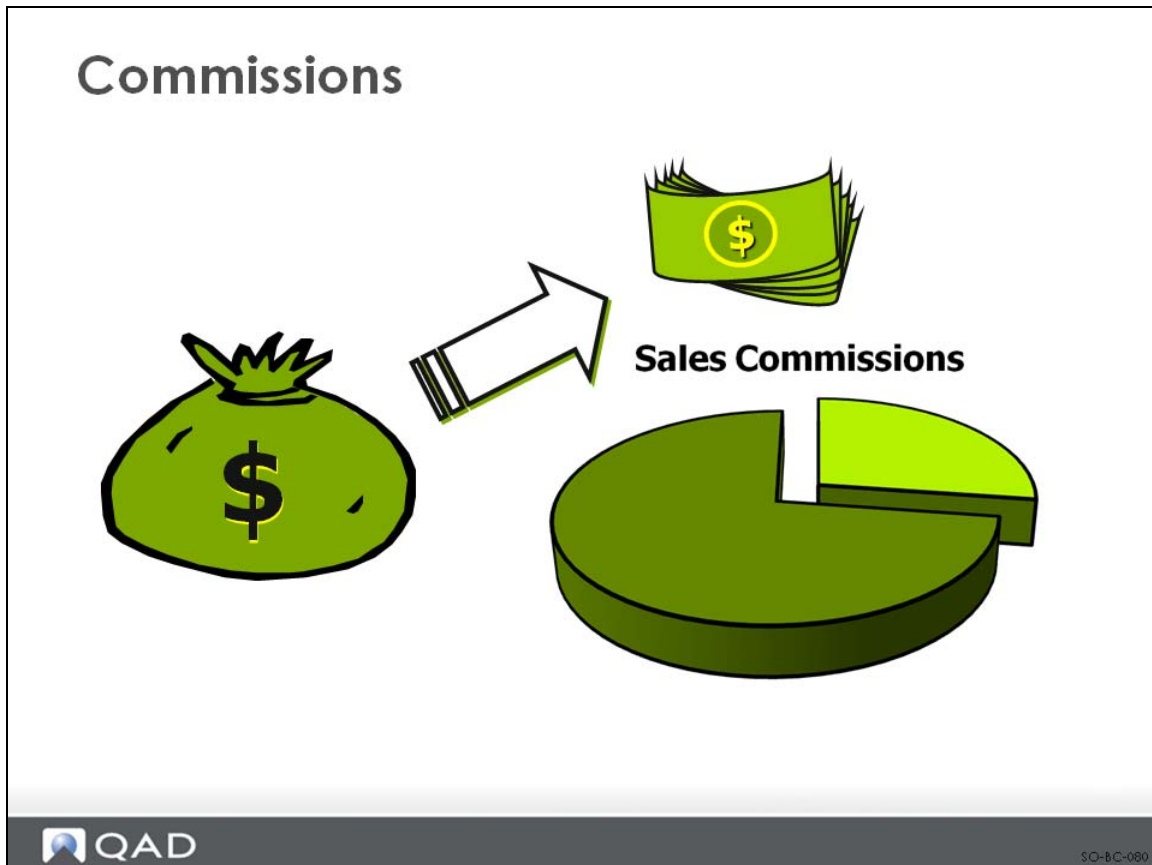
- For many companies today, freight is a huge cost in relation to their products
  - Freight calculations can be complicated
  - Freight calculations can be difficult to set up and maintain

### Setup Implications

- Freight Terms need to be referenced on the Customer Records
- Sales Order Accounting Control needs to be set to calculate freight properly; in QAD Standard Edition, use Sales Order Control

See “Freight” on page 42.

## 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 that require you to determine before setting up salespersons, Customers, and Sales Order Control:
  - Method of calculation
  - Percentages
  - Geographic regions
  - Product lines

See “Salespersons/Commissions” on page 55.

## 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

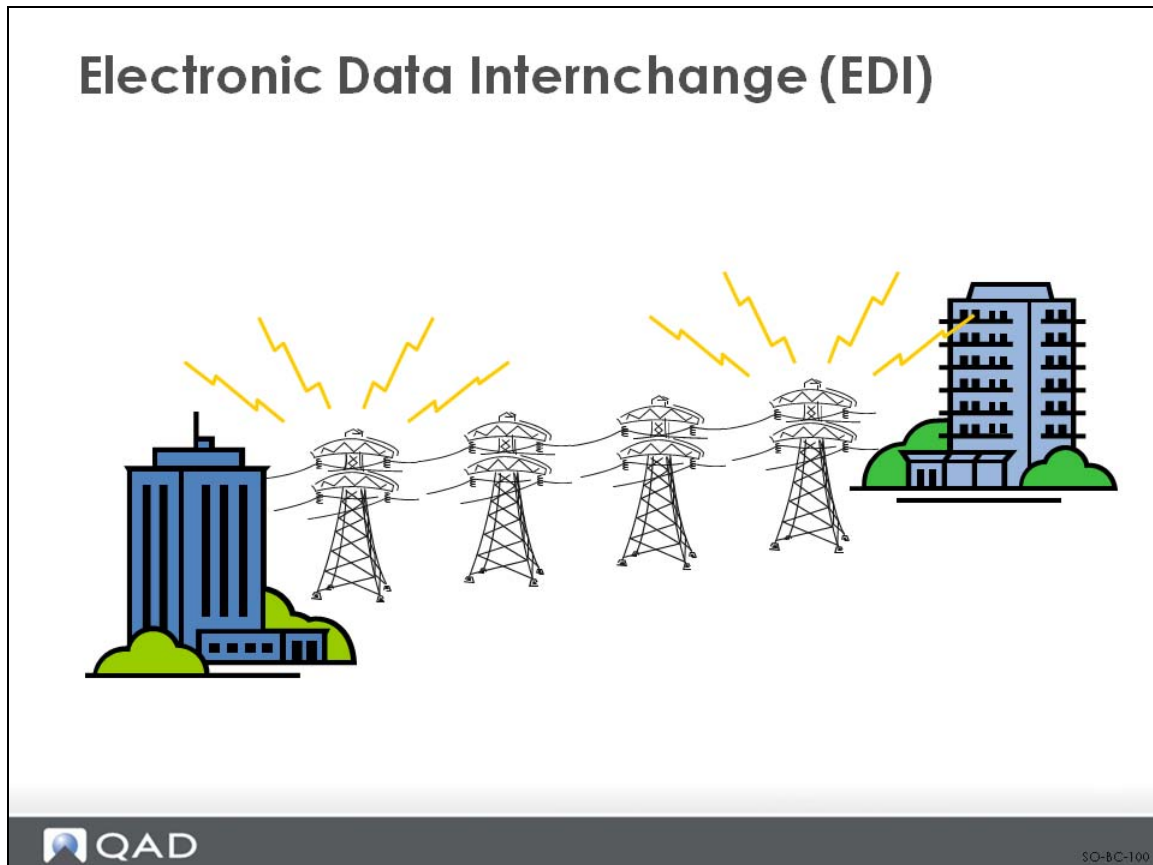
### Why Consider?

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

### Setup Implications

- Set up Intrastat data necessary to capture data required for reporting

## 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

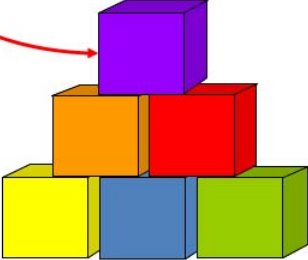
### Setup Implications


- Set up EDI software

## Customer Schedules

### Customer Schedules

| July |     |     |     |     |     |     |
|------|-----|-----|-----|-----|-----|-----|
| Sun  | Mon | Tue | Wed | Thu | Fri | Sat |
|      |     |     |     |     | 1   | 2   |
| 3    | 4   | 5   | 6   | 7   | 8   | 9   |
| 10   | 11  | 12  | 13  | 14  | 15  | 16  |
| 17   | 18  | 19  | 20  | 21  | 22  | 23  |
| 24   | 25  | 26  | 27  | 28  | 29  | 30  |
| 31   |     |     |     |     |     |     |




SO-RC-110

### 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

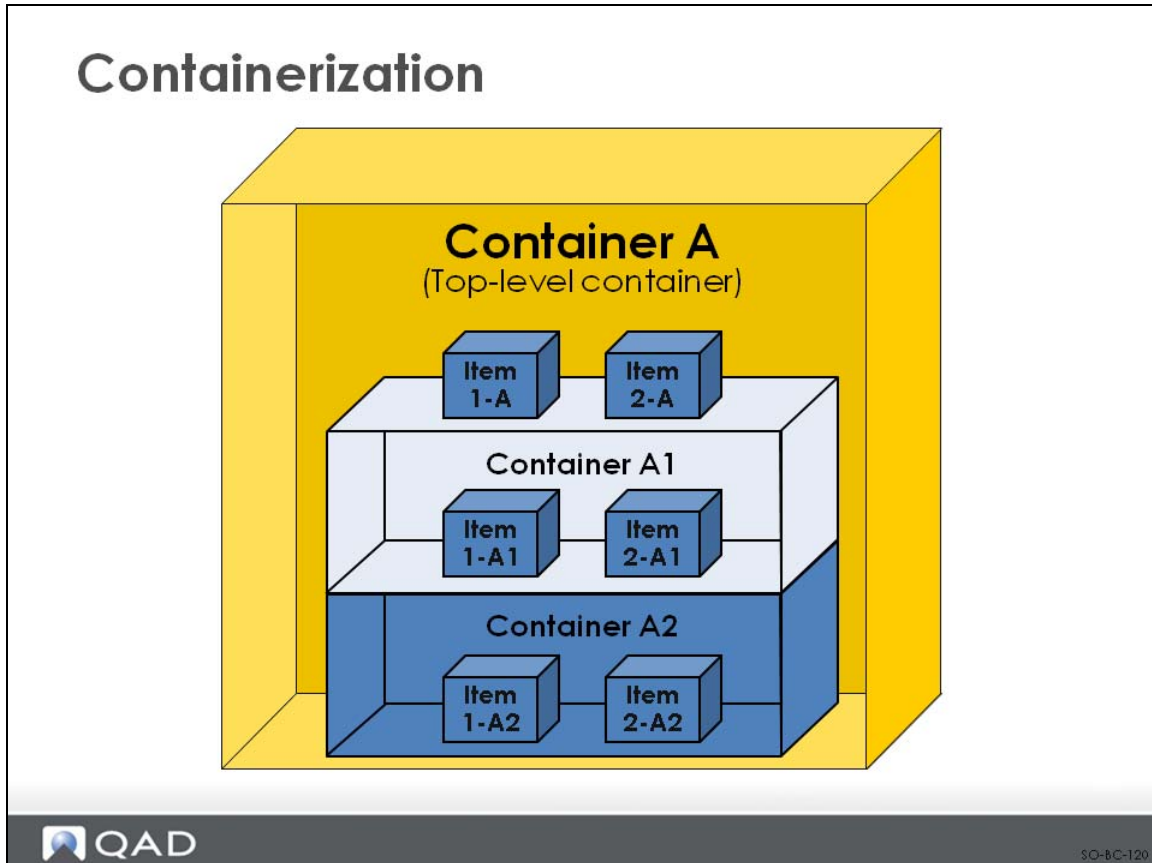
### Why Consider?

- 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 to set customer schedules to handle their supplier schedules

### Setup Implications

- Set up customer records to support customer schedules

## 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

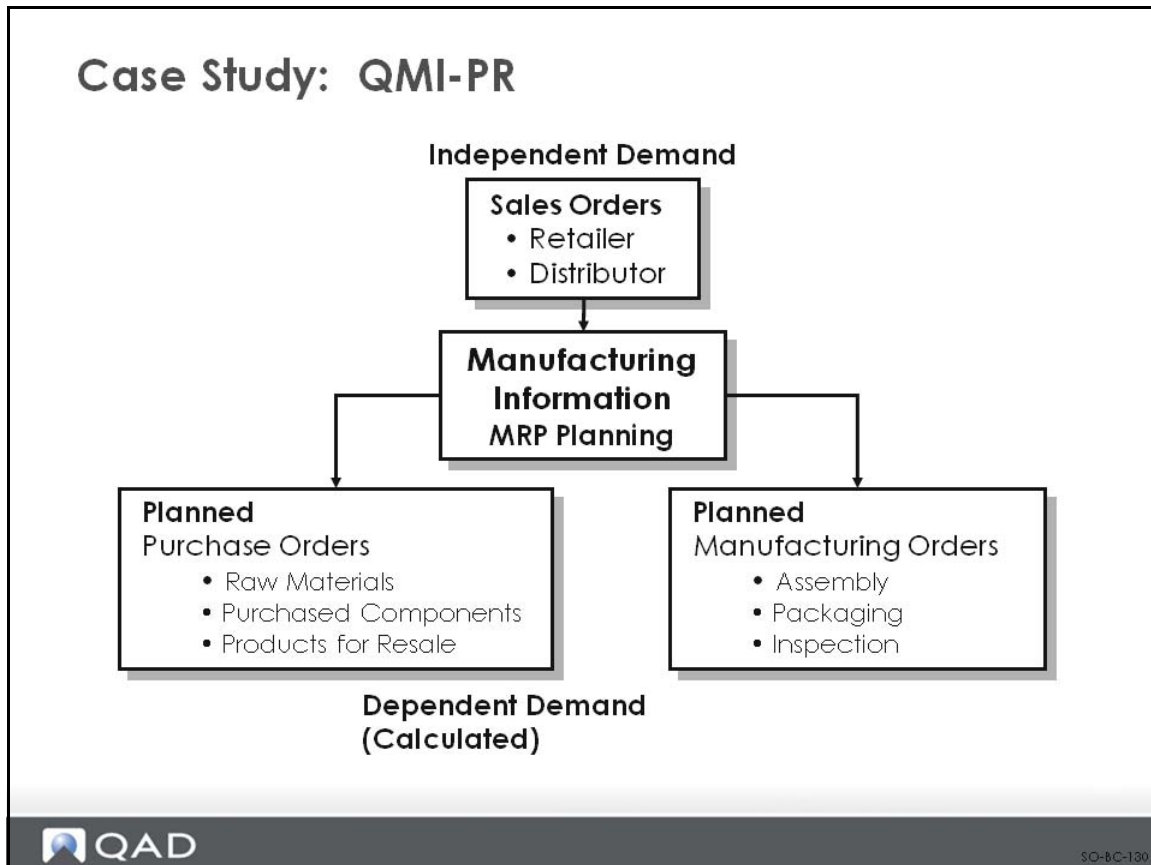
### Why Consider?

- Impacts how orders are entered
  - Connected to Customer Schedules

### Set up Implications

- Set up Customer Records to support Customer Schedules

## Case Study

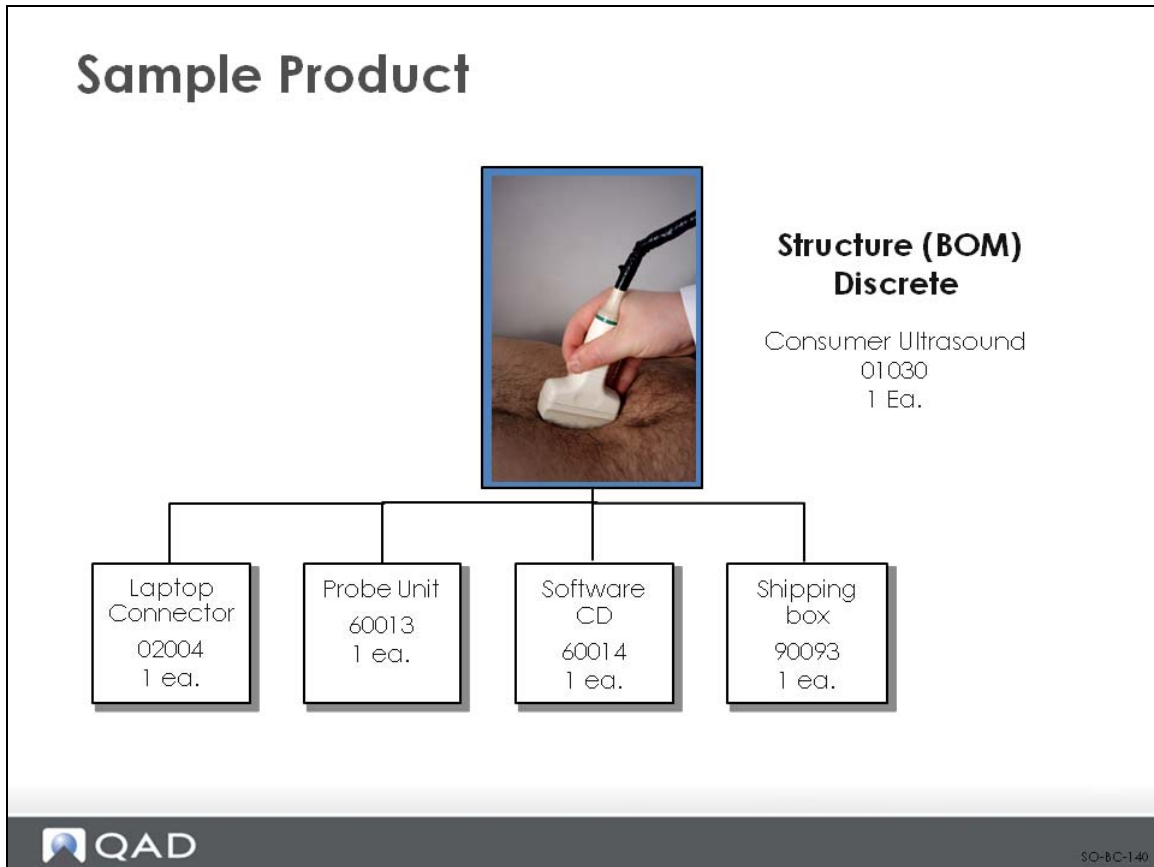


QMI-PR is a wholly owned subsidiary of a large company. It prepares its own financial statements and provides the holding company with GL results for consolidation. The company's manufacturing operations are based in San German, Puerto Rico. All the activities for this class occur at a site called 10-100 in the training database.

Sales and purchases occur between the U.S. and various countries and are recorded in U.S. dollars. Customers generate sales orders. Customers can be distributors or retailers.

The database for this class has been initialized with data for the QMI-PR company.

Product Description



QMI-PR assembles products from purchased and manufactured components.

As both a discrete and a process manufacturer, QMI-PR uses both work orders and repetitive functions to control its manufacturing.

## Focusing Activity

### Review

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



SO-BC-150

Individually, or in small groups, examine QMI-PR against the business issues discussed in this chapter. Consider the following:

- 1 The business expectations given this type of company
- 2 Additional information necessary to successfully implement sales orders for this company
- 3 Additional consider these issues relative to your own companies needs and expectations

Do not look ahead in this training guide or at the QAD 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.

If you have a chance to brainstorm your requirements (15 - 20 minutes), your instructor perhaps asks each group to quickly review the findings and compile a master list for your class.

## Summary

Introduction to Sales Orders

### ✓ **Business Considerations**

- Set Up Sales Orders
- Process Basic Sales Order
- Process Optional Sales Order Features
- Set Up and Process Quotes
- Set Up and Use Sales Analysis



Chapter 3

# **Sales Order Setup**

## Overview

### Course Overview


- Introduction to Sales Orders
- Business Considerations
- ✓ **Set Up Sales Orders**
- Process Basic Sales Orders
- Process Optional Sales Order Features
- Set Up and Process Sales Quotes
- Set Up and Use Sales Analysis




SO-SU-010

## Sales Order Setup

### Sales Order Setup



- Taxes\*
- Trailer Codes
- Freight
- Credit Terms\*
- Salespersons/ Commissions
- Customer Records
- Master Comments (optional)
- Item Data for Sales Orders (Optional)
- Price Lists\*
- Company Addresses\*
- Sales Order Control
- Sales Channels (optional)

 SO-SU-020

This illustration is a suggested set up sequence of master data for the Sales Order module, based on information that flows from one master table to another and prerequisites that need to be accomplished before setting up this data. This course will follow this suggested setup sequence. Optional steps are noted as such. Steps with an asterisk (\*) are required for this course, but are covered at length in another course.

## Taxes

### Sales Order Setup

✓ **Taxes\***

- Trailer Codes
- Freight
- Credit Terms\*
- Salespersons/ Commissions
- Customer Records
- Master Comments (optional)
- Item Data for Sales Orders (Optional)
- Price Lists\*
- Company Addresses\*
- Sales Order Control
- Sales Channels (optional)



SO-SU-030

## Sales Taxes

### Sales Tax

- Global Tax Management
  - GTM Control
  - GTM Setup
- Product Lines
  - Taxable item
  - Tax Class
- Customers
  - Taxable
    - Tax Zone
    - Tax Class
    - Tax Usage
    - Federal Tax
    - State Tax
    - Miscellaneous Taxes



SO-SU-040

### 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

**Note** Covered in the course Global Tax Management

## Trailer Codes

### Sales Order Setup

- Taxes\*
- ✓ **Trailer Codes**
- Freight
- Credit Terms\*
- Salespersons/ Commissions
- Customer Records
- Master Comments (optional)
- Item Data for Sales Orders (Optional)
- Price Lists\*
- Company Addresses\*
- Sales Order Control
- Sales Channels (optional)

SO-SU-050

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

Set up trailer codes:

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

## Trailer Code Maintenance

The screenshot shows a software window titled "Trailer Code Maintenance". The window has a menu bar with "Go To", "Actions", "Copy", "Print", and "Preview". Below the menu bar, the "Trailer Code" is set to "20". The "Description" field contains the text "Freight". The "Trailer Acct" field contains "4682". There are three empty search fields to the right of "Trailer Acct". The "Project" field is empty. There are three checkboxes: "Taxable" (unchecked), "Tax Class" (unchecked), and "Discount at Payment" (unchecked). The QAD logo is in the bottom left corner, and the text "50-SU-060" is in the bottom right corner.

Companies can set up 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.

*Trailer Account.* Trailer accounts specify a GL account, and can include a sub-account and or cost center.

*Project.* Optionally the trailer amounts can be tracked to a project code.

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


*Tax Class.* 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 Sales Order Accounting Control (Sales Order Control in SE). These defaults display on the trailer of every order but can be changed manually during sales order entry and shipments.

## Freight

### Sales Order Setup

- Taxes\*
- Trailer Codes
- ✓ **Freight**
- Credit Terms\*
- Salespersons/ Commissions
- Customer Records
- Master Comments (optional)
- Item Data for Sales Orders (Optional)
- Price Lists\*
- Company Addresses\*
- Sales Order Control
- Sales Channels (optional)



 SO-SU-070

Freight charges are typically added to:

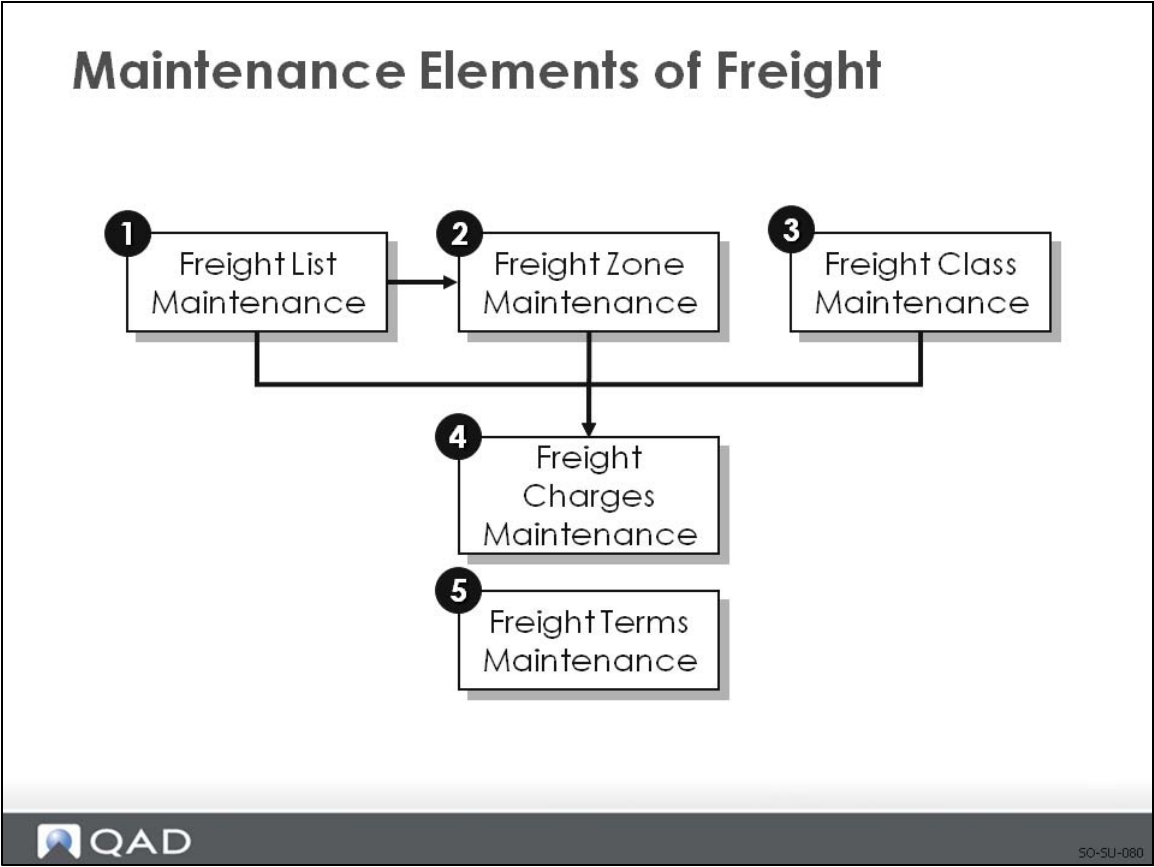
- Sales Orders
- Customer Return Material Authorizations (RMA)

**Note** QAD Service/Support Management module handles RMAs. If you do not have the SSM module, use the method discussed in this training guide.

See “Returns” on page 160 for details.

The data that affects the freight charges is derived from three sources:

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



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

## Freight Element 1: Freight List Maintenance

### Freight List Maintenance - Description

The screenshot shows the 'Freight List Maintenance' form. The form includes the following fields and callouts:

- Freight List: 1** (Text field)
- Site: 10-100** (Text field)
- Currency: USD** (Text field)
- Description: Basic Freight List** (Text field)
- Type: Bulk** (Dropdown menu, highlighted with a red box and callout: "Unit: charge per item or Bulk: charge applies to the order as a whole")
- Unit of Measure: kg** (Dropdown menu)
- Trailer Code: 20** (Text field with a search icon, highlighted with a red box and callout: "Optional code used to describe the transportation method used")
- Freight Mode: Ground** (Dropdown menu, highlighted with a red box and callout: "Links freight list with the appropriate GL account")

At the bottom left is the QAD logo, and at the bottom right is the ID 50-SU-090.

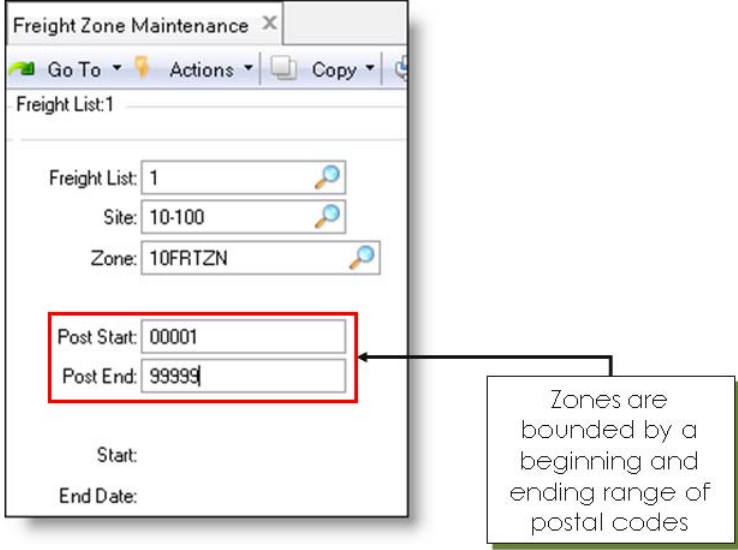
Use to define charges that apply to sales quotes and orders.

Setting up Freight List Maintenance includes:

- At least one freight list for each shipping company used; you 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 Element 2: Freight Zone Maintenance

### Freight Zone Maintenance



The screenshot shows the 'Freight Zone Maintenance' window. It contains the following fields:

- Freight List: 1
- Site: 10-100
- Zone: 10FRTZN
- Post Start: 00001
- Post End: 99999
- Start:
- End Date:

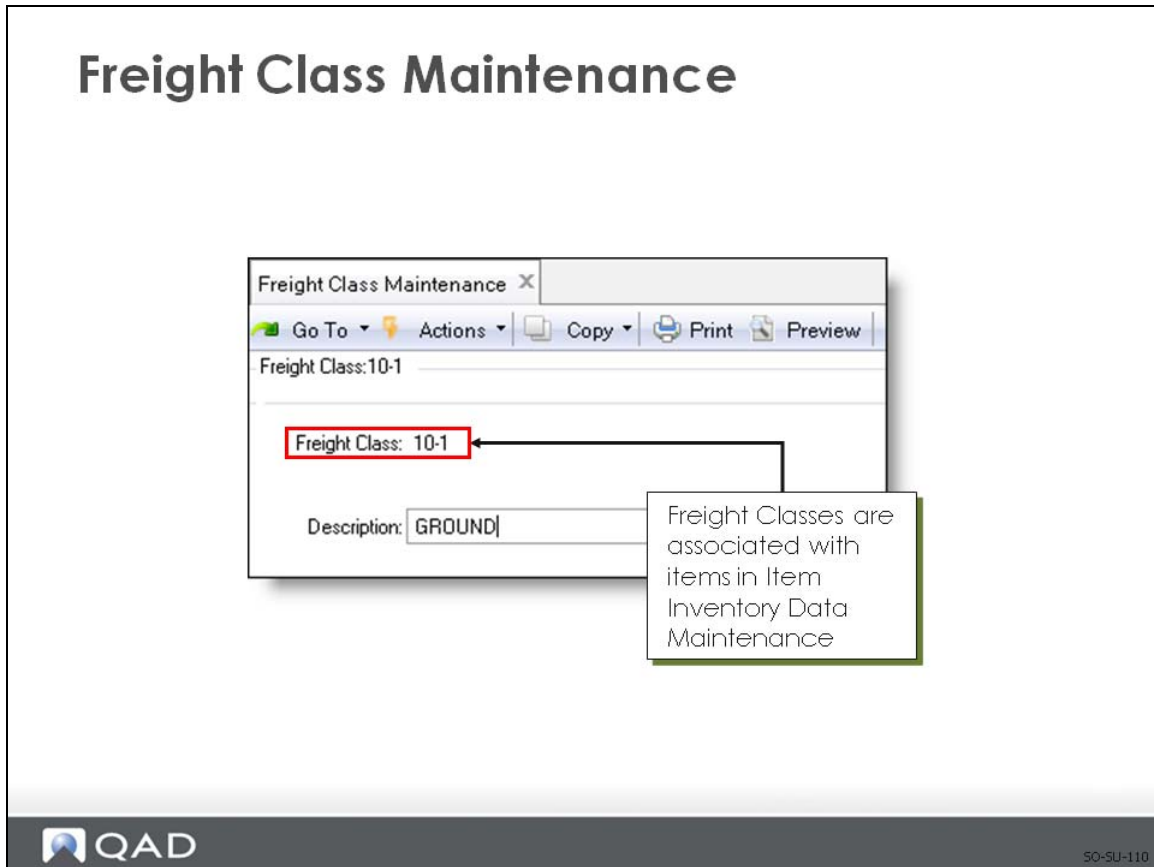
A red box highlights the 'Post Start' and 'Post End' fields. A callout box points to these fields with the text: 'Zones are bounded by a beginning and ending range of postal codes'.

QAD 50-SU-100

Use to set up 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, the zone applies to all sites
- Starting and ending dates can be assigned as needed
- This function sets up zones only

### Freight Element 3: Freight Class Maintenance



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

Freight Class distinguishes different types of shipments requiring different charges.

## Freight Element 4: Freight Charges Maintenance

### Freight Charges Maintenance

The screenshot shows the 'Freight Charges Maintenance' form with the following data:

| Field                          | Value              |
|--------------------------------|--------------------|
| Freight List                   | 1                  |
| Basic Freight List             | Basic Freight List |
| Site                           | 10-100             |
| Currency                       | USD                |
| Zone                           | 10FRTZN            |
| Freight Class                  | 10-1               |
| Maximum Weight                 | 75                 |
| Unit of Measure                | K                  |
| > Minimum Weight               | 1                  |
| Start                          |                    |
| End Date                       |                    |
| Freight Charge                 | 0.0                |
| Freight Charge Per UM Over Min | 0.00               |
| Freight Charge Per Fr List UM  | 0.00               |

Callout boxes indicate the following relationships:

- Freight List Maintenance points to the Freight List field.
- Freight Class Maintenance points to the Freight Class field.
- Freight Zone Maintenance points to the Zone field.

QAD logo and reference number 50-SU-120 are visible at the bottom.

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 Element 5: Freight Terms Maintenance

# Freight Terms Maintenance



Freight Terms:ADD

Freight Terms: ADD

Description: Add to Trailer

Type: 1

 50-SU-130

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

Freight terms determine:

- Whether 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

### Types of Freight Terms

| <b>Type</b> | <b>Description</b>  |
|-------------|---|
| 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 is prepaid or is a part of the selling price               |
| Will Call   | Freight is not calculated – the customer is responsible for the shipping arrangements     |



50-SU-140

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

## Freight Control

The screenshot shows a window titled "Freight Control" with a menu bar containing "Go To", "Actions", "Copy", "Print", and "Preview". Below the menu bar is a text field labeled "Sales Returns Freight Calculation" containing the letter "P". A red box highlights the "P" in the field, and an arrow points from this box to a callout box. The callout box contains the following information:

- P (positive)** The customer is charged for freight
- N (negative)** The customer is credited for freight
- Z (zero)** No freight is charged

The QAD logo is visible in the bottom left corner, and the text "50-SU-150" is in the bottom right corner.

Valid values for Sales Returns Freight Calculation are P, N, and Z.

**Note** The values determine how the system handles automatic freight charge calculations for sales order returns only. In QAD Enterprise Applications, sales order returns are shipments with negative quantities.

## Exercise: Trailer Codes and Freight Charges

- 1 Make sure that the following trailer codes have already been set up in the system in Trailer Code Maintenance (2.19.13).

| Trailer Code | Description | Trailer Account |
|--------------|-------------|-----------------|
| 10           | Service     | 4690            |
| 20           | Freight     | 4691            |
| 30           | Special     | 4692            |

- 2 Use Freight List Maintenance (2.20.1) to set up the following freight list.

| Field            | Data       |
|------------------|------------|
| Freight List:    | 20FRT      |
| Site:            | 10-300     |
| Currency:        | USD        |
| Description:     | UPS ground |
| Type:            | Bulk       |
| Trailer Code:    | 20         |
| Unit of Measure: | KG         |

- 3 Use Freight Zone Maintenance (2.20.4) to set up the following freight zone.

| Field         | Data       |
|---------------|------------|
| Freight List: | 20FRT      |
| Site:         | 10-300     |
| Zone:         | 20FRT-US   |
| Post Start:   | 0000000000 |
| Post End:     | ZZZZZZZZZZ |
| Start Date:   | blank      |
| End Date:     | blank      |

- 4 Use Freight Class Maintenance (2.20.7) to set up the following freight class.

| Field          | Data           |
|----------------|----------------|
| Freight Class: | 10-3           |
| Description:   | Ground express |

### Set Up Freight Charges

- 5 Use Freight Charges Maintenance (2.20.10) to set up the following freight charges.

| Field           | Data     |
|-----------------|----------|
| Freight List:   | 20FRT    |
| Site:           | 10-300   |
| Currency:       | USD      |
| Zone:           | 20FRT-US |
| Freight Class:  | 10-3     |
| Maximum Weight: | 1000     |
| Minimum Weight: | 5        |

Start Date: blank  
 End Date: blank  
 Freight Charge: 8  
 Freight Charge Per UM Over Min: 0.5  
 Freight Charge Per Fr List UM: 1

6 Use Freight Terms Maintenance (2.20.13) to set up the following freight terms.

| Freight Terms | Description            | Type |
|---------------|------------------------|------|
| ADD           | Freight as added       | 1    |
| ALLOW         | Freight as Credited    | 2    |
| PREPAID       | Prepaid or included    | 3    |
| COLLECT       | Accrued freight added  | 4    |
| INCLUDE       | Freight added to price | 5    |
| WILLCALL      | Customer responsible   | 6    |


7 Use Freight Control (2.20.24) to set Sales Returns Freight Calculation to P so that customers are charged freight on sales returns.


8 Use Item Inventory Data Maintenance (1.4.5) to set the freight class to 10-3 for items 03021, 03022, and 03023.

## Credit Terms

### Sales Order Setup

- Taxes\*
- Trailer Codes
- Freight
- ✓ **Credit Terms\***
- Salespersons/ Commissions
- Customer Records
- Master Comments (optional)
- Item Data for Sales Orders (Optional)
- Price Lists\*
- Company Addresses\*
- Sales Order Control
- Sales Channels (optional)




SO-SU-160

QAD Enterprise Applications 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.

## Credit Terms Browse

| Credit Terms Code | Active |
|-------------------|--------|
| 1M                |        |
| 2-10/30           |        |
| 2M                |        |
| 30-60             |        |
| 30-60-90          |        |
| 30D               |        |
| 3M                |        |
| 60D               |        |
| 90D               |        |
| CASH              |        |

Set up Credit Terms before customer data to set up each customer with a default credit terms code, used when processing:


- Invoices
- Customer payments
- Debit/credit memos

**Note** In QAD EE, credit terms are set up in the System Administration module and are used for both purchasing and sales orders.

## Salespersons/Commissions

### Sales Order Setup

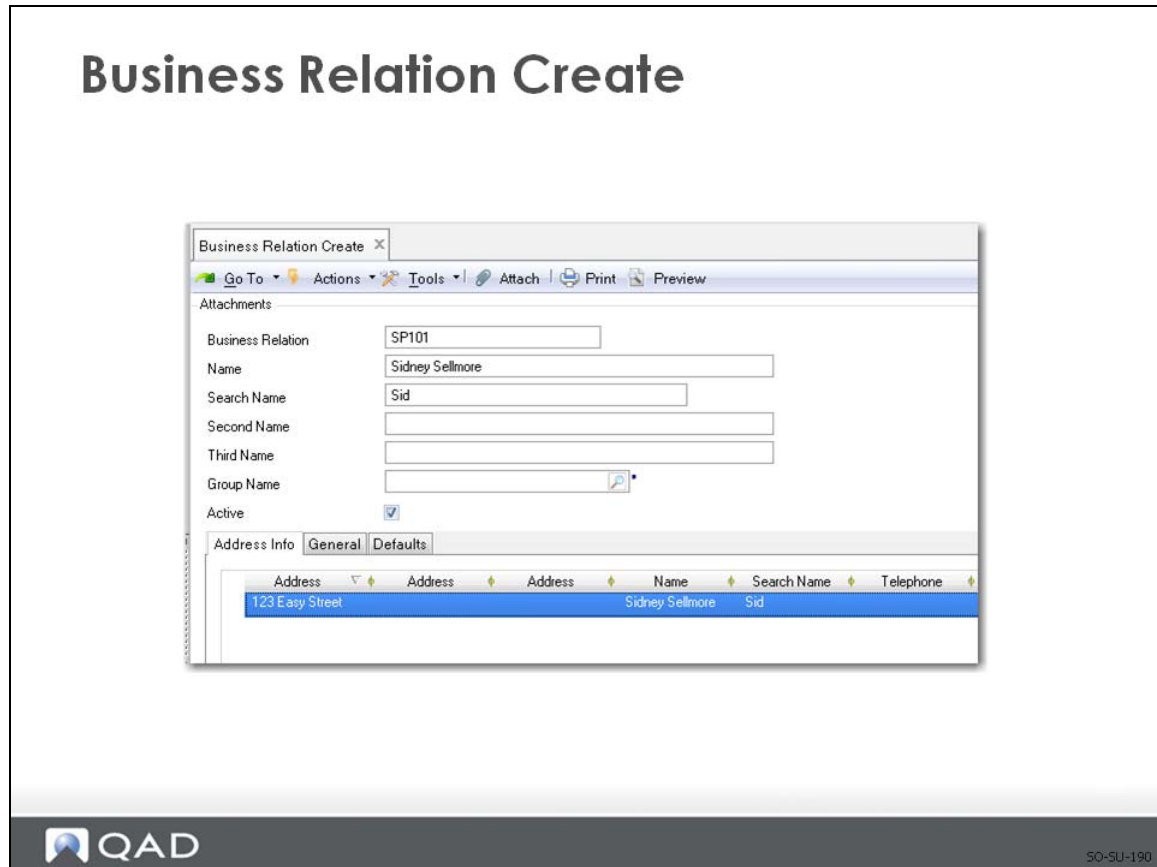
- Taxes\*
- Trailer Codes
- Freight
- Credit Terms\*
- ✓ **Salespersons/ Commissions**
- Customer Records
- Master Comments (optional)
- Item Data for Sales Orders (Optional)
- Price Lists\*
- Company Addresses\*
- Sales Order Control
- Sales Channels (optional)

SO-SU-180

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
- Define a business relation for the salesperson

## Business Relation Create



Once the business relation is created, use Salesperson Maintenance to define the territory and basic commission.

## Salesperson Maintenance

**Salesperson Maintenance**

Salespsn: SP101

Salesperson Address

Salespsn: SP101 Business Relation: SP101

Name: Sidney Sellmore

Sort Name: Sid

Address: 123 Easy Street

Address:

Address:

City: Anytown State: AK Post: Format: After

Country: UNITED STATES - TAX PURPOSES #US County:

Attention: Attn:

Telephone: Telephone:

Fax: Fax Number:

Added: 10/22/2010

Salesperson Data

Sort Name: Sid

Territory: Nord

Commission: 15.00%

QAD 50-SU-200

Set up salespersons:

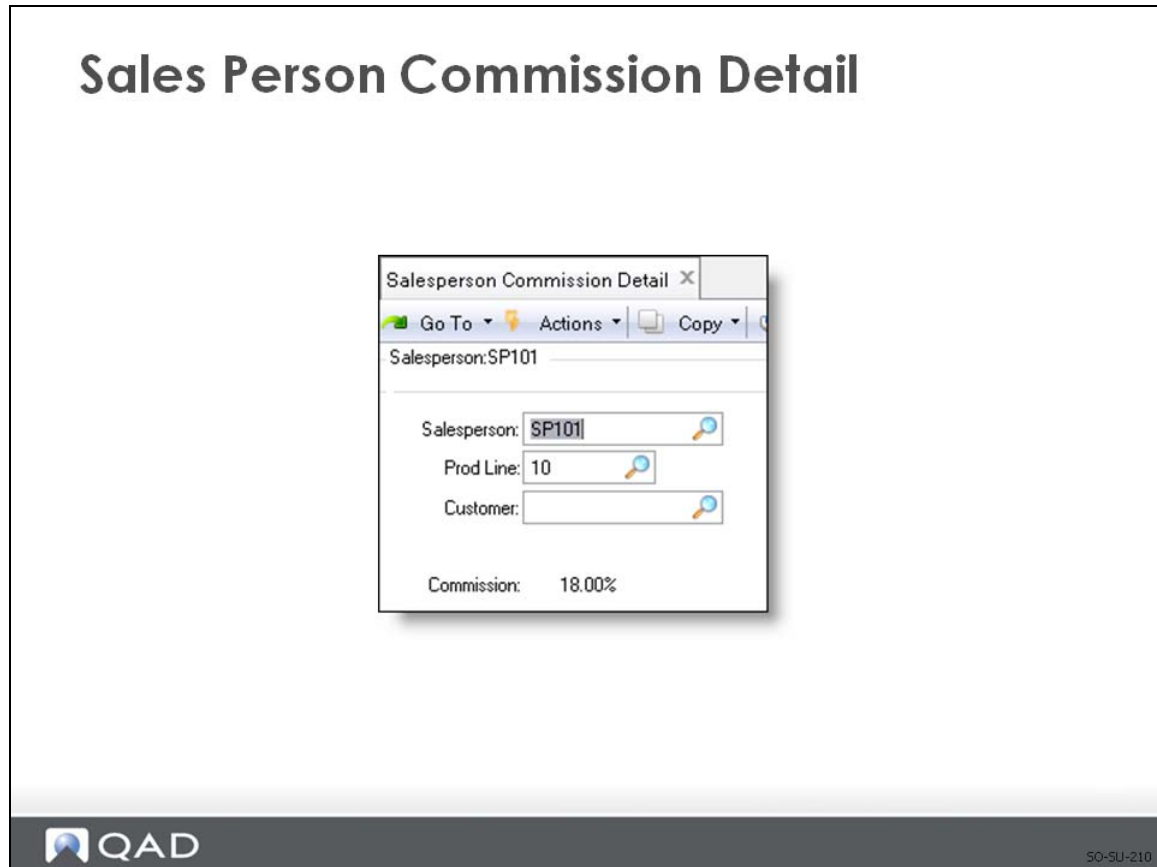
- With a default commission percentage and a user-defined territory
  - Detailed commission percentages can be entered for product lines and/or customers
  - Monthly quotas can be set up in Sales Analysis

Salesperson Payments Report lists:

- Invoices the customer has paid
- The payments credited to each salesperson
- Unapplied payments (which makes it possible to pay commissions only after the customer has paid the invoice)

**Note** The Based on Sales/Margin field in the Salesperson Payment Report and Salesperson Commission Report indicates whether commission amounts are calculated based on total sales amount or gross margin of the line items. The Based on Sales/Margin field defaults from the Comm on Margin not Sales field in Sales Order Accounting Control.

## Sales Person Commission Detail



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

## Exercise: Credit Terms and Salespersons

### Set Up Credit Terms

- 1 Use Credit Terms View (36.1.10.3) to review the credit terms already set up in the system. Double-click some of the records to view details.
- 2 Use Credit Terms Create (36.1.10.1) to set up a new credit term.

| Field                | Data                                  |
|----------------------|---------------------------------------|
| Credit Term Code:    | 2-10/15                               |
| Description:         | 2% discount in 10 days due in 15 days |
| Payment Type:        | Normal                                |
| Active:              | Yes                                   |
| <b>Normal Tab</b>    |                                       |
| Period Type:         | Days                                  |
| No. of Periods:      | 15                                    |
| Daily Overdue Int%:  | 0.5                                   |
| <b>Discount Tab</b>  |                                       |
| Discount Percentage: | 2                                     |
| Period Type:         | Days                                  |
| No. of Periods:      | 10                                    |
| Supplementary Days:  | 0                                     |

### Set Up Salesperson and Commission

- 1 Use Business Relation Create (36.1.4.3.1) to create a business relation.

| Field                     | Data             |
|---------------------------|------------------|
| Business Relation:        | 10-SP04          |
| Name:                     | <Your Name>      |
| <b>Headoffice Address</b> |                  |
| Address:                  | 588 Lotus Street |
| City:                     | Los Angeles      |
| Country Code:             | USA              |
| Tax Zone:                 | USA              |

- 2 Use Salesperson Maintenance (2.5.1) to

| Field              | Data    |
|--------------------|---------|
| Salespsn:          | 10SP04  |
| Business Relation: | 10-SP04 |
| Commission:        | 15%     |

- 3 Use Salesperson Commission Detail (2.5.6) to set up commission detail for the salesperson.

| Field        | Data   |
|--------------|--------|
| Salesperson: | 10SP04 |
| Prod Line:   | blank  |

## 60 Training Guide — Sales Order Management

Customer: 10C1000



Commission: 18%

- 4 Use Salesperson Quota Maintenance (7.17.1) to add four months of quota at 500 per month, starting in the current month.

## Customer Records

### Sales Order Setup

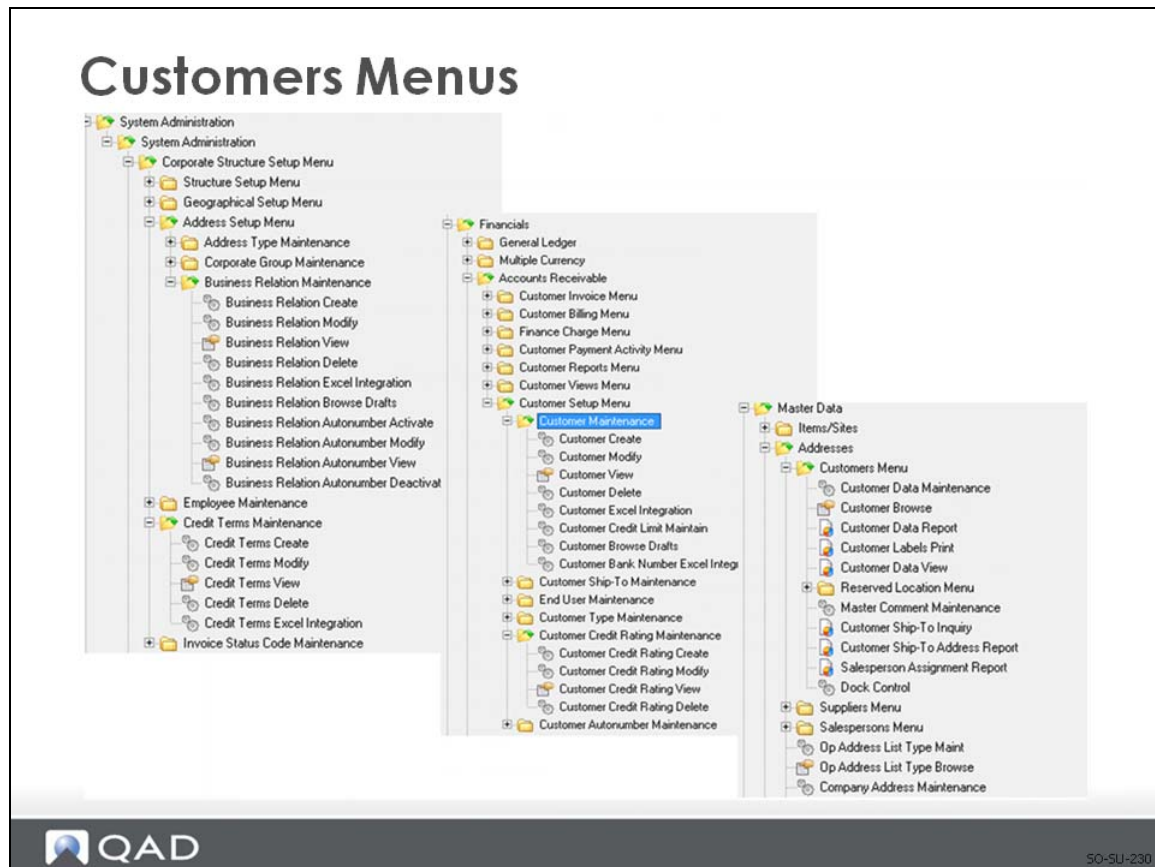
- Taxes\*
- Trailer Codes
- Freight
- Credit Terms\*
- Salespersons/ Commissions
- ✓ **Customer Records**
- Master Comments (optional)
- Item Data for Sales Orders (Optional)
- Price Lists\*
- Company Addresses\*
- Sales Order Control
- Sales Channels (optional)

SO-SU-220

Customer records contain default information pertaining to the customer:

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

## Customers Menu



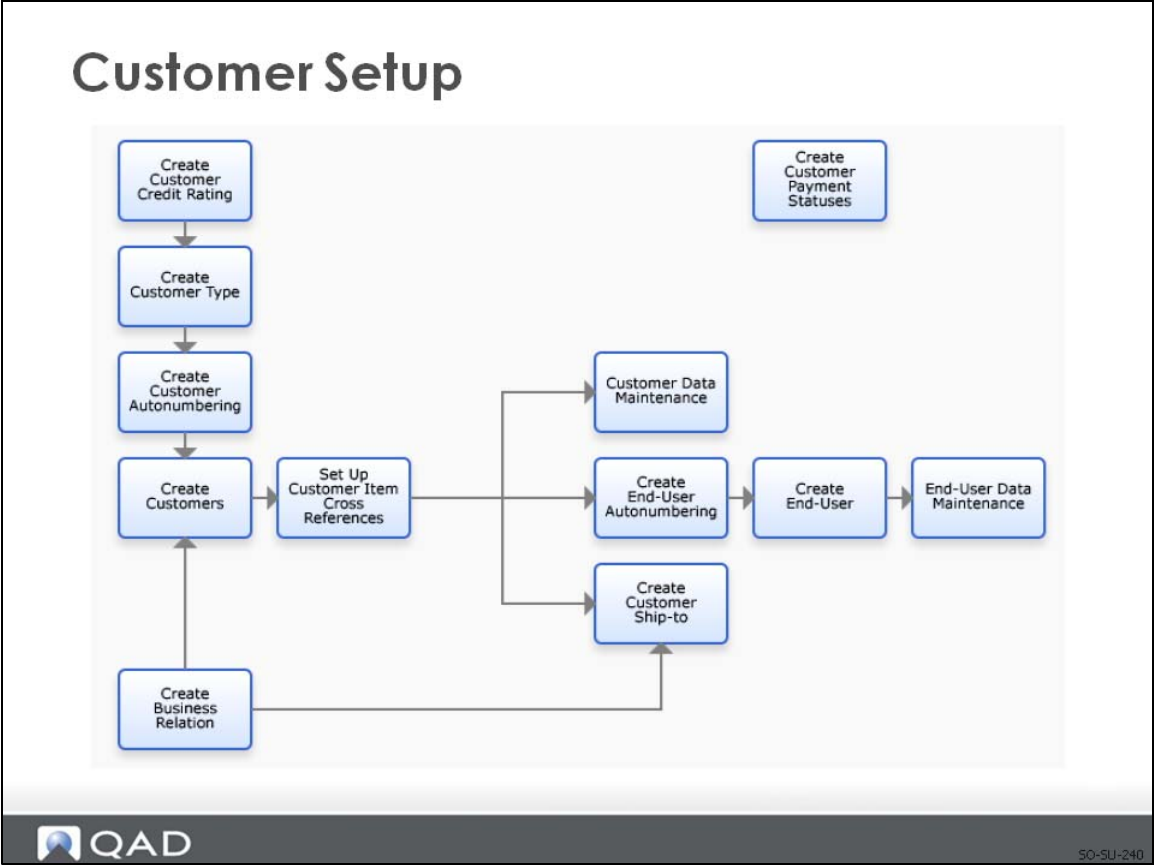
Many of the tasks associated with customer setup are in the system administration, financial, and master data addresses menu functions. The role-based system security restricts these tasks. While explaining many of these tasks, this course focus on the functions accessed in the sales order module.

After a customer is set up in system administration, the data required for operational uses of customers is defined in Customer Data Maintenance.

Customers are used in:

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

Customer Setup



## Business Relation for Customer

Business Relation Modify

Go To Actions Tools Attach Print Preview

Attachments

Business Relation: SP101

Name: Comic Ultra Uk

Search Name: Comic Ultra Uk

Second Name:

Third Name:

Group Name:

Active:

Address Info General Defaults

| Address         | Address | Address | Zip Code | City    | Name           | Search Name    |
|-----------------|---------|---------|----------|---------|----------------|----------------|
| 123 Easy Street |         |         |          | Anytown | Comic Ultra Uk | Comic Ultra Uk |



SO-SU-250

As with salesperson, customer setup begins by establishing a business relation. Note that the modify screen displays since after a record is created, it cannot be viewed in the create screen.

# Customer Create

Customer Create

Go To Actions Tools Attach Print Preview

Attachments

Customer Code CUS001 Active

Business Relation SP101 Bill-To Customer

Business Relation Accounting Payment Banking Defaults Credit Limit Tax Info Comments

Name Comic Ultra Uk

Address 123 Easy Street

Zip/City Anytown

Country Code #US UNITED STATES - TAX PURPOSES

State AK Alaska

Country



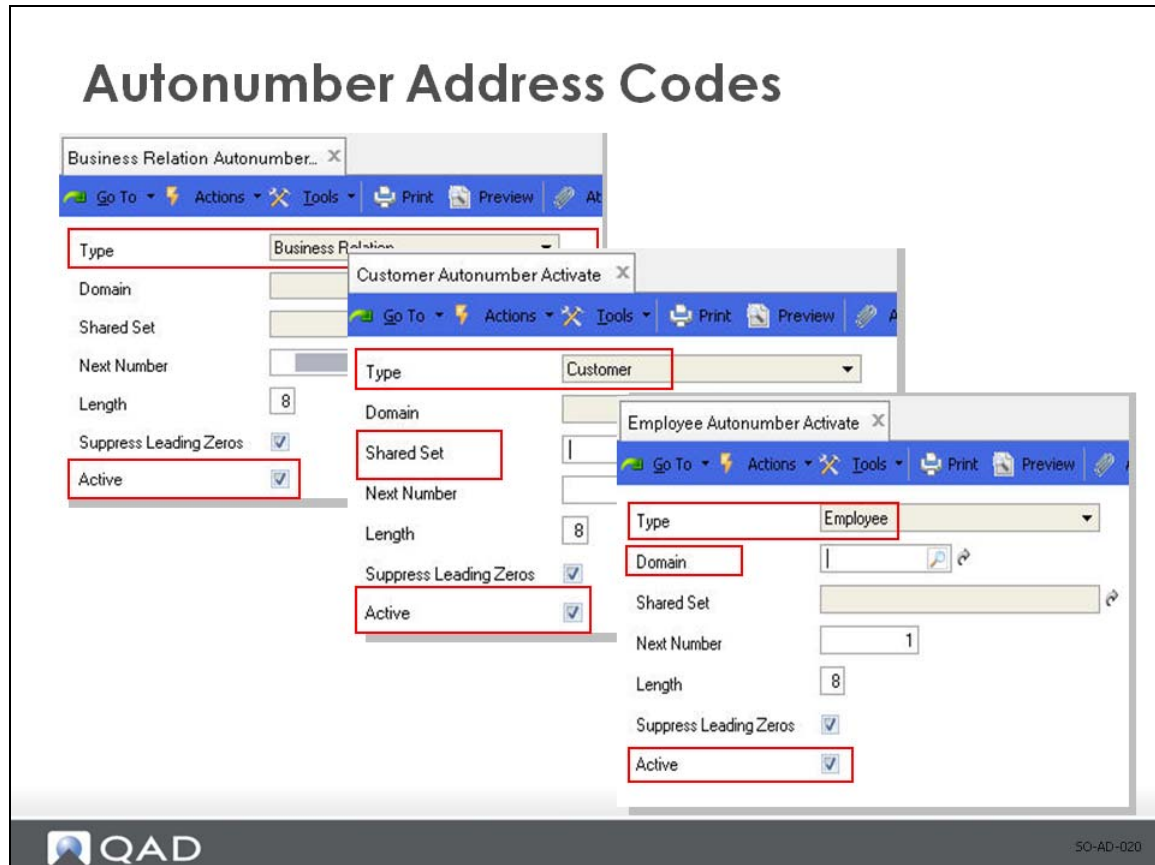
SO-SU-300

Setup continues with Customer Create. In Customer Create, you can assign a Bill-To Customer. Note the tabs for business relation, accounting, payment, banking, credit limits, and tax info. These functions, along with Customer Type Create, End User Create, Customer Ship-To Create, Customer Credit Rating Maintenance, and Customer Autonumbering are maintained in the customer setup menu under accounts receivable. These functions are covered in the Financial Training Courses.

Customer Type codes are created in Customer Type Create and assigned in Customer Create under the Accounting tab.



## Activate Autonumbering



There are two approaches for assigning address codes:

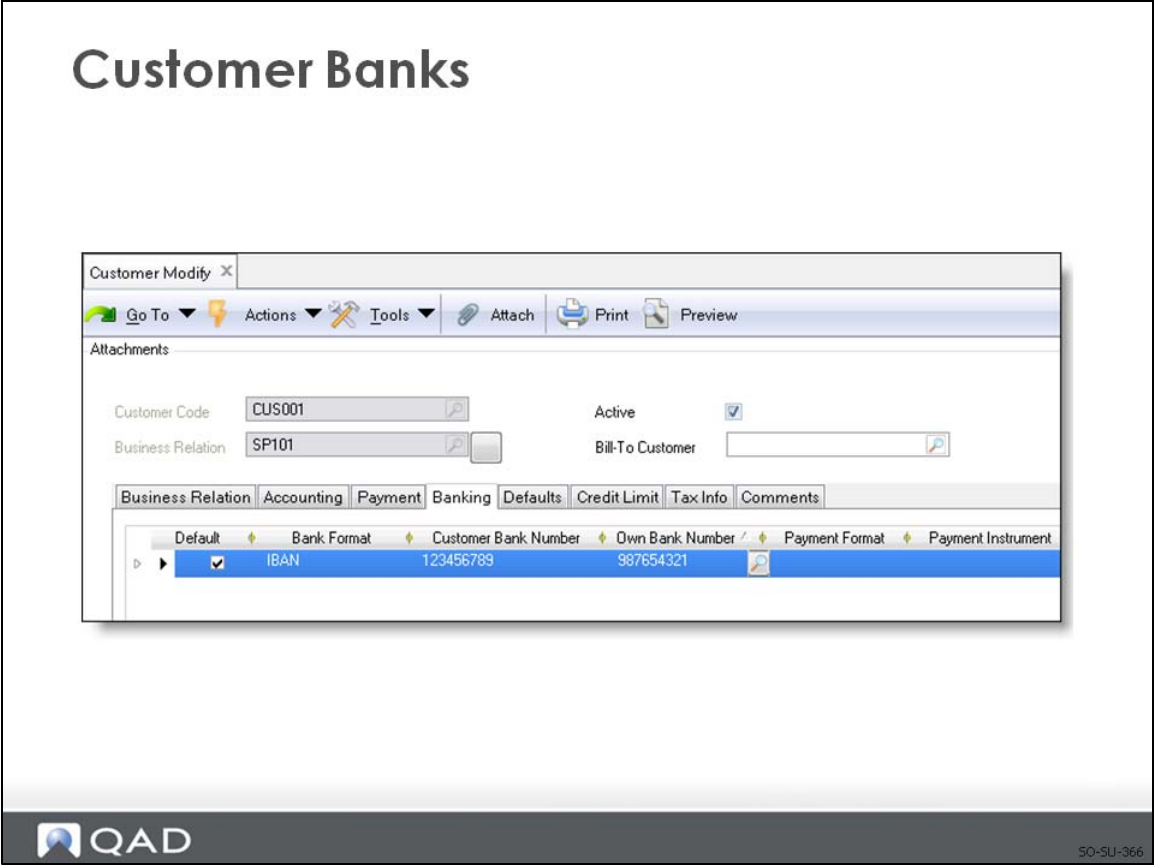
- User manually assigns the code; the code typically has some inherent meaning to the user.
- System automatically assigns the code; the code is based on a sequential number and has no inherent meaning.

You can set up sequence numbers to be used to automatically generate numbers for Business Relations, Customers/Suppliers, End Users, Employees.

When you leave the code field blank in the activities that create these records, the system supplies a number based on the defined autonumber sequence. These sequences are all defined in a similar way but the scope of the sequence differs:

- Business relation autonumbers are database wide.
- Customer, supplier, and end-user autonumbers apply at the shared set level; a shared set is mandatory.
- Employee autonumbers apply to each domain; a domain code is mandatory.

### Customer Banks



Customer banks are set up in Customer Create or Customer Modify under the Banking tab.

## Customer Ship-To Create

You can use Customer Ship-To Create (27.20.2.1) in multiple ways:

- Create an entirely new ship-to and specify the address, tax, and contact details in this function. To do this, clear all the link-to address fields, and enter a code in the Ship-To Code field (or leave blank for a system-generated number). The new address is create as a ship-to address type for the customer’s business relation.
- Indicate that another customer—of the same or different business relation—is the ship-to address of a specified customer; in this case, the same code and address information is used. A customer can be the ship-to address of only one other customer, and the address used is the headoffice address.
- Indicate a customer’s end user is also a ship-to address. In this case also, the same code and address information is used.
- Specify a new ship-to code and associate it with an existing address with the ship-to type defined for a customer’s business relation. In this case, multiple codes share the existing address; if you change the address, it is changed for all codes referencing it.

## E-Mail Notification

### E-Mail Notification

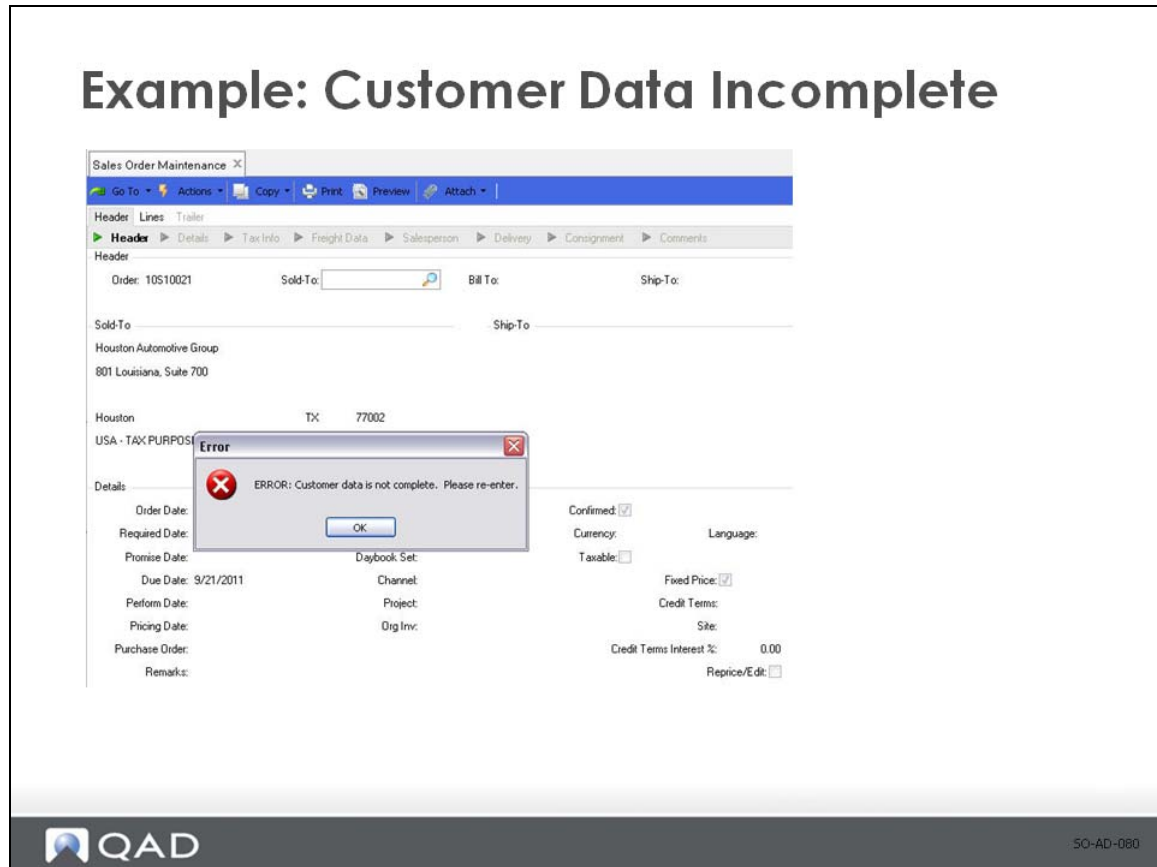
- Roles that receive e-mails
  - CustomerNotify
  - EmployeeNotify
  - EndUserNotify
  - SupplierNotify



50-AD-070

If you have set up e-mail notification, the system sends notifying e-mails to recipients with the relevant roles when customer, supplier, employee, or end-user records are created.

Example: Customer Data Incomplete




E-mails advise users that operational data should be entered for the new records created in the Enterprise Financials. For example, when a customer is created in Enterprise Financials, the associated record must be updated in Customer Data Maintenance. Otherwise, the customer cannot be used in sales orders until the customer data is updated using Customer Data Maintenance.

## Customer Addresses

### Sales Order Setup

- Customer Addresses
- List Types
  - Sold To
  - Bill To
  - Ship To
  - Dock

SO-SU-280

Values associated with a customer address determine default field values in other functions.

Three customer addresses are associated with a sales order:

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

**Note** A dock address can be used when additional delivery detail is required as in a specific dock number at a warehouse or in the case where docks on opposite sides of a warehouse have different street addresses.

## Sales Order Setup

## Sales Order Setup


Op Address List Type Maint
Go To Actions Copy Print Preview

Address: CUS001  
 Name: Comic Ultra UK  
 Sort Name: Comic Ultra UK  
 City: Anytown State: AK

Address List Types

- CoOpAd
- customer

List Type: MailList


50-SU-270

The system stores operational address codes in one table and uses list type to identify the type of address each code represents. List types are assigned automatically based on the program used to create or update the code. In addition, user-defined address list types can be created. An address can have multiple list types. The following system-assigned list types are valid: Slsprsn; Company; Enduser; Customer; Ship-to; Supplier; Dock; Carrier; Engineer.

## Customer Data Maintenance

### Customer Data Maintenance


Customer: CUS001      Customer: CUS001      Salespsn1: SP101

Customer Address

|                                       |           |                          |   |
|---------------------------------------|-----------|--------------------------|---|
| Customer: CUS001                      |           | Business Relation: SP101 |   |
| Name: Comic Ultra UK                  |           |                          | Active: <input checked="" type="checkbox"/> |
| Address: 123 Easy Street              |           |                          | Added: 10/22/2010                           |
| Address:                              |           |                          |   |
| Address:                              |           |                          |   |
| City: Anytown                         | State: AK | Post:                    | Format: After                               |
| Country: UNITED STATES - TAX PURPOSES | #US       | County:                  |   |
| Attention:                            | [2]:      |                          |   |
| Telephone:                            | [2]:      |                          |   |
| Fax:                                  | [2]:      |                          |   |

Customer Data

|                                       |                                   |
|---------------------------------------|-----------------------------------|
| Sort Name: Comic Ultra UK             | Type:                             |
| Salespsn1: SP101 <input type="text"/> | Region: US-W <input type="text"/> |
| Multiple: <input type="checkbox"/>    | Currency: USD                     |
| Ship Via: UPS <input type="text"/>    | Site: 10-100 <input type="text"/> |
| Resale: <input type="text"/>          | Lang: us                          |
| Remarks: Northern Most Customer       |                                   |


50-SU-260

Customer Data Maintenance (formerly Customer Maintenance) is located in the Addresses Menu under Master Data.

- Enter the primary salesperson for this customer. Checking Multiple opens a pop-up window that allows up to four salespersons to be linked to this customer.
- The Ship Via is the default method and defaults to other documents.
- Regions are user-defined and are set up in Region Maintenance.
- Site is the default ship-from site for this customer.
- The language code is set up in Customer Create and is the language you prefer to communicate to this customer with.

Clicking Next advances to the next frame of customer data.

## Customer Data Maintenance – Customer Data

Customer Data Maintenance x

Go To Actions Copy Print Preview Attach

Customer: CUS001 Customer: CUS001

Customer Address

Customer: CUS001 Business Relation: SP101  
 Name: Comic Ultra UK Active:   
 Address: 123 Easy Street Added: 10/22/2010  
 Address:  
 Address:

City: Anytown State: AK Post: Format: After  
 Country: UNITED STATES - TAX PURPOSES #US County:  
 Attention: [2]  
 Telephone: [2]  
 Fax: [2]

Customer Data

Partial OK:  Class:   
 Discount Tbl:  SIC:   
 Fixed Price:  Invoice by Authorization:   
 Daybook Set: [10-SALES] RSS Calendar Option: 1 Customer/Shop  
 Non-Sales Order Price List:

You can use customer class when allocating scarce inventory by running Sales Order Auto Allocations (7.1.7) for a range of customer class codes. The first allocation can go to the highest class of customers, the next to the next highest, and so on.

Other fields in this frame are either self-explanatory or covered in detail in the user guide.

# Customer Data Maintenance – Tax Data

The screenshot shows a software window titled "Customer Data Maintenance" with a sub-tab for "Customer: CUS001". The main window displays customer information such as Name (Comic Ultra Uk), Address (123 Easy Street), City (Anytown), and Country (UNITED STATES - TA). A pop-up window titled "Address Tax Data" is overlaid on the main window, containing the following fields:

- Taxable:
- Tax Zone: #US
- Tax Class:
- Tax Usage:
- Tax In:
- Tax ID - Federal:
- State/VAT ID:
- Tax ID - Misc 1:
- Tax ID - Misc 2:
- Tax ID - Misc 3:
- In City:

Other fields visible in the main window include Relation: SP101, Active: , Added: 10/22/2010, Format: After, County:, HSL, SIC:, Invoice by Authorization: , RSS Calendar Option: 1 Customer/Shop, and Non-Sales Order Price List.

Next in sequence is a pop-up frame with the customer tax data. The various codes are set up in Global Tax Management. Setup of specific taxing information is beyond the scope of this course.

## Customer Data Maintenance – Credit Data

Customer Data Maintenance

Go To Actions Copy Print Preview Attach

Customer: CUS001 Customer: CUS001

Customer Address

Customer: CUS001 Business Relation: SP101

Name: Comic Ultra Uk Active:

Address: 123 Easy Street Added: 10/22/2010

Address:

Address:

City: Anytown State: AK Post: Format: After

Country: UNITED STATES - TAX PURPOSES #US County:

Attention: [2]:

Telephone: [2]:

Fax: [2]:

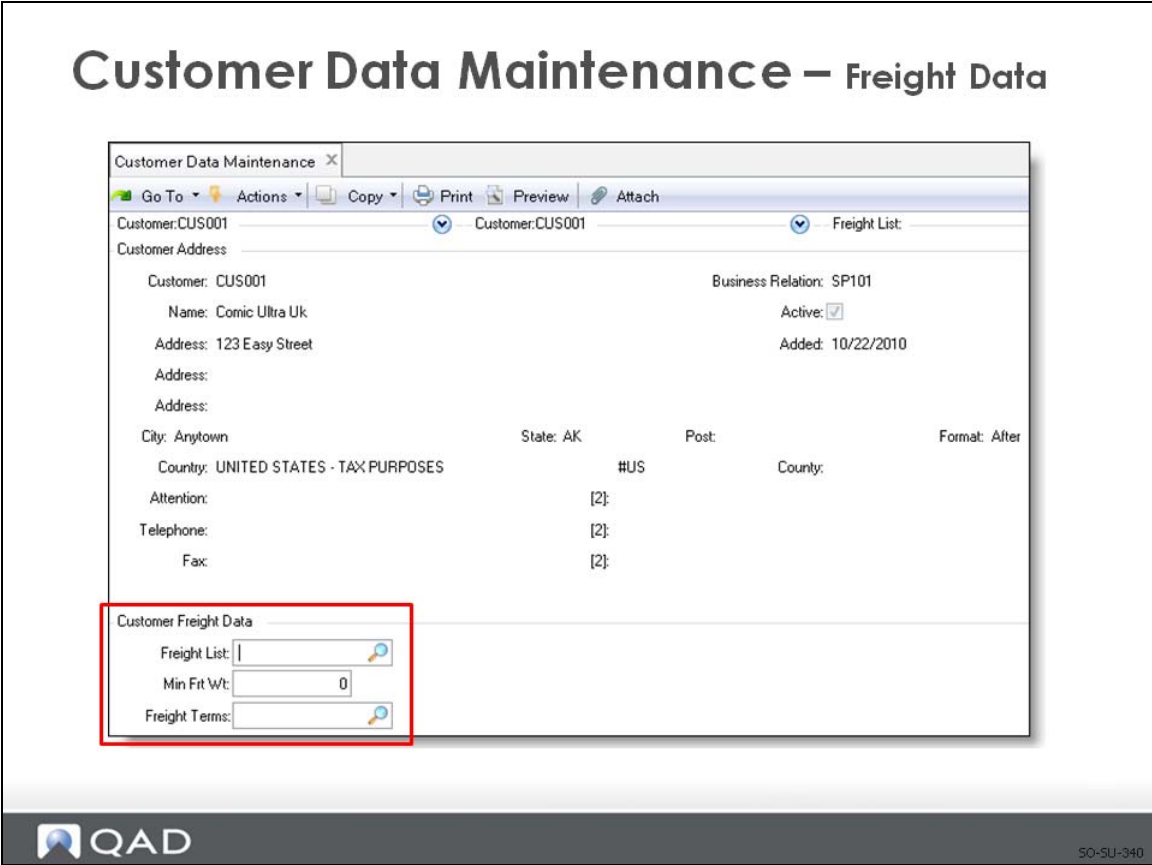
Customer Credit Data

Disc Pct: 0.00% Terms: 1M Last Sale:

PO Required:  Bill To:

Customer credit data defaults from accounts receivable. Here a global discount percent can be entered for anything this customer buys. You can also indicate if the customer requires a purchase order to be referenced on the sales order.

# Customer Data Maintenance – Freight Data



The next frame lets you specify the freight list and terms

## Customer Data Maintenance – EMT Data

The screenshot shows a software window titled "Customer Data Maintenance" with a search bar containing "Customer: CUS001". Below the search bar, there are several fields for customer information:

- Customer: CUS001
- Name: Comic Ultra UK
- Address: 123 Easy Street
- City: Anytown
- Country: UNITED STATES - TAX PURPOSES
- Attention:
- Telephone:
- Fax:

Additional fields include:

- Business Relation: SP101
- Active:
- Added: 10/22/2010
- State: AK
- Post:
- Format: After
- #US
- County:

At the bottom, a red-bordered section titled "Enterprise Material Transfer Data" contains the following fields:




- EMT Type:
- Customer Shipping LT:
- Confirmed EMT SO:
- EMT Credit Flow:

The last frame in Customer Data Maintenance is for Enterprise Material Transfer customers. This setup is covered is outside the scope of this class.

## Master Comments

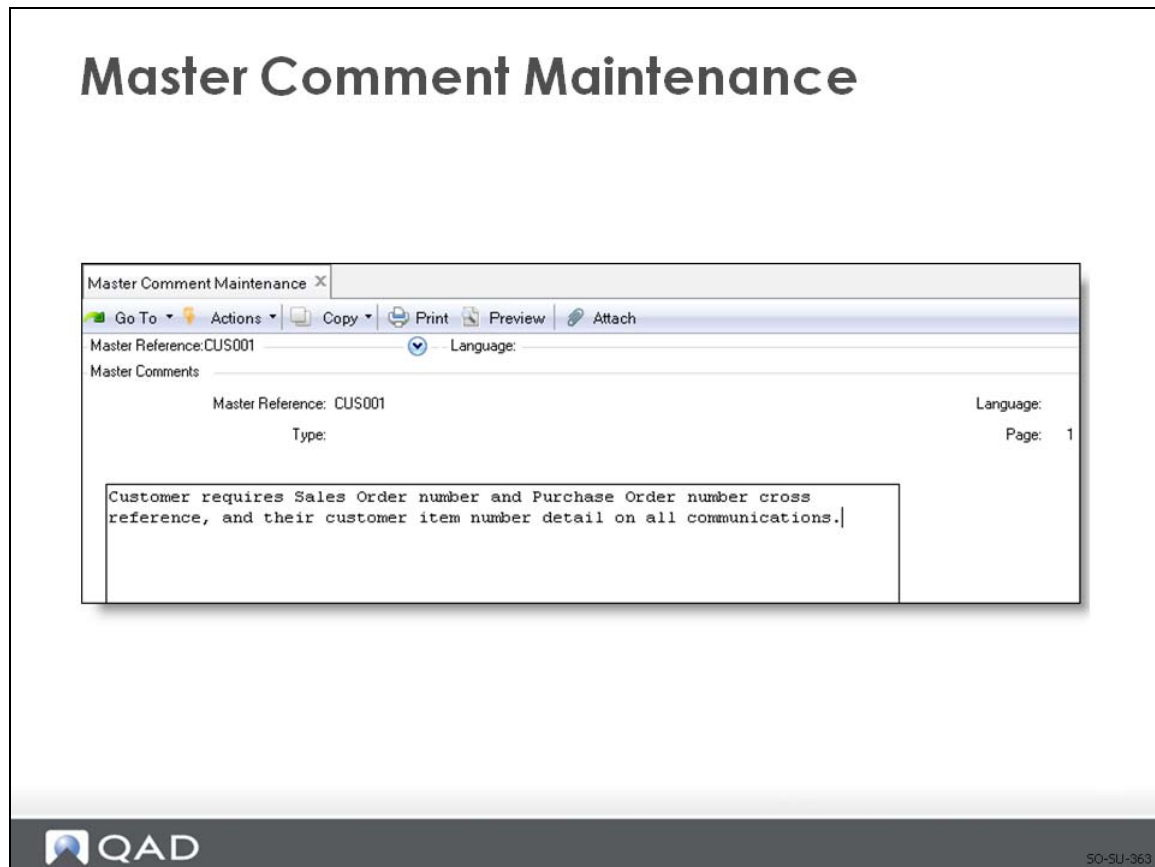
### Sales Order Setup

- Taxes\*
- Trailer Codes
- Freight
- Credit Terms\*
- Salespersons/ Commissions
- Customer Records
- ✓ **Master Comments (optional)**
- Item Data for Sales Orders (Optional)
- Price Lists\*
- Company Addresses\*
- Sales Order Control
- Sales Channels (optional)



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 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.

Comments in sales orders can be:

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

**Note** The type code and language code are both user-defined.



### Example

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

## Item Data for Sales Orders

### Sales Order Setup

- Taxes\*
- Trailer Codes
- Freight
- Credit Terms\*
- Salespersons/ Commissions
- Customer Records
- Master Comments (optional)
- ✓ **Item Data for Sales Orders (Optional)**
- Price Lists\*
- Company Addresses\*
- Sales Order Control
- Sales Channels (optional)

SO-SU-365

Many fields associated with the items placed on sales orders can affect aspects of the order processing. Two separate functions are described here:

- How to set up an item so that the customer can order it using their own number
- How to indicate that an item is not an inventory item

## Customer Item Numbers

# Sales Order Setup

## Customer Item Numbers



Your  
item number  
01010



Your customer's  
item number  
2987-A33



SO-SU-380

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 Item Maintenance X
 Go To Actions Copy Print Preview Attach

Item Number: 01010 (2)

Comic Ultra Uk

Customer/Ship-To:


Customer Item:

Item Number: 01010 Medical Ultrasound

Comment:

Display Customer Item: 2987-A33

Customer Item ECO Nbr:


50-SU-390

Use Customer Item Maintenance to set up a cross-reference between:

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

## Set Up Memo Items

# Set Up Memo Items

QAD 50-IR-020



Use Item Master Maintenance to enter to a non-blank value for the Memo Order Type. Memo items have no effect on inventory or MRP when placed on a sales order. Memo Order Type is validated against values defined in Generalized Codes Maintenance for field `pt_memo_type`; the entered value defaults to the Type field in:

- Sales Quote Maintenance
- Sales Order Maintenance
- Pending Invoice Maintenance
- Scheduled Order Maintenance
- RMA Maintenance

## Price Lists

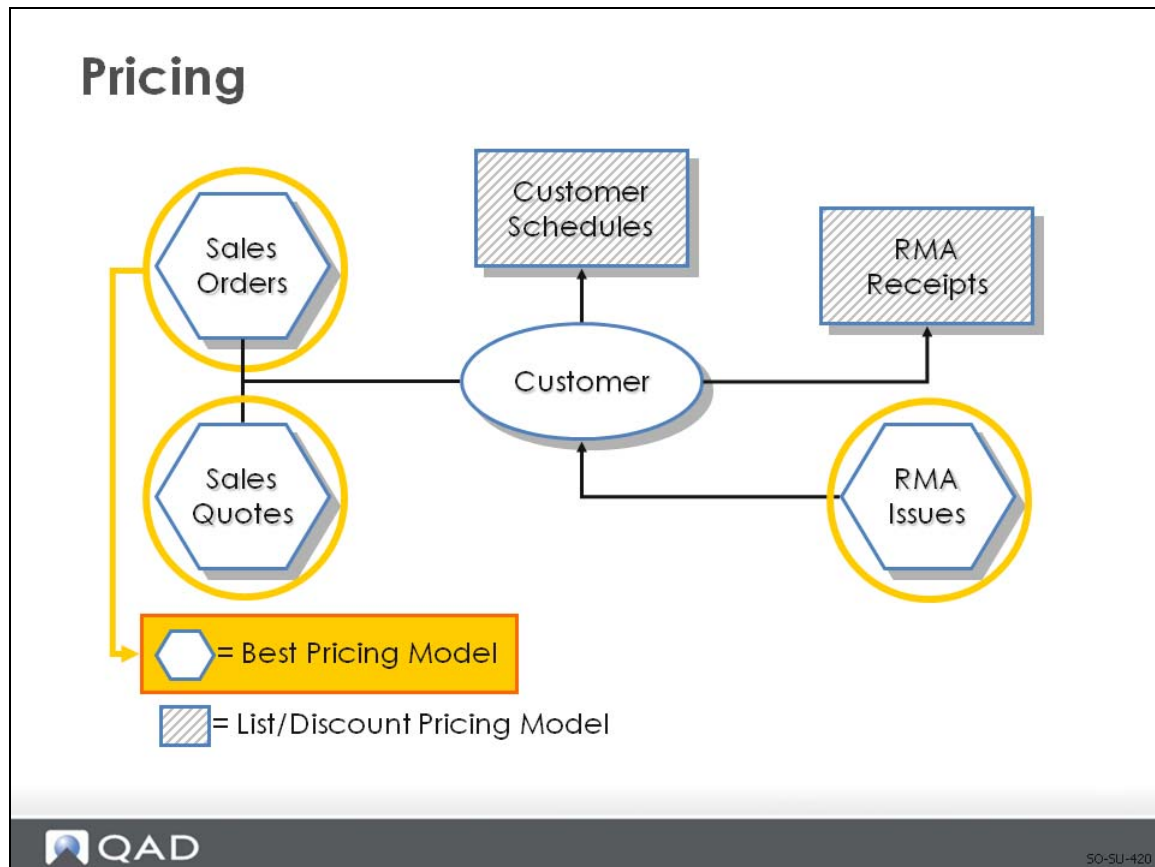
### Sales Order Setup

- Taxes\*
- Trailer Codes
- Freight
- Credit Terms\*
- Salespersons/ Commissions
- Customer Records
- Master Comments (optional)
- Item Data for Sales Orders (Optional)
- ✓ **Price Lists\***
- Company Addresses\*
- Sales Order Control
- Sales Channels (optional)

SO-SU-410

Pricing is discussed briefly here. Sales order pricing is covered in *Training Guide: Best Pricing*.

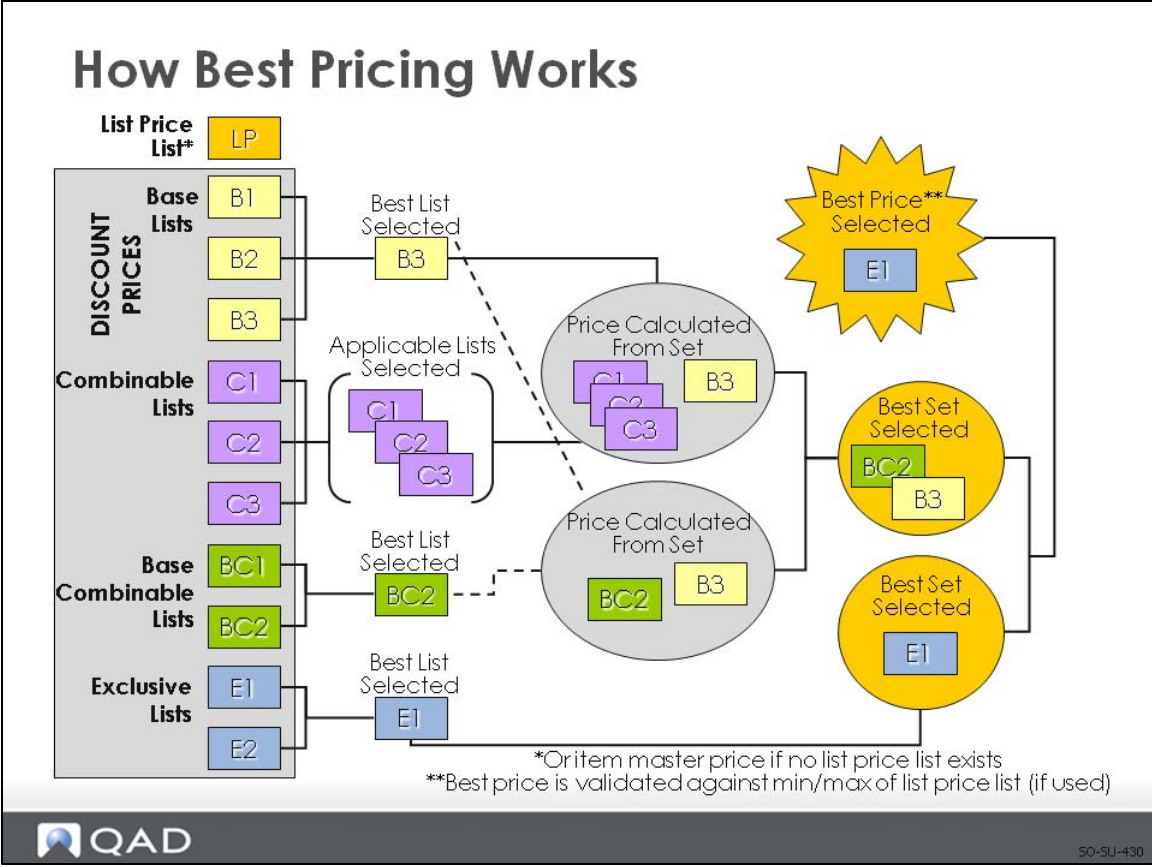
## Pricing in QAD Enterprise Applications



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

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

Sales order pricing is covered in *Training Guide: Best Pricing*.

## Item Cost Maintenance – Price

### Item Cost Maintenance - Price

Item Cost Maintenance x

Go To Actions Copy Print Preview Attach

Item: 01010 Item Number: 01010 (2) Tax Class:

Item Number: 01010      Description: Medical Ultrasound  
 Unit of Measure: EA


**Item Price Data**

Price:       Tax:       Tax Class:

Fiscal Class:

**GL Cost Data**

| Element | This Level | Lower Level | Total | Pri                      | Category | A/O                      |
|---------|------------|-------------|-------|--------------------------|----------|--------------------------|
|         |            |             |       | <input type="checkbox"/> |          | <input type="checkbox"/> |



50-SU-435


In Item Cost Maintenance, you can enter a default price for an item. It is the last place the system looks to find a price for an item when the price cannot be found on a price list.

## Company Addresses

### Sales Order Setup

- Taxes\*
- Trailer Codes
- Freight
- Credit Terms\*
- Salespersons/ Commissions
- Customer Records
- Master Comments (optional)
- Item Data for Sales Orders (Optional)
- Price Lists\*
- ✓ **Company Addresses\***
- Sales Order Control
- Sales Channels (optional)




50-SLL-439

Enter a unique code to identify an operational address record. Set up operational addresses for each of your company sites and at least one bill-to company address for invoicing and ship-to address for purchasing. Each site has a company address code equal to the site code.

The actual address record comes from the business relation. So you can have several sites at one address that refer to the same business relation.

## Exercise: Customer Setup

Adding a customer is similar to adding a salesperson. You create the business relation, then use Customer Create to add banking, tax, payment, credit, and other accounting information. Then use Customer Data Maintenance to complete the setup. In this activity, we will add information to an existing customer. If you have time, the instructor may suggest you add a customer.

### Set Up Generalized Codes

- 1 Use Generalized Codes Maintenance (36.2.13) to add a region code.

| Field       | Data        |
|-------------|-------------|
| Field Name: | cm_region   |
| Value:      | Bay         |
| Comments:   | US Bay Area |

### Set Up Customer Records

- 2 Use Customer Data Maintenance (2.1.1) to set up the customer data as follows. Accept the rest of the data as is.

| Field                        | Data    |
|------------------------------|---------|
| Customer:                    | 10C1000 |
| Salespsn1:                   | 10SP04  |
| Ship Via:                    | UPS     |
| Region:                      | Bay     |
| Site:                        | 10-300  |
| <b>Customer Credit Data</b>  |         |
| Disc Pct:                    | 2%      |
| <b>Customer Freight Data</b> |         |
| Freight List:                | 20FRT   |
| Min Frt Wt:                  | 1       |
| Freight Terms:               | ADD     |

### Set Up Address List Type

- 3 Use Op Address List Type Browse (2.10) to review list types already assigned by the system.
- 4 Use Op Address List Type Maintenance (2.9) to add a code indicating a customer with whom you cooperate on advertising.

| Field      | Data    |
|------------|---------|
| Address:   | 10C1000 |
| List Type: | CoOpAd  |

### Master Comments



- 5 Use Master Comment Maintenance (2.1.12) to add the following comment for the master reference 10C1000 and Language US:

Customer requires Sales Order number Purchase Order number cross reference, and their customer item number detail on all communications.

## Sales Order Control

### Sales Order Setup

- Taxes\*
- Trailer Codes
- Freight
- Credit Terms\*
- Salespersons/ Commissions
- Customer Records
- Master Comments (optional)
- Item Data for Sales Orders (Optional)
- Price Lists\*
- Company Addresses\*
- ✓ **Sales Order Control**
- Sales Channels (optional)

50-SU-455

Sales Order Control contains the basic parameters that determine how the system processes sales orders. Additional financial setup parameters are established in Sales Order Accounting Control.

## Sales Order Control

## Sales Order Control

The screenshot shows a software window titled "Sales Order Control" with a menu bar containing "Go To", "Actions", "Copy", "Print", and "Preview". The main area contains the following fields and controls:

- Use Which Calc for Qty Available to Allocate:
- Allocate Sales Order Lines Due in Days:  (0 for no allocations)
- Limit Allocate to Avail Only:
- Detail Allocations:
- ATP Enforcement Enabled:
- ATP Horizon:
- Family ATP Calculation:
- Calculate Promise Date:
- Pick Only Allocated Lines:
- Sales Order Prefix:
- Are Sales Orders Printed:
- Next Sales Order:
- Keep Booking History:
- Integrate with SA:
- Shipping Lead Time:
- Integrate with TRM:
- Sales Order Header Comments:
- Confirmed Orders:
- Sales Order Line Comments:
- Fiscal Start Month:
- Ln Format S/M:
- Next Batch:
- F0B:

50-SU-460

**Note** Sales Order Control has three screens. Clicking Next advances to the next screen.

*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 (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 indicates no allocations. 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 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 can be changed on each line item

**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.

*Family ATP Calculation.* If you use ATP for family items, review field help for which formula to use.

*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. This is 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 fields 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 can 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 RMA/RTS Control and for SEOs, Allocate SEO Lines Due in Days must be set to zero in Engineer Order Control.

See “Print Only Lines to Pick” on page 134.

**Are Sales Orders Printed.** Indicates whether confirmed orders are normally printed. Yes does not prevent sales orders from being printed but sets the default for a new sales order. Sales Order Print only prints sales orders with the print field set to Yes

**Keep Booking History.** Indicates whether booking history is maintained. When it is set to 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 (3.2.1.1)

**Example** 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

**Important** 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 field can 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. It is useful for ensuring that promised delivery dates are reasonable

See also “Due Date” on page 115.

**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 setting does not control whether comments can be entered, but determines the default that displays whenever you enter 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

**Ln Format S/M.** The default method for entering sales order and invoice line items. Values must be S or M:

- Single: You can display and maintain detailed information for each line item. The default is Single
- Multi: You can enter basic information such as item, quantity, and price for up to 12 lines on a single screen. Dates, site, location, tax status, and GL accounts simply default

You can change the method at any time during order entry, and flip back and forth between single and multiple line format

See “Line Items” on page 114.

**Note** When you first implement QAD Enterprise Applications, use single-line entry mode. It requires only one additional keystroke per line and gives you much more functionality.

*Next Batch:* Specify the next batch number to be assigned when you run Invoice Post and Print. When assigning a batch number, the system uses the current value, then increments the field by one.

When you post invoices, the system associates the batch number with all the invoices posted at the same time. The customer invoice record includes the batch for reference and it can be used for searches and reporting.

*Sales Order Prefix, Next Sales Order.* Establishes identifiers for Sales Orders and Invoices. The system updates Next Sales Order as orders are created

*Integrate with AR, SA, TrM.* Determines the relationship with these modules. Set to Yes to integrate with Accounts Receivable, Sales Analysis, and Trade Management

**Note** Forecast Simulation requires two years of sales history in Sales Analysis.

*Confirmed Orders.* Indicates whether orders are normally entered as confirmed and determines the default when a new sales order is entered, but it can 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. Unconfirmed orders 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 can choose to enter all orders as unconfirmed and confirm them later in batch. It 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 also “Confirm the Sales Order” on page 120.

*Fiscal Start Month.* Values can be 1 through 12. The default is 1. Indicates the fiscal start month for Sales Analysis. Reports and inquiries print monthly sales history starting with this fiscal month

**Example** If the fiscal start month is set to 7, 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

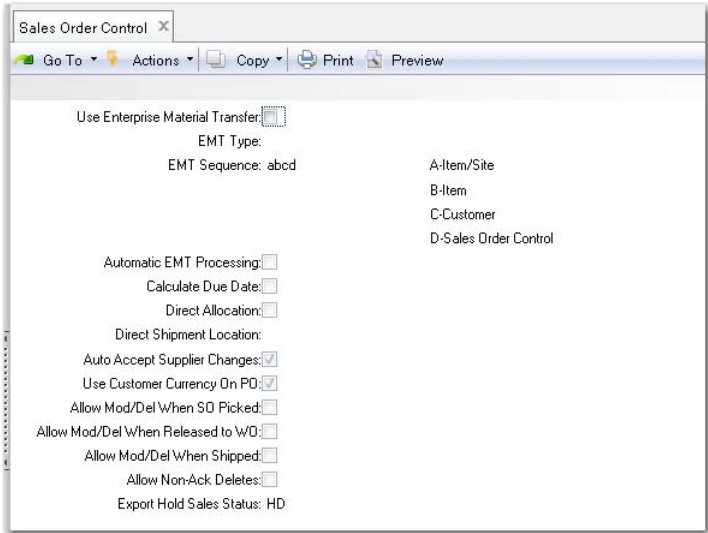
See also “Fiscal Year and Calendar Year Reporting” on page 259

*F.O.B.* Is the default Free On Board (FOB) terms on sales orders, pending invoices, and RMAs. Validated against predefined values entered in Generalized Codes Maintenance, if any. It can be changed manually during order entry

FOB prints on formal documents, such as sales orders, invoices, packing lists, and RMAs and 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

Some companies use FOB 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 second Sales Order Control screen is used for EMT processing, which is not covered in this class.

## Sales Order Control

The screenshot shows a window titled "Sales Order Control" with a menu bar containing "Go To", "Actions", "Copy", "Print", and "Preview". The main area contains several configuration options:

- Auto Batch Confirmation:
- Confirmation Batch ID:
- Confirmation Printer:
- SO Edit ISB Defaults:
- Pending Inv Update ISB:
- SO Returns Update ISB:
- Forecast Consumption
- Auto Batch Shipment:
- Shipment Batch ID:
- Shipment Batch Printer:
- Consume Forward:
- Consume Back:
- Check Customer Item Nbr First:



SO-SU-480

**Auto Batch Confirmation.** Specify whether to confirm a sales order in batch immediately after entry. With this field set to Yes, you can 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.

**Confirmation Batch ID.** If a batch ID is entered, the report does not print right now. The request is put in a queue for later batch processing.

**Confirmation Printer.** Identifies where to send the output from this report or Inquiry/Browse. Can be a terminal (character), window (GUI), printer, or file name

**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. Can 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 a sales order can consume when no forecast remains in the period in which the order is due

*Consume Back.* The number of past forecast periods that a sales order can consume when 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 shipment. Can be a terminal (character), window (GUI), printer, or file name.

*Check Customer Item Nbr First.* This field determines whether the system searches customer or internal item numbers first when evaluating line items entered in the following transactions:

- Sales Quote Maintenance
- Sales Order Maintenance
- Customer Scheduled Order Maintenance
- Pending Invoice Maintenance
- RMA Maintenance

## Sales Order Accounting Control

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

- Company Address: 10-100
- Use Fiscal Number:
- Print Only Lines to Invoice:
- Default Fiscal Nbr Seq: [Empty]
- Use Daybook Set By Site:
- Use Correction Invoices:
- Default Daybook Set: 10-SALES
- Allow Closed Inv Corr:
- Calculate Freight by Site:
- Comm on Margin not Sales:
- Price Table Required:  (Applies to Discrete Sales Orders)
- Disc Table Required:  (Applies to Scheduled Orders)
- Vary Pricing Date by SO Line:
- Zero Price Allowed for Cust Schedule:
- Minimum Shipment Amount: 0.00
- Print Shipper Number On Invoices:
- Use SO Freight List Trailer Code:
- Taxable Trailer Code 1: 11
- Nontaxable Trailer Code 1: 10
- Taxable Trailer Code 2: 21
- Nontaxable Trailer Code 2: 20
- Taxable Trailer Code 3: 31
- Nontaxable Trailer Code 3: 30
- Enable Rounding Function:

The QAD logo is visible in the bottom left corner, and the text '50-SU-500' is in the bottom right corner of the window.

**Print Only Lines to Invoice.** Specifies whether to print all sales order line items or only the lines with non-zero quantity to invoice on invoices

- Yes: Only sales order lines with a non-zero Quantity to Invoice print on invoice documents. Any unshipped items or any items that have already been invoiced do not appear
- No: All sales order line items print on the invoice but only those items with a non-zero Quantity to Invoice are included in the total

This is a default; it can be changed on the Invoice Post and Print function. See also “Invoice Post and Print” on page 155.

**Calculate Freight by Sites.** Determines whether freight charges are calculated based on the site on the order header or by the site on the order line item

- Yes: Freight charges are calculated using the site entered on the order line item
- No: Freight charges are 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

**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 exactly. If No, items can be entered whether a price list exists

*Vary Pricing Date by SO Line.* Determines whether 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). If the order value (in base currency) is less than the control value, a warning message displays in Sales Order Maintenance, Sales Order Shipments, and Pending Invoice Maintenance.

*Print Shipper Number On Invoices.* Yes or No.

*Use SO Freight List Trailer.* A trailer code associated with the freight list on the order header is used during order processing.

*Taxable / Non-Taxable Trailer Codes.* Specify frequently used codes as defaults (defined in Trailer Code Maintenance).

*Enable Rounding Function.* Enter Yes to enable invoice currency rounding for sales orders and customer schedules. When this field is Yes and you press Go, the system displays additional frames that let you specify the rounding methods used between combinations of currency, ship-from, and ship-to address. You also specify the GL account and sub-account used to track rounding differences. The top frame lists existing records. Use the bottom maintenance frame to add or modify records.

## Sales Order Accounting Control

Sales Order Accounting Control X

Go To Actions Copy Print Preview Attach

SO Interest Accrued Acct: 1475 HO

SO Interest Applied Account: 4675 HO

Allow Maintenance of Reviewed Orders:

Days to Retain Sales Order After Invoicing: 0

Consolidate Invoice by Various Ship-From:

Hold Orders Over Credit Limit:

Customer on Credit Hold: CH

Fixed Credit Limit Exceeded: FC

Turnover Credit Limit Exceeded: TC

Maximum Days Overdue Limit Exceeded: MD

Credit Limit Selection Sequence: ABC

A-Fixed Credit Limit  
B-Turnover Credit Limit  
C-Maximum Days Overdue



SO-SU-520

*SO Interest Accrued and Applied Accounts.* Used to track calculated credit term interest.

*Allow Maintenance of Reviewed Orders.* Leave unchecked to prevent orders from being modified using one of the following programs after they have been reviewed by a credit controller: Sales Order Maintenance, Pending Invoice Maintenance, RMA Maintenance, Material Order Maintenance, or Call Activity Recording.

*Days to Retain Sales Order After Invoicing.* Specify the number of days after invoice post a fully shipped sales order can be deleted in Completed Sales Order Delete. Completed sales orders within this time frame cannot be deleted.

If set to 0, the completed sales orders are automatically deleted by Invoice Post and Print.

*Hold Orders Over Credit Limit.* Specify whether the Action Status is updated during credit checking.

When this option is set to No, the system displays a warning when the credit check fails, but does not put new orders on hold.

When this option is set to Yes, new orders are put on hold when the credit check fails and the Action Status field for the on-hold order is updated to the specified code based on the detected credit issue. If no code is specified for the detected credit issue, the Actions Status is updated to HD (Hold).

*Customer on Credit Hold.* Specify an Action Status code for the customers on credit hold.

*Fixed Credit Limit Exceeded.* Specify an Action Status code for the customers that exceeded the fixed credit limit.

*Turnover Credit Limit Exceeded.* Specify an Action Status code for the customers that exceeded the turnover credit limit.

*Maximum Days Overdue Limit Exceeded.* Specify an Action Status code for the customers that exceeded the maximum days overdue limit.

*Credit Limit Selection Sequence.* Determine the sequence of the Action Status code to display when multiple credit issues are detected for the customer.

**Example** As set in the above slide,


- when a customer is put on credit hold, the Actions Status of the new order for this customer displays CH.
- when a customer has exceeded both the fixed credit limit and the maximum days overdue limit, the Actions Status of the new order for this customer displays FC.


**Note** The Action Status codes you set in Sales Order Accounting Control enables you to easily identify the reason why the order is on hold. You can also manually change the Action Status for an order to any other code using Sales Order Credit Maintenance.

## Sales Channels

### Sales Order Setup

- Taxes\*
- Trailer Codes
- Freight
- Credit Terms\*
- Salespersons/ Commissions
- Customer Records
- Master Comments (optional)
- Item Data for Sales Orders (Optional)
- Price Lists\*
- Company Addresses\*
- Sales Order Control
- ✓ **Sales Channels (optional)**

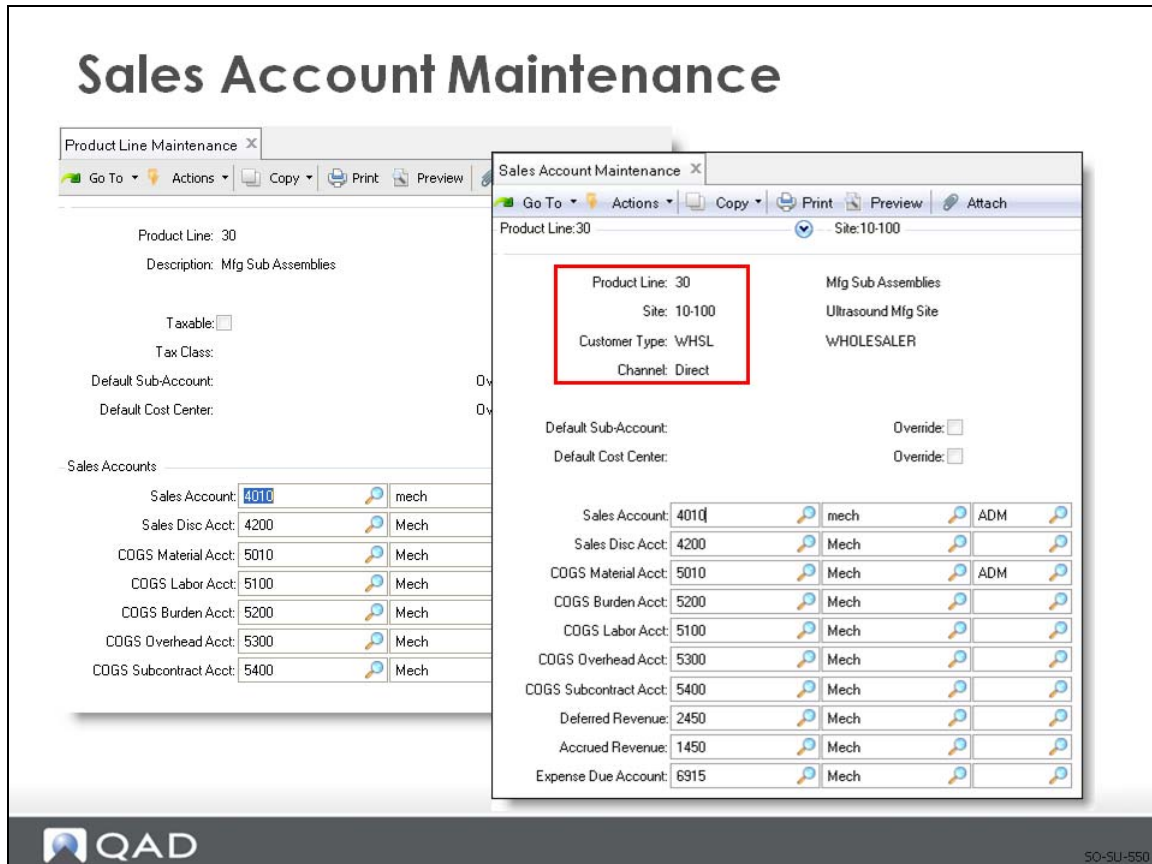



SO-SU-530

A channel is an optional code used to identify the distribution channel through which the sales quote, order, or invoice originated. Channels are created with Generalized Codes Maintenance (36.2.13) for the field so\_channel.

**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 associated with the customer, which is another optional code classifying customers by type, such as RET for retail customers and WHSL for wholesalers



The basic account structure for tracking sales and cost of goods sold is defined in Product Line Maintenance.

Using Sales Account Maintenance, you can modify the account code structure for sales and cost of goods sold by any combination of Product Line, Site, Customer Type, and Channel.

**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 and Print

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 can track sales to customer type Hospital separately from sales to customer type Doctor. Or, you can 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 do not use channel or type, but want to set up accounts by site, leave channel and type blank.

## Exercise: Customer Items and Sales Order Control

- 1 Use Customer Item Maintenance (1.16) to set up customer item number for item 03021.

| Field                  | Data    |
|------------------------|---------|
| Customer/Ship-To:      | 10C1000 |
| Customer Item:         | P0001   |
| Item Number:           | 03021   |
| Display Customer Item: | P0001   |

- 2 Use Item Cost Maintenance (1.4.9) to set the price of item 03021 to 45.00.
- 3 Use Sales Order Control (7.1.24) to verify or set the following settings. Others can be left at the default.

| Field                          | Data   |
|--------------------------------|--------|
| Shipping Lead Time:            | 1      |
| Ln Format S/M:                 | Single |
| ATP Horizon:                   | 15     |
| Calculate Promise Date:        | Yes    |
| Sales Order Prefix:            | SO     |
| Next Sales Order:              | 001    |
| Integrate with SA:             | Yes    |
| Confirmed Orders:              | Yes    |
| <b>Forecast Consumption</b>    |        |
| Consume Forward:               | 10     |
| Consume Back:                  | 10     |
| Check Customer Item Nbr First: | Yes    |

- 4 Use Sales Order Accounting Control (36.9.6) to verify or set the following settings. Others can be left at the default.

| Field                                 | Data      |
|---------------------------------------|-----------|
| Company Address:                      | 10-300    |
| Default Daybook Set:                  | 10-SALES  |
| Calculate Freight by Site:            | Yes       |
| Commission on Margin not Sales:       | No        |
| Taxable Trailer Code 1:               | 11        |
| Taxable Trailer Code 2:               | 21        |
| Taxable Trailer Code 3:               | 31        |
| Non-Taxable Trailer Code 1:           | 10        |
| Non-Taxable Trailer Code 2:           | 20        |
| Non-Taxable Trailer Code 3:           | 30        |
| SO Interest Accrued Acct:             | 1475 - HO |
| SO Interest Applied Account:          | 4675 - HO |
| Allow Maintenance of Reviewed Orders: | No        |
| Hold Orders Over Credit Limit:        | Yes       |

|                                     |     |
|-------------------------------------|-----|
| Customer on Credit Hold:            | CH  |
| Fixed Credit Limit Exceeded:        | FC  |
| Turnover Credit Limit Exceeded:     | TC  |
| Maximum Days Overdue Limit Exceeded | MD  |
| Credit Limit Selection Sequence     | ABC |

### Customer Type and Channel

- 5 Use Sales Account Maintenance (1.2.17) to assign GL accounts to the following combination of product line, site, customer type, and channel. Accept all the default accounts.

| Field          | Data   |
|----------------|--------|
| Product Line:  | 10     |
| Site:          | 10-300 |
| Customer Type: | WHSL   |
| Channel:       | Direct |



Chapter 4

# **Basic Sales Order Process**

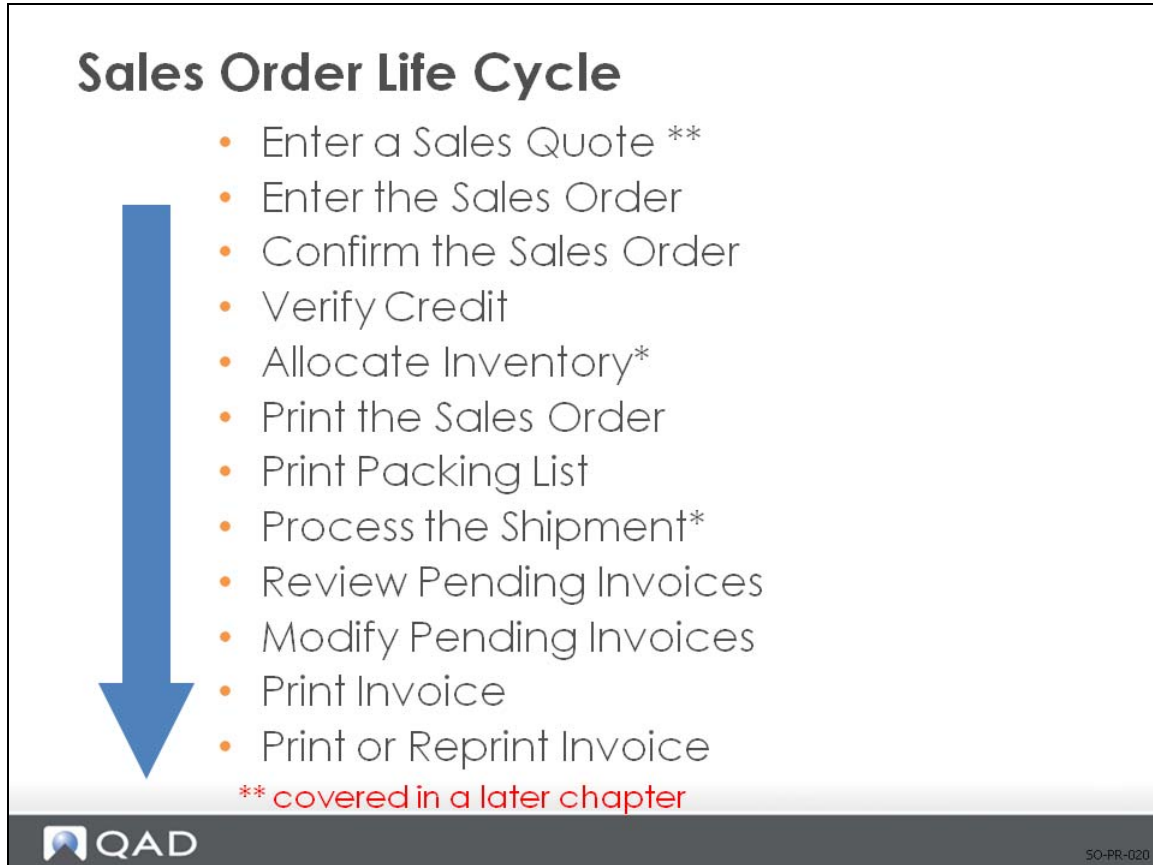
## Overview

### Course Overview

- Introduction to Sales Orders
- Business Considerations
- Set Up Sales Orders
- ✓ **Process Basic Sales Orders**
- Process Optional Sales Order Features
- Set Up and Process Sales Quotes
- Set Up and Use Sales Analysis



SO-PR-010

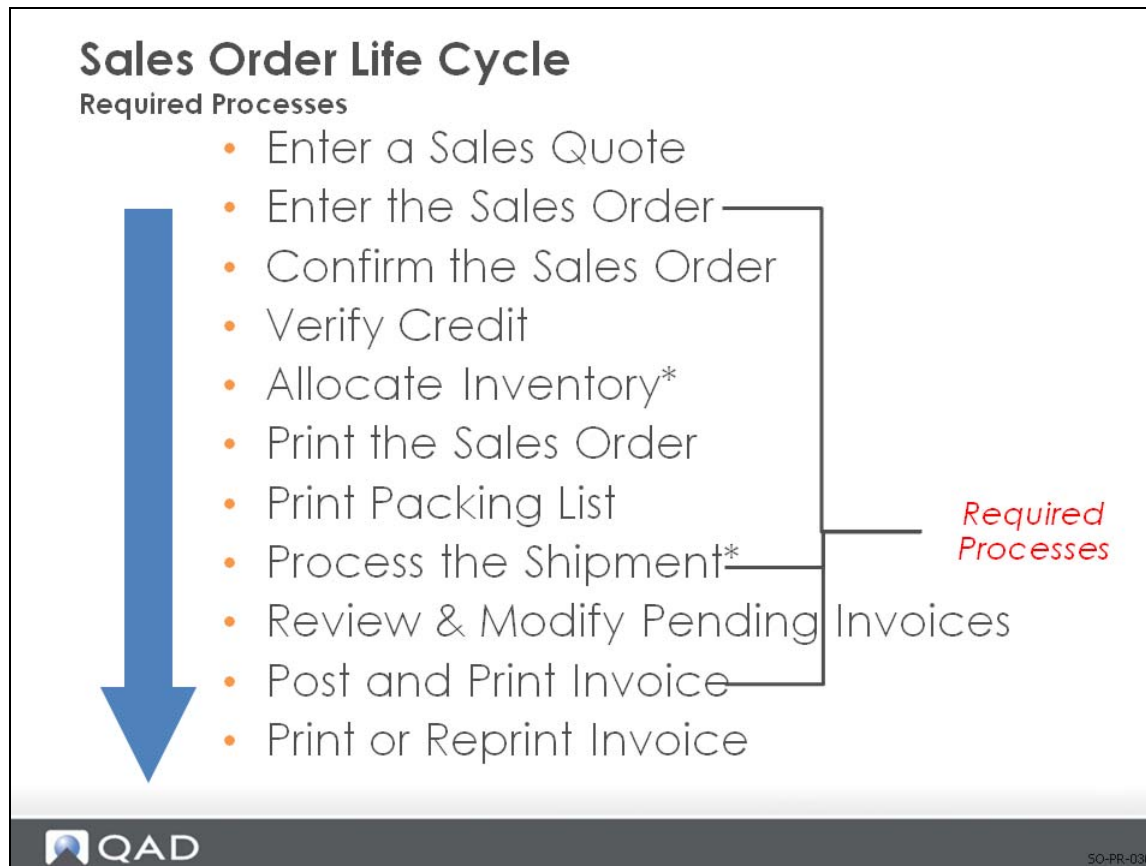


This diagram shows the suggested steps for processing a typical sales order. Note that, in this chapter, we skip sales quotes. Items with a single asterisk are required, but are covered at length in *Training Guide: Allocation and Shipping*.

Four modules are typically involved in the sales order process:

- Sales Quotations, described in Chapter 6, “Sales Quotations,” on page 225
- Sales Orders/Invoices
- Configured Products, described in *Training Guide: Configured Products*
- Sales Analysis, described in Chapter 7, “Sales Analysis,” on page 255

QAD Enterprise Applications also supports many optional features that can be used with sales orders. For details, see Chapter 5, “Optional Sales Order Features,” on page 165.




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

Procedures that 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 Posting and Printing the invoice

## Enter the Sales Order

### Sales Order Life Cycle



- Enter a Sales Quote
- **Enter the Sales Order**
- Confirm the Sales Order
- Verify Credit
- Allocate Inventory\*
- Print the Sales Order
- Print Packing List
- Process the Shipment\*
- Review & Modify Pending Invoices
- Post and Print Invoice
- Print or Reprint Invoice


SO-PR-040

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 order generic information that 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 can 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 defaults from your settings in Sales Order Control
- You can switch between the two modes within an order

## Trailer

When all line items are entered, the trailer frame is displayed:

- 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

## Sale Order Maintenance: Header

The screenshot displays the 'Sales Order Maintenance' window for Order: SO001. The 'Header' section shows the order details, including the 'Order Date' (10/22/2010) and 'Due Date' (10/23/2010). The 'Details' section includes fields for 'Line Pricing' (checked), 'Manual', 'Daybook Set' (10), 'Channel', 'Project', 'Drg Inv', 'Currency' (USD), 'Language' (us), 'Fixed Price' (checked), 'Credit Terms' (1M), 'Site' (10-100), and 'Reprice/Edit' (unchecked). A callout box labeled 'SO Default Price Date in the Pricing Control' points to the 'Pricing Date' field, which is highlighted in red. The 'Confirmed' checkbox is also checked and highlighted in red.

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

**Sales Order.** Each sales order or pending invoice has a unique sales order number, entered manually or system assigned. The system automatically assigns a number when you leave the number field blank and increments the next number in Sales Order Control

**Due Date.** The system calculates the due date by adding the specified Shipping Lead Time from 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 for your reference only. The system does not reference to these values.

**Pricing Date.** Defaults to one of the other four dates, depending on the setting of SO Default Price Date in 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 Pricing Control and determines for a new order whether the system prices each line item as it is entered or waits until the end of order entry before calculating prices.

Yes: The system prices each line item as it is entered, recalculating prices for previous lines when they change due to volume price breaks.

No: The system recalculates line item prices only once, when transaction entry is complete.

Setting Line Pricing to No on sales transactions may reduce processing time during line item entry since the system does not recalculate prices for previous lines. However, in order to know the exact price of each line as you enter it, set Line Pricing to Yes.

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

**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.

**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 can 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 set up
- You can add security for this field

**Currency.** The currency code for this sales order or invoice, uniquely identifying a foreign currency. 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.

When the invoice is posted, the system takes the exchange rate effective on the post date and posts the rate to Accounts Receivable unless it is marked as fixed.

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: Line Item

Sales Order Maintenance

Go To Actions Copy Print Preview Attach

Sales Order: S001 Order: S001 Sold-To: CUS001 B# T# CUS001

Header Lines Trailer

Line Details Freight Data Tax Info Comments

Header

Order: S001 Sold-To: CUS001 Ln For: Single Org:

Sales Order Line

| Ln | Item Number | Qty Ordered | UM | List Price | Discount | Net Price |
|----|-------------|-------------|----|------------|----------|-----------|
| 1  | 01010       | 10.0        | EA | 2,500.00   | 0.0      | 2,500.00  |

Line Details

Desc: Medical Ultrasound

Loc: 010 Site: 10-100

USD Cost: 1,805.45157

Lot/Serial:

Qty Allocated: 10.0

Qty Picked: 0.0

Qty Shipped: 0.0

Qty to Invoice: 0.0

Salesperson 1: SP101

Commission 1: 18.00%

Category:

Fixed Price: checked

Sales Acct: 4010 mech ADM

Disc Acct: 4200 Mech

Confirmed: checked

Required:

Promised: 10/23/2010

Due Date: 10/23/2010

Perform Date:

Pricing Date: 10/22/2010

Credit Terms Int: 0.00

Ship Type:

UM Conversion: 1.0000

Consume Fcst: checked

Detail Alloc:

Taxable:

Freight List:

Comments:

QAD SO-PR-070

**Ln Format S/M.** The method for entering sales order and invoice line items. Values must be S or M:

- Single: You can display and maintain detailed information for each line item
- Multi: You can enter basic information—item, quantity, and price—for up to 12 lines on a single screen

Defaults from Sales Order Control; see “Ln Format S/M” on page 95.

**Location.** For detail allocation, specify a location from which the inventory is to be allocated. For 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, locations, lot/serial numbers, and lot references for the allocated quantity for the item

Defaults from Sales Order Control; see “Detail Allocations” on page 94

**Qty Allocated.** The total of quantity allocated, plus quantity shipped, plus quantity picked cannot be greater than quantity open on the line item. You can add security for this field.

A quantity allocated can only be specified for a confirmed order. For confirmed orders, the system calculates a default based on a number of fields:

- Quantity Available to Allocate
- Limit Allocations to Avail to Allocate

- Allocate Sales Order Due in Days
- Allocations reserve inventory. You cannot allocate it 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 let you set up the quantity allocated or picked for immediate shipment
- Allocation quantity can 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 due outside the allocation window or when sufficient inventory becomes available
- Sales Order Packing List Print will only detail allocate sales orders with a quantity allocated 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 93 and “Pick Only Allocated Lines” on page 94 and “After Printing the Picklist” on page 135

*Confirmed.* Defaults to the value entered on the sales order header and indicates whether this order line is considered a firm order

**Note** A confirmed order can have some line items that are not confirmed. If sufficient items are not available, it is necessary to review the order before promising delivery.

See also “Confirm the Sales Order” on page 120.

## Sales Order Maintenance: Trailer

## Sales Order Maintenance: Trailer

**Global Tax Management**

**Defaults from Customer Maintenance**

| Item            | Amount    | Line Total | Discount       |
|-----------------|-----------|------------|----------------|
| Non-Taxable:    | 25,000.00 | 25,000.00  |                |
| Tax Date:       | 0.00      |            | 0.00%          |
| Containers:     | 0.00      |            | Discount: 0.00 |
| Line Charges:   | 0.00      |            |                |
| Taxable Service |           | 11         | 0.00           |
| Taxable Freight |           | 21         | 0.00           |
| Taxable Service |           | 31         | 0.00           |
| Total Tax:      |           |            | 0.00           |
| Total:          |           |            | 25,000.00      |

**Trailer Information**

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:

Prepaid: 0.00  
 FOB Point:  
 Ship Via: UPS  
 BOL:

**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.** Applies to Electronic Data Interchange processing. When set to Yes, the 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.

## Confirm the Sales Order

### Sales Order Life Cycle



- Enter a Sales Quote
- Enter the Sales Order
- **Confirm the Sales Order**
- Verify Credit
- Allocate Inventory\*
- Print the Sales Order
- Print Packing List
- Process the Shipment\*
- Review & Modify Pending Invoices
- Post and Print Invoice
- Print or Reprint Invoice


SO-PR-090

As used in the Header section:

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

As used in the Line Item section:

- Yes indicates that the line item is firm
- No indicates that the 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 sales order, the Confirm field on the header defaults from the value of Confirmed Orders in Sales Order Control, but you can modify it. The header value sets the default for each line.

See also “Confirmed Orders” on page 96 and “Confirmed” on page 118.

## Sales Order Control

To confirm an order by batch mode, set the Auto Batch Confirmation field to Yes in Sales Order Control. With this field set to Yes, you can 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

When this field is Yes, after all sales order data is entered and any unconfirmed detail lines exist, 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 based on Sales Order Confirmation

In Batch ID Maintenance, set the Permanent field of the specified batch queue to No to ensure that entries to that queue are deleted when processed.

**Note** An important side effect of setting the Permanent field to No is that if the system goes down during processing, the order remains unconfirmed. In this case, you cannot receive such notification until you try to ship the order. The cause of remaining the order 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

**Sales Order Maintenance**

Sales Order: S0001    Order: S0001    Sold-To: CUS001

Header    Lines    Trailer

Header    Details    Tax Info    Freight Data    Salesperson    Delivery    Consignment    Comments

Header

Order: S0001    Sold-To: CUS001    Bill To: CUS001    Ship-To: CUS001

Sold-To: Comic Ultra Uk  
123 Easy Street  
Anytown  
UNITED STATES - TAX

Ship-To: Comic Ultra Uk  
123 Easy Street  
Anytown  
UNITED STATES - TAX PURPOSES

Details

Order Date: 10/22/2010    Line Pricing:     Confirmed:

Required Date:    Manual:    Currency: USD    Language: us

Promise Date:    Daybook Set: 10-SALES    Taxable:     Fixed Price:

Due Date: 10/23/2010    Channel:    Credit Terms: 1M

Perform Date:    Project:    Site: 10-100

Pricing Date:    Org Inv:    Credit Terms Interest %: 0.00

Purchase Order:    Reprice/Edit:

Remarks: Northern Most Customer

**QAD**    SO-PR-110

### Confirmed

- Indicates if the order is to be considered as confirmed
- An order can be marked unconfirmed but have some line items marked confirmed

**Example** An example of an unconfirmed order is 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 can choose to enter all orders as unconfirmed and confirm them later in batch. It simplifies the process of 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 Confirmation X
Go To Actions Copy Print Preview

|                                      |                          |
|--------------------------------------|--------------------------|
| Sales Order: <input type="text"/>    | To: <input type="text"/> |
| Sold-To: <input type="text"/>        | To: <input type="text"/> |
| Customer Class: <input type="text"/> | To: <input type="text"/> |
| Ship-To: <input type="text"/>        | To: <input type="text"/> |
| Order Date: <input type="text"/>     | To: <input type="text"/> |
| Due Date: <input type="text"/>       | To: <input type="text"/> |
| Site: <input type="text"/>           | To: <input type="text"/> |

Allocate  
 Change Due Dates for ATP Enforcement Warnings  
 Change Due Dates for ATP Enforcement Errors  
 Change Promise Date  
 Use Standard ATP when APO ATP is Unavailable

Output:  
 Batch ID:

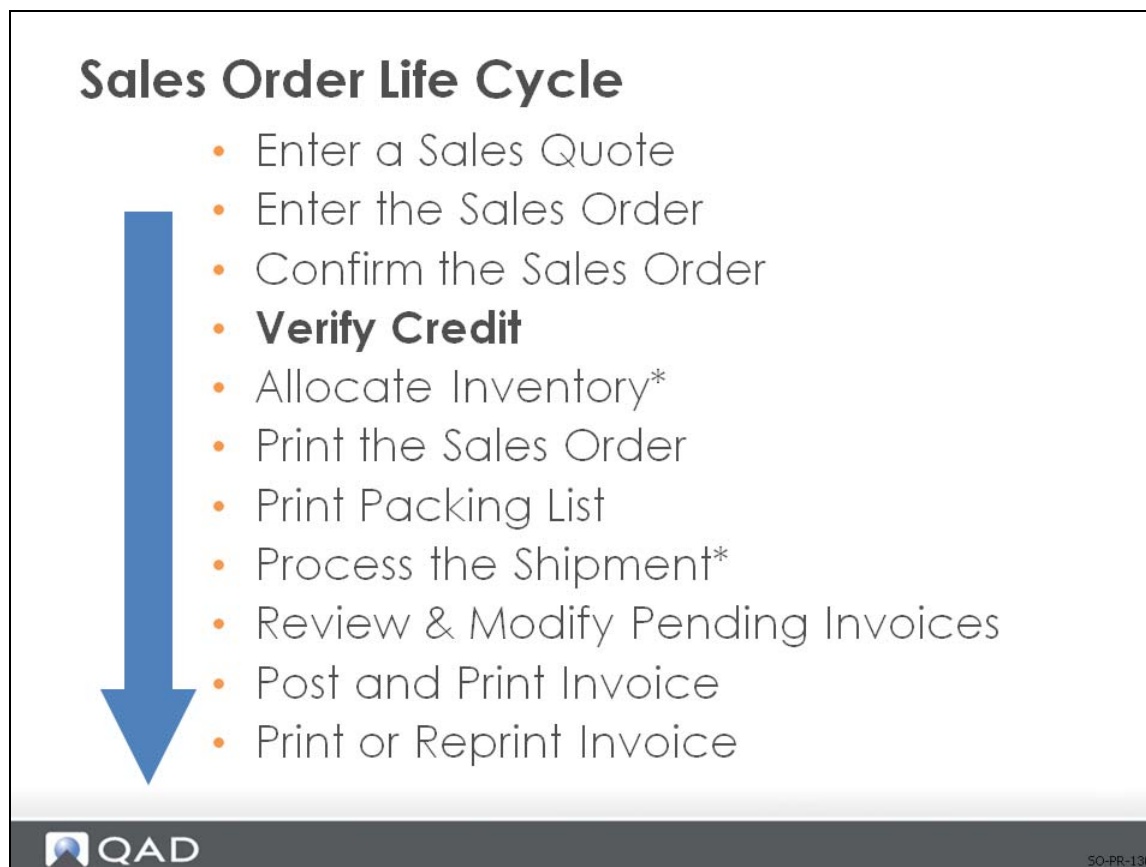
(Optional)


SO-PR-120

To confirm an order

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

## Verify Credit



This process is optional for sales orders that is performed by the Credit/Finance department.

### Sales Order Maintenance

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

**Note** Credit limits are checked during Sales Order Maintenance. This check can optionally include other open sales orders. 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 can have inventory allocated to it.

## Sales Order Credit Maintenance

The screenshot shows the 'Sales Order Credit Maintenance' web application interface. The title is 'Sales Order Credit Maintenance'. The browser address bar shows 'Sales Order: S001'. The main content area displays the following information:

Sales Order: S001

Bill To: CUS001      Comic Ultra Uk  
 Sold To: CUS001      Comic Ultra Uk  
 Ship To: CUS001      Comic Ultra Uk

Credit Rating:      Purchase Order:  
 Hold:

Order Date: 10/22/2010      Open Amount: 25,000.00  
 Confirmed Date: 10/22/2010      AR Balance: 0.00  
 Due Date: 10/23/2010      Open Order Balance: 0.00  
 Required Date: 10/23/2010      Total Liability: 25,000.00

CC Details:   
 Action Status:    
 Reviewed:   
 Credit Terms: 1M       CR Initials:

The 'Fixed Credit Limit' and 'Turnover Credit Limit' fields are highlighted with a red box, both showing a value of 0.00.

At the bottom of the page, the QAD logo is on the left and 'SO-PR-150' is on the right.

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. MRP still considers the orders on hold. 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

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

## Sales Order Auto Credit Hold

The screenshot shows the 'Sales Order Auto Credit Hold' application window. The window title is 'Sales Order Auto Credit Hold'. It features a menu bar with 'Go To', 'Actions', 'Copy', 'Print', 'Preview', and 'Attach'. Below the menu bar, there are fields for 'Sales Order: S001' and 'To: S001', along with a 'Bill To:' field. The main area contains several input fields: 'Sales Order: S001', 'Bill To:', 'Order Date:', 'Due Date:', 'To: S001', and three empty 'To:' fields. There are also checkboxes for 'Automatically Set Action Status:', 'Over Credit Limit:', and 'On Credit Hold:'. A 'New Action Status:' dropdown menu is set to 'HD'. At the bottom, there is a 'Maximum Overdue Amount:' field with the value '0.00'. The bottom right corner shows 'Output:' and 'Batch ID:'.

- 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: S001 To: S001 Bill-To:

Sales Order: S001 To: S001

Bill-To: To:

Order Date: To:

Due Date: To:

Action Status: To:

Clear Action Status:

Check Credit Hold:

Check Credit Limit:

Maximum Overdue Amount: 0.00

Output:  
Batch ID:


**QAD** SO-PR-170

- Reviews a group of orders and optionally removes hold from the orders 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 credit hold).

## Allocate Inventory

### Sales Order Life Cycle



- Enter a Sales Quote
- Enter the Sales Order
- Confirm the Sales Order
- Verify Credit
- **Allocate Inventory\***
- Print the Sales Order
- Print Packing List
- Process the Shipment\*
- Review & Modify Pending Invoices
- Post and Print Invoice
- Print or Reprint Invoice

 SO-PR-180


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


**Note** Allocation is covered at length in the *Training Guide: Allocations and Shipping*. If you are taking this course as a part of the Sales Order Management course set, Allocations and Shipping will be the next course covered.

## Print the Sales Order

### Sales Order Life Cycle

- Enter a Sales Quote
- Enter the Sales Order
- Confirm the Sales Order
- Verify Credit
- Allocate Inventory\*
- **Print the Sales Order**
- Print Packing List
- Process the Shipment\*
- Review & Modify Pending Invoices
- Post and Print Invoice
- Print or Reprint Invoice



 QAD SO-PR-190

Printing sales orders in QAD Enterprise Applications is performed using the Sales Order Print menu item.

## 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 field in Sales Order Maintenance is set to No
- To reprint, change the Print Sales Order field back to Yes and reprint

**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.

## Exercise: Sales Order Maintenance

In this activity, you will practice entering confirmed and unconfirmed sales orders for inventory items.

### Initial Setup

- 1 Use Receipts Unplanned (3.9) to receive the following items into Site 10-300; supply lot numbers where required.

| Item  | Quantity | Location | Lot |
|-------|----------|----------|-----|
| 03021 | 100      | 010      | 001 |
| 03022 | 200      | 010      | 001 |
| 03023 | 300      | 010      | 001 |

### Sales Orders

- 2 Use Sales Order Maintenance (7.1.1) to create a sales order.

- a Enter the sales order header.

| Field         | Data                   |
|---------------|------------------------|
| Sales Order:  | SO001                  |
| Sold To:      | 10C1000                |
| Bill To:      | 10C1000                |
| Ship To:      | 10C1000                |
| Due Date:     | [Two weeks from today] |
| Confirmed:    | No                     |
| Taxable:      | No                     |
| Credit Terms: | 30D                    |

#### Freight Data

|                    |       |
|--------------------|-------|
| Freight List:      | 20FRT |
| Freight Terms:     | ADD   |
| Calculate Freight: | Yes   |

- b Enter two sales order lines.

#### Sales Order Line 1

|              |       |
|--------------|-------|
| Ln:          | 1     |
| Item Number: | 03021 |
| Qty Ordered: | 100   |

#### Sales Order Line 2

|              |       |
|--------------|-------|
| Ln:          | 2     |
| Item Number: | 03022 |
| Qty Ordered: | 150   |

- c End lines and advance to the trailer frame. Review the freight data.
- d Complete the order.

3 Enter a second sales order. Let the sales order number default and use the same customer.

a Enter the sales order header.

| Field               | Data                  |
|---------------------|-----------------------|
| Sales Order:        | SO002                 |
| Sold To:            | 10C1000               |
| Bill To:            | 10C1000               |
| Ship To:            | 10C1000               |
| Due Date:           | [One week from today] |
| Confirmed:          | Yes                   |
| Taxable:            | No                    |
| Credit Terms:       | 30D                   |
| <b>Freight Data</b> |                       |
| Freight List:       | 20FRT                 |
| Freight Terms:      | ADD                   |
| Calculate Freight:  | Yes                   |

b Enter a sales order line.

| Field          | Data  |
|----------------|-------|
| Ln:            | 1     |
| Item Number    | 03023 |
| Qty Ordered:   | 200   |
| Qty Allocated: | 200   |

c End lines and advance to the trailer frame. Review the freight data.

d Complete the order.

4 Use Master Schedule Summary Inquiry (22.18) to inquire on items 03021, 03022, and 03023. What sales orders appear? Why not all of them?

5 Use Allocated Inventory Inquiry (3.18) to inquire on items 03021, 03022, and 03023. What sales orders are allocated? Why not all of them?

6 Use Unconfirmed Sales Order Report (7.15.9) to review unconfirmed sales orders. Leave all fields blank and set Include Lines with Unconfirmed Headers to Yes; then direct the output to Page.


7 Use Sale Order Confirmation (7.1.5) to confirm the unconfirmed orders.


8 Use Master Schedule Summary Inquiry (22.18) to inquire on items 03021, 03022, and 03023 again. You should now see sales orders appear for all the three items.

## Print Packing List

### Sales Order Life Cycle

- Enter a Sales Quote
- Enter the Sales Order
- Confirm the Sales Order
- Verify Credit
- Allocate Inventory\*
- Print the Sales Order
- **Print Packing List**
- Process the Shipment\*
- Review & Modify Pending Invoices
- Post and Print Invoice
- Print or Reprint Invoice




SO-PR-220

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).

The Partial OK field also affects the printing of packing lists. This field defaults from the customer record when a sales quote or order is entered; it can be changed manually on the trailer frame in Sales Order Maintenance. It indicates whether a customer accepts a partial order.

When Sales Order Packing Lists are printed, the system checks this field. If it is No, the system verifies that all line items are available (allocated) and can be completely shipped. If they are not, a packing list does not print for the order.

## Sales Order Packing List

Packing lists for both sales orders and RMA issue lines can be printed using Sales Order Packing List. 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. The 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

*Print Only Lines to Pick.* Defaults from Pick Only Allocated Lines in Sales Order Control (see “Pick Only Allocated Lines” on page 94) and specifies whether to print only allocated quantities 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

Print Only Lines to Pick is normally set to Yes when allocations are being used. This option enables the sales desk, not the shipping clerk, to control shipments since only allocated quantities print on the packing list, telling the shipping department what to ship

*Override Partial OK field.* Yes lets you override the Partial OK setting in the trailer frame of Sales Order Maintenance and print a picklist for an order even if it can only be partially shipped. This option is used in special circumstances when there is a shortage and the customer indicates that they accept a partial shipment.

After Printing the Picklist


## Sample Packing List

Sales Order Packing List - 10/22/10

|   |   |
|---|---|
| QMI -USA Division<br>30 Ridgedale Avenue<br>East Hanover, NJ 7950<br>USA - TAX PURPOSE                                | <b>P A C K I N G   L I S T</b><br>Order Number: S001    Page: 1<br>Order Date: 10/22/10<br>Print Date: 10/22/10 |
| Sold To: CUS001<br>Comic Ultra Uk<br>123 Easy Street<br>Anytown, AK<br>UNITED STATES - TAX PURPOSES                   | Ship To: CUS001<br>Comic Ultra Uk<br>123 Easy Street<br>Anytown, AK<br>UNITED STATES - TAX PURPOSES             |
| Salespersons: SP101<br>Credit Terms: 1M<br>1 month after end of month invoice date<br>Remarks: Northern Most Customer | Purchase Order:<br>Ship Via: UPS<br>FOB Point:  |

| Ln | Item Number             | Site<br>T Location Lot/Serial | Qty Open<br>Qty to Ship UM | Due<br>Shipped |
|----|-------------------------|-------------------------------|----------------------------|----------------|
| 1  | 01010                   | 10-100                        | 10.0 EA                    | 10/23/10       |
|    | Revision: D             |                               |                            |                |
|    | Medical Ultrasound      |                               |                            |                |
|    | Customer Item: 2987-A33 |                               |                            |                |
|    | 010                     | 01010-0712-1                  | 1.0 ( )                    |                |
|    | 010                     | 01010-0712-10                 | 1.0 ( )                    |                |
|    | 010                     | 01010-0712-2                  | 1.0 ( )                    |                |
|    | 010                     | 01010-0712-3                  | 1.0 ( )                    |                |
|    | 010                     | 01010-0712-4                  | 1.0 ( )                    |                |
|    | 010                     | 01010-0712-5                  | 1.0 ( )                    |                |
|    | 010                     | 01010-0712-6                  | 1.0 ( )                    |                |
|    | 010                     | 01010-0712-7                  | 1.0 ( )                    |                |
|    | 010                     | 01010-0712-8                  | 1.0 ( )                    |                |
|    | 010                     | 01010-0712-9                  | 1.0 ( )                    |                |



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


See “Qty Allocated” on page 117 and “Qty Picked” on page 118.

## Process the Shipment

### Sales Order Life Cycle



- Enter a Sales Quote
- Enter the Sales Order
- Confirm the Sales Order
- Verify Credit
- Allocate Inventory\*
- Print the Sales Order
- Print Packing List
- **Process the Shipment\***
- Review & Modify Pending Invoices
- Post and Print Invoice
- Print or Reprint Invoice

 SO-PR-250

There are several methods to do shipping in QAD Enterprise Applications:

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

Only Sales Order Shipments are discussed here. The other methods are discussed in *Training Guide: Allocations and Shipping*.

## Sales Order Shipments

# Sales Order Shipments

Sales Order Shipments x

Go To
Actions
Copy
Print
Preview
Attach

Sales Order: S001
Site: 10-100

Order:

Effective:


Document:

Ship Allocated:

Ship Picked:

Sold-To:

Site:


SO-PR-260

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 record 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 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, which sets the Quantity to Ship to the Quantity Picked for each line item. 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 operation 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 Shipment: Line Items

Sales Order Shipments X

Go To Actions Copy Print Preview Attach

Sales Order: SD001 Site: 10-100 Site: 10-100

Order: SD001 Ship Allocated:  Sold-To: CUS001 Site: 10-100  
 Effective: 10/22/2010 Ship Picked:  Comic Ultra Uk

Document:

Sales Order Line Items

| Ln | Item Number | T | Qty Alloc | Qty Picked | To Ship | Backorder Site |
|----|-------------|---|-----------|------------|---------|----------------|
| 1  | 01010       | T | 0.0       | 10.0       | 10.0    | 0.0 10-100     |

Line: 1 Cancel B/O:  Site: 10-100 Loc: 010  
 Quantity: 10.000000000 Lot/Serial: 01010-0712-1  
 Item Number: 01010 UM: EA Reference: Multi Entry:   
 Description: Medical Ultrasound

- 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 appears 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 click Back to go back and change it.

A warning message displays:

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

## Sales Order Shipments: Trailer

Sales Order Shipments

Go To Actions Copy Print Preview Attach

Sales Order: S001 Site: 10-100

Order: S001 Ship Allocated:  Sold-To: CUS001 Site: 10-100  
 Effective: 10/22/2010 Ship Picked:  Comic Ultra Uk

Document:

|                      |           |                 |                 |           |
|----------------------|-----------|-----------------|-----------------|-----------|
| Non-Taxable:         | 25,000.00 | Currency: USD   | Line Total      | 25,000.00 |
| Taxable:             | 0.00      |                 | 0.00% Discount: | 0.00      |
| Tax Date: 10/23/2010 |           | Taxable Service | 11              | 0.00      |
| Containers: 0.00     |           | Taxable Freight | 21              | 0.00      |
| Line Charges: 0.00   |           | Taxable Service | 31              | 0.00      |
|                      |           | Total Tax:      |                 | 0.00      |
|                      |           | Total           |                 | 25,000.00 |

View/Edit Tax Detail:

Ship Via: UPS Daybook Set:  
 Ship Date: 10/22/2010 Ready to Invoice:

BOL:

Remarks: Northern Most Customer

- 4 Once all the shipping information is entered and you have verified items to ship, the trailer for the order is displayed. You can now enter:
  - Freight charges
  - Special charges
  - Bill of lading (BOL) numbers
  - Carrier information
  - Invoicing information
- 5 When the order ships, the system automatically marks it as ready for invoicing and sets the Quantity to Invoice equal to the Quantity Shipped.
  - a You can create an invoice for each shipment or set Ready to Invoice to No to hold up invoicing until the order is shipped completely.
  - b Once you have shipped and invoiced all line items on an order, the system deletes the SO.

**Note** The days to retain a sales order can be controlled with a setting in Sales Order Accounting Control.

A complete audit trail of all inventory transactions is maintained in transaction history (tr\_hist). You can review the information using Transactions Detail Inquiry (3.21.1). Each transaction has a transaction number and a transaction type. The transaction type is ISS-SO.

## General Ledger Effects

GL transactions created by inventory movements (type IC) are stored in the unposted transaction table until they are posted using Operational Transaction Post. Review unposted transactions with Unposted Transaction Inquiry and Register.

Shipping items creates the following GL transactions, unless the ship type is non-blank. Memo shipments do not affect Inventory or COGS accounts. However, posting an invoice updates Accounts Receivable (AR) balances regardless of the ship type.

- Shipment credits the Inventory account defined in Inventory Account Maintenance for the product line, shipment site, and location. If the shipment includes items from more than one site, the appropriate balancing entries are made to the Cross-Company Inventory Control accounts defined for the domain referencing the intercompany codes associated with the entities.
- Shipment debits the COGS Material, COGS Burden, COGS Labor, COGS Overhead, and COGS Subcontract accounts 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 field is Yes in Inventory Control, all lower level manufacturing costs are posted to the COGS Material Acct.

See Appendix B, “General Ledger Effects in Sales Orders/Invoicing,” on page 273 for details on GL transactions.

## 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, reenter it in Sales Order Maintenance. All information must match the original SO.

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

See “Pending Invoice Maintenance” on page 152.

## SO Container Maintenance

You can assign items to containers. You can confirm shippers in fewer steps, such as container by container rather than item by item. SO Container Maintenance records details 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. Since containers can 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 are prompted for containers first (the containers must already be defined in the Item Master), 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.

You can send container information to a customer as part of an ASN (advanced ship notice) when your shipment leaves the dock. You can also send it with the shipment, like a packing list. When you confirm the shipper in Pre-Shipper/Shipper Confirm, inventory and financial effects occur. Creating containers and shippers has no financial effects.

## Sales Order Shipper Maintenance

### Sales Order Shipper Maintenance

Sales Order Shipper Maintena... X

Go To Actions Copy Print Preview Att...

Ship-From ID: 10-100 Number: 123


**Shipping Information**

Ship-From ID: 10-100
Number: 123

Ship-To/Dock: CUS001

Shipping Group:

Inventory Movement Code:


SO-PR-300

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 are not in containers
- When you finish processing items, press End again

At the top of the line maintenance frame titled Contents (Items) are four 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

Pre-Shipper/Shipper Confirm
Number: 123

Go To Actions Copy Print Preview

Ship-From ID: 10-100 Ultrasound Mfg Site

Ship-From ID:  Ultrasound Mfg Site

Pre-Shipper/Shipper:


Number:

Ship-To/Dock:

Ship Date: 10/22/2010

Effective Date: 10/22/2010

Document:


SO-PR-310

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

- 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 Container/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 Container/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 let you print an invoice
- Invoice processing occurs, but no invoice is printed

## Shipper Delete/Archive

### Shipper Delete Archive

Shipper Delete/Archive
Go To Actions Copy Print Preview Attach

Ship-From: 10-100      To: 10-100      Ship-To:

|   |            |
|---|------------|
| Ship-From: 10-100                               | To: 10-100 |
| Ship-To:  | To:        |
| Number:   | To:        |
| Inventory Movement Code:                        | To:        |
| Ship Date:                                      | To:        |
| Effective Date:                                 | To:        |
| Pre-Shipper/Shipper: Shipper                    |            |
| Confirmed: <input checked="" type="checkbox"/>  |            |
| Unconfirmed: <input type="checkbox"/>           |            |
| Cancelled: <input checked="" type="checkbox"/>  |            |
| Uncanceled: <input checked="" type="checkbox"/> |            |
| Delete: <input checked="" type="checkbox"/>     |            |
| Archive: <input type="checkbox"/>               |            |
| Archive File:                                   | Output:    |

SO-PR-320

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

**Note** This topic is also covered in *Training Guide: Allocations and Shipping*.

## Exercise: Allocation and Shipping

This activity uses a simplified shipment method. Pre-Shippers and Shippers are covered in *Training Guide: Allocations and Shipping*.

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.

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

- 1 Use Sales Order Manual Allocations (7.1.6) to allocate line items for sales order SO001.

| Field           | Data   |
|-----------------|--------|
| Order:          | SO001  |
| Site:           | 10-300 |
| Allocate Avail: | Yes    |
| Allocate Days:  | 20     |

- 2 Use Allocated Inventory Inquiry (3.18) to inquire on items 03021 and 03022. You should now see both line items on both orders allocated.
- 3 Use Stock Availability Browse (3.17) to review items 03021 and 03022. Note the quantity on hand, quantity required, and quantity allocated. You will also note that at this time there is none on order.

- 4 Use Sales Order Print (7.1.3) to send sales orders SO001 and SO002 to the Page output.

**Note** Directing the output to page will give you a soft copy of what the hard copy would look like were you to print it.

- 5 Use Sales Order Credit Maintenance (7.1.13) to put the sales order SO001 on hold.

| Field          | Data  |
|----------------|-------|
| Sales Order:   | SO001 |
| Action Status: | HD    |

This operation places the order on hold status and a packing list cannot be printed. Note that any non-blank character in the Action Status field will hold the order.

- 6 Use Sales Order Credit Inquiry (7.1.14) to inquire on sales order statuses. Leave all fields blank to review the status of all orders.

- 7 Use Sales Order Auto Credit Approval (7.1.17) to remove the hold status from sales order SO001.

| Field                | Data  |
|----------------------|-------|
| Sales Order:         | SO001 |
| To:                  | SO001 |
| Clear Action Status: | Yes   |
| Output               | Page  |

Note the report output, the order should now be ready to pick and ship.

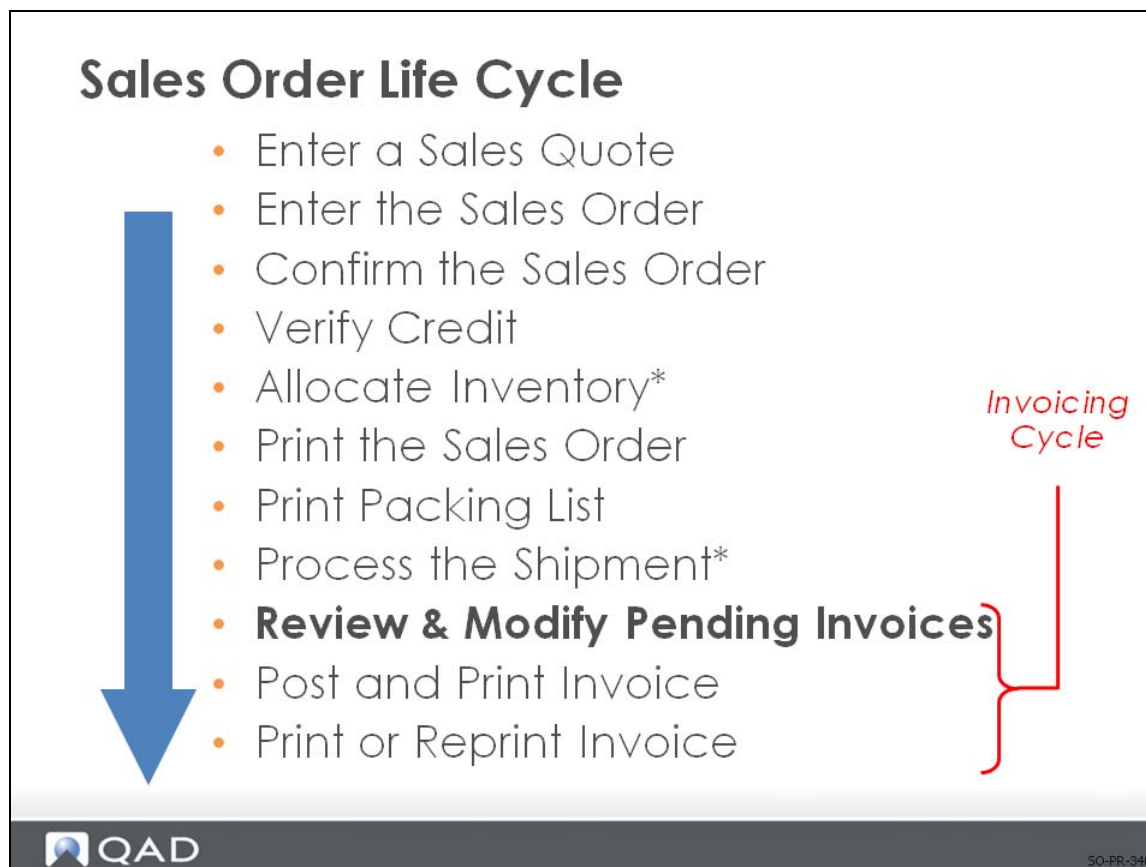
### Print Packing List and Ship

- 8** Use Sale Order Packing List (7.9.13) to generate packing list for order SO001 and direct the output to page.

Review the Pick/Packing List produced. This list can be printed to manually pick from and or to include with the shipment as a packing list. In the case where you do not need the physical paper you can run the transaction without printing to change the status of the items from allocated to picked.

- 9** Use Sales Order Shipments (7.9.15) to ship sales order SO001.
- Note Ship Picked is checked because you ran the packing/pick list transaction. Advance to the line item frame.
  - If you were shipping the order complete as shown, click Next and verify that all information is correct and be done.
  - In our case lets imagine that for some reason we decide to only ship 50 of item 03021. Discuss what situations might lead to this decision.
  - In the lower frame, enter 1 in the Line field. Click Next or press Enter. Change the Quantity field to 50. Click Next, note the freight frame, click Next. Note that the quantity picked is still 100 but the Quantity To Ship is now 50. Click Next, respond Yes to the dialog popped up. Review the displayed information, which is the transaction that will be processed. Note quantities and locations. Click Next, through the balance of the screens to complete the shipment.
- 10** Use Sales Order Maintenance (7.1.1) to review the two line items in the order shipped. Note the Quantities; Allocated, Picked, Shipped, and To Invoice for both line items.
- 11** Use Sale Order Packing List (7.9.13) to process a pick list for sales order SO002.
- 12** Use Sales Order Shipments (7.9.15) to ship order SO002 complete.
- 13** Use Transactions Detail Inquiry (3.21.1) to review the ISS-SO detail for the shipments you made. The details give you an idea of the detail information captured for each transaction.

## Review and Modify Pending Invoices



Shipping an order automatically creates a pending invoice. You can:

- Review and/or modify the pending invoice
- Preview the invoice print
- Post and print the invoice
- Put the invoice on hold

## Pending Invoice Register

# Pending Invoice Register

Pending Invoice Register x

Go To Actions Copy Print Preview

Sales Order:

Ship Date:

Sold-To:

Bill To:

To:

To:

To:

To:

Print Only Lines to Invoice:

Print Lot/Serial Numbers Shipped:

Consolidate Invoices:

Summary:

Output:  
Batch ID:

QAD SO-PR-350

Use Pending Invoice Register (7.13.2) to review pending invoices and to determine what modifications (if any) to make.

## Pending Invoice Maintenance

Pending Invoice Maintenance can be used to:

- Correct existing pending invoices
- Change some of the invoice information
  - Credit terms
  - Commission percentages
  - Prices and Discounts
- Enter invoices for non-inventory items (line item ship type of memo)
- Enter invoices for over-the-counter sales
- Process a credit invoice for a sales order return using a negative quantity

**Note** Use Sales Order Maintenance or Sales Order Shipments to change the line item information. When using Pending Invoice Maintenance to modify a line item shipped from multiple locations, you can only modify the following.

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

## Preview Invoice Print

### Preview Invoice Print

Preview Invoice Print X
 Go To Actions Copy Print Preview Attach

Site:
To:
Sold-To:

Sales Order:

Daybook Set:

Ship Date:

Site:

Sold-To:

Bill To:

Salesperson:

Language ID:

To:

To:

To:

To:

To:

To:

To:

To:

Invoice Date:

Print Only Lines to Invoice:

Print Lot/Serial Numbers Shipped:

Print Features and Options:

Consolidate Invoices:

Discount Detail:

Discount Summary:

Include Debit Invoices:

Include Credit Invoices:

Print Call Invoice Detail:


Print Correction Invoice:

Entity Address:

Form Code:

Message:

Output:  
Batch ID:

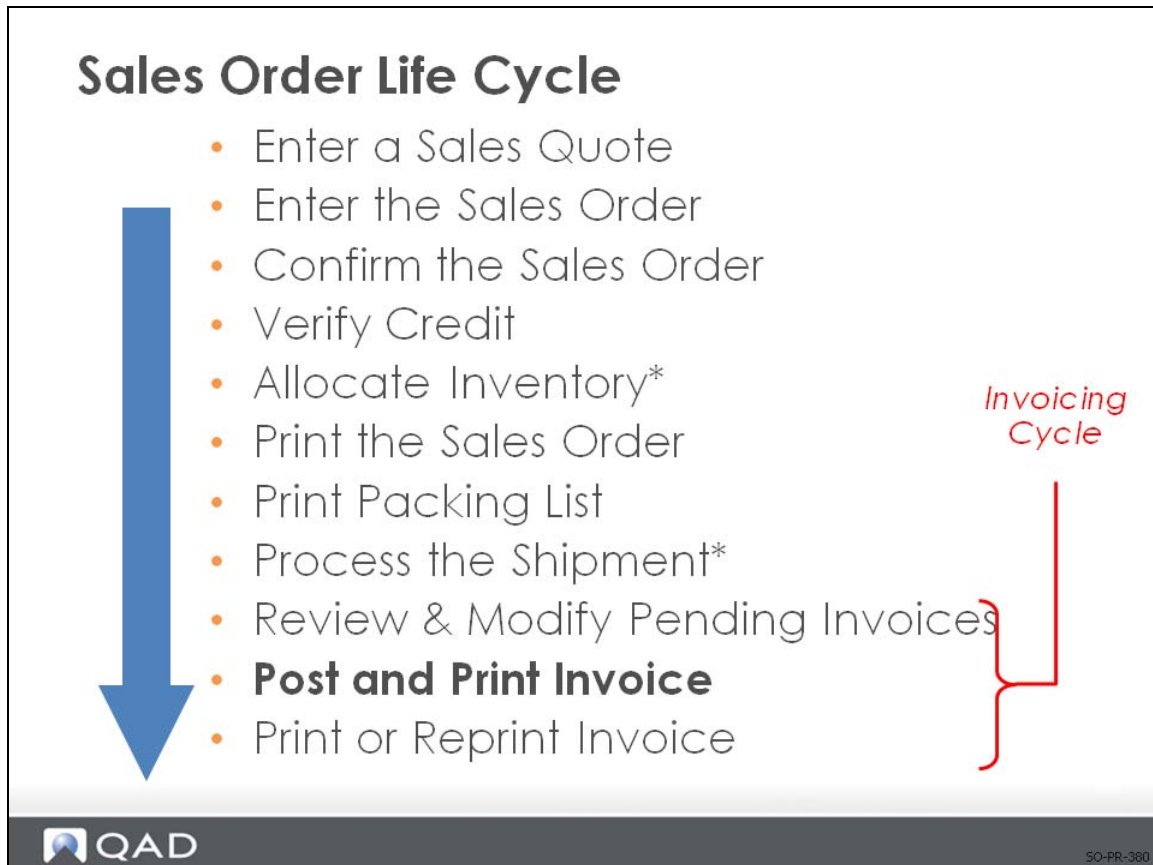

SO-PR-370

Use this program to print a simulated version of invoices that have not yet been posted in Invoice Post and Print. For example, you can use printed copies for review before posting. Preview Invoice Print does not print official invoice documents.

**Note** This program only selects unposted invoices. To print one that has already been posted, use Invoice Print or Reprint.

The preview print functionality simulates the standard post and print process; for example, you can use most of the same selection criteria and view the effects of invoice consolidation on the draft. However, the program does not actually post selected invoices or have any financial effect. Because the invoice number is generated during post based on the associated daybook, preview invoices do not include that number. Additionally, the copy includes the text DRAFT INVOICE at the top, as well as a user-defined message that can include additional information about the invoice status.

## Post and Print Invoices



Invoices that are ready to post 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 137 and “Pending Invoice Maintenance” on page 152.

Use Invoice Post and Print to post and print invoices. You can:

- Print a single invoice or a range of invoices
- Consolidating invoices

## Invoice Post and Print

You can post and 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).

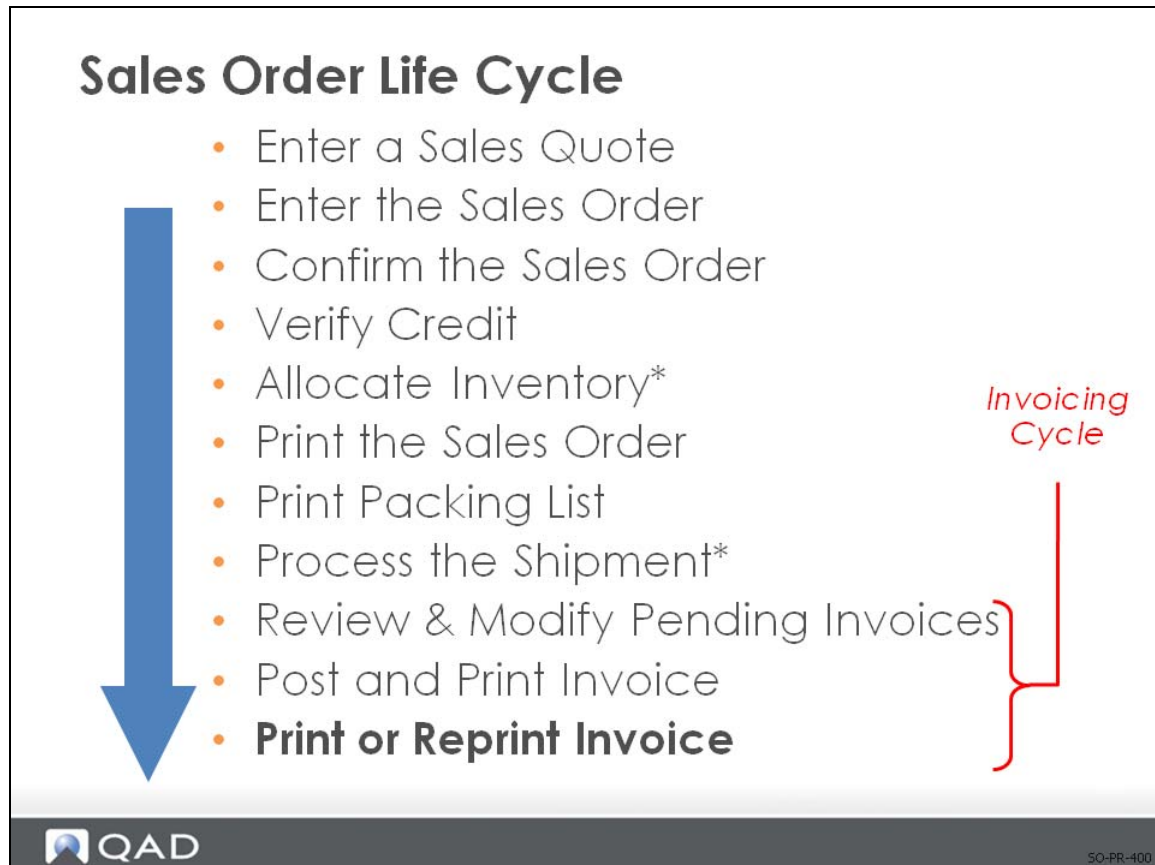
The date on the invoice is the system date unless you specify a different date in the Invoice Date field.

Posting an invoice affects many areas of the system:

- Assigns an invoice number based on a daybook defined for the associated daybook set. The system also uses this number as the GL reference. The system determines the specific daybook based on the value of the invoice (positive or negative) and whether you are using correction invoices and GL correction.
- Updates General Ledger, debiting the Accounts Receivable and Sales Discount accounts and crediting sales, tax, and trailer charge accounts.
- Updates the customer open AR balance.

- When the Credit Terms code on the order calls for staged payments, calculates the due date and amount, as well as the settlement discount date, of each installment. This information is stored as part of the customer invoice record.
- When the line entities are different from the header entity, generates intercompany balancing entries based on the intercompany daybook defined for the associated daybook set.
- Updates sales analysis history, including salesperson commission and quota history.
- Updates invoice history. Invoice printing functions use these records.
- When applicable, updates Intrastat data, including associated tax records.
- If Ship To Installed Base is Yes in Service Management Control, updates the installed base in the Service/Support Management module.
- Updates a setting in the invoice history record that allows it to be selected for printing.
- Once all lines are shipped completely and invoiced, deletes the order. Note that when the Days to Retain a Sales Order field in Sales Order Accounting Control is not 0 (zero), manually delete orders using Completed Sales Order Delete after the specified number of days.
- Generates a report showing invoices posted, corresponding sales order numbers, line item information, and financial amounts.

## Print or Reprint Invoice



Use Invoice Print or Reprint to print invoices after posting.

## Invoice Print or Reprint

Use this program to print customer invoices that have already been posted to Accounts Receivable (AR) using Invoice Post and Print. You can:

- Print invoices that were not printed during the posting process. When Reprint is No, only those invoices are selected for printing.
- Reprint previously printed invoices. Set Reprint to Yes to select these invoices. By default, the system prints **\*\*\*DUPLICATE\*\*\*** at the bottom of each invoice. You can update this message as needed.

**Important** Only posted invoices can be printed.

## Exercise: Invoices

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

- 1 Use Pending Invoice Register (7.13.2) to review invoice details for sales orders SO001 and SO002. Leave all fields blank to review all data and direct output to Page.
- 2 Use Invoice Post and Print (7.13.4) to post and print invoice for sales order SO001. There are separate outputs for the post transaction and the print transaction. In our case direct both outputs to page.

## Returns

### 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

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:

- Whether the sales order is open
- Whether the line item is open

RMAs are discussed in *Training Guide: Service/Support Management*.

## Sales Order and Line Item Open

### Sales Order Returns

- Sales Order and Line Item Open
  - Use Sales Order Shipments

Sales Order Shipments

Go To Actions Copy Print Preview Attach

Attachments

Order: SO01 Ship Allocated:  Sold-To: CUS001 Site: 10-100  
 Effective: 3/31/2009 Ship Picked:  Comic Ultra Uk

Freight List: 1  
 Freight Minimum Weight: 1 kg  
 Freight Terms: ADD  
 Calculate Freight:   
 Display Weights:



SO-PR-440

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.

**Note** In most cases, the return are received into a quarantine or inspection area. This procedure completely reverses all the transactions generated with the original shipment.

## Sales Order Open and Line Item Closed

### Sales Order Returns

Sales Order Open and Line Item Closed, Use Sales Order Maintenance

The screenshot displays the 'Sales Order Maintenance' window for 'Sales Order: S001'. The window title is 'Sales Order Maintenance x'. The interface includes a menu bar with 'Go To', 'Actions', 'Copy', 'Print', 'Preview', and 'Attach'. Below the menu, the order details are shown: 'Sales Order: S001', 'Order: S001', 'Sold-To: CUS001', and 'Bill To: CUS001'. The 'Header' tab is selected, showing 'Order: S001', 'Sold-To: CUS001', 'Ln For: Single', and 'Org:'. Below this is a table for 'Sales Order Line' with one entry:

| Ln | Item Number | Qty Ordered | UM | List Price | Discount | Net Price |
|----|-------------|-------------|----|------------|----------|-----------|
| 2  | 01010       | -5.0        | EA | 2,500.00   | 0.0      | 2,500.00  |

The 'Line Details' section for line 2 shows the following information:

- Desc: Medical Ultrasound
- Loc: 010 | Site: 10-100
- USD Cost: 1,805.45157
- Sales Acct: 4010 mech ADM
- Disc Acct: 4200 Mech
- Confirmed:
- Required: [dropdown]
- Promised: 10/23/2010
- Due Date: 10/23/2010
- Perform Date: [dropdown]
- Pricing Date: 10/22/2010
- Credit Terms Int: 0.00
- Ship Type: [dropdown]
- UM Conversion: 1.0000
- Consume Fcst:
- Detail Alloc:
- Taxable:
- Freight List: [dropdown]
- Comments: [text area]
- Salesperson 1: SP101
- Multiple:
- Commission 1: 18.00%
- Category: [dropdown]
- Fixed Price:

The QAD logo is visible in the bottom left corner, and the reference code 'SO-PR-450' is in the bottom right corner.

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

- Add a line item for the returned material as a negative amount to the original open sales order
- Process the Sales Order Shipment
- The system then processes the return as a negative receipt

## Sales Order Closed

## Sales Order Return

### Sales Order Closed

Sales Order Maintenance x

Go To Actions Copy Print Preview Attach

Sales Order: S002 Order: S002 Sold-To: CUS001

Header Lines Trailer

Header Details Tax Info Freight Data Salesperson Delivery Consignment Comments

Header


Order: S002 Sold-To: CUS001 Bill To: CUS001 Ship-To: CUS001

Sold-To: Comic Ultra Uk  
123 Easy Street  
Anytown AK  
UNITED STATES - TAX PURPOSES

Ship-To: Comic Ultra Uk  
123 Easy Street  
Anytown AK  
UNITED STATES - TAX PURPOSES

Details

Order Date: 10/22/2010 Line Pricing:  Confirmed:   
 Required Date: Manual: Currency: USD Language: us  
 Promise Date: Daybook Set: 10-SALES Taxable:   
 Due Date: 10/23/2010 Channel: Fixed Price:   
 Perform Date: Project: Credit Terms: 1M  
 Pricing Date: Org Inv: Site: 10-100  
 Purchase Order: Credit Terms Interest %: 0.00  
 Remarks: Ref: S001 - To record returned item Reprice/Edit:

 SO-PR-460

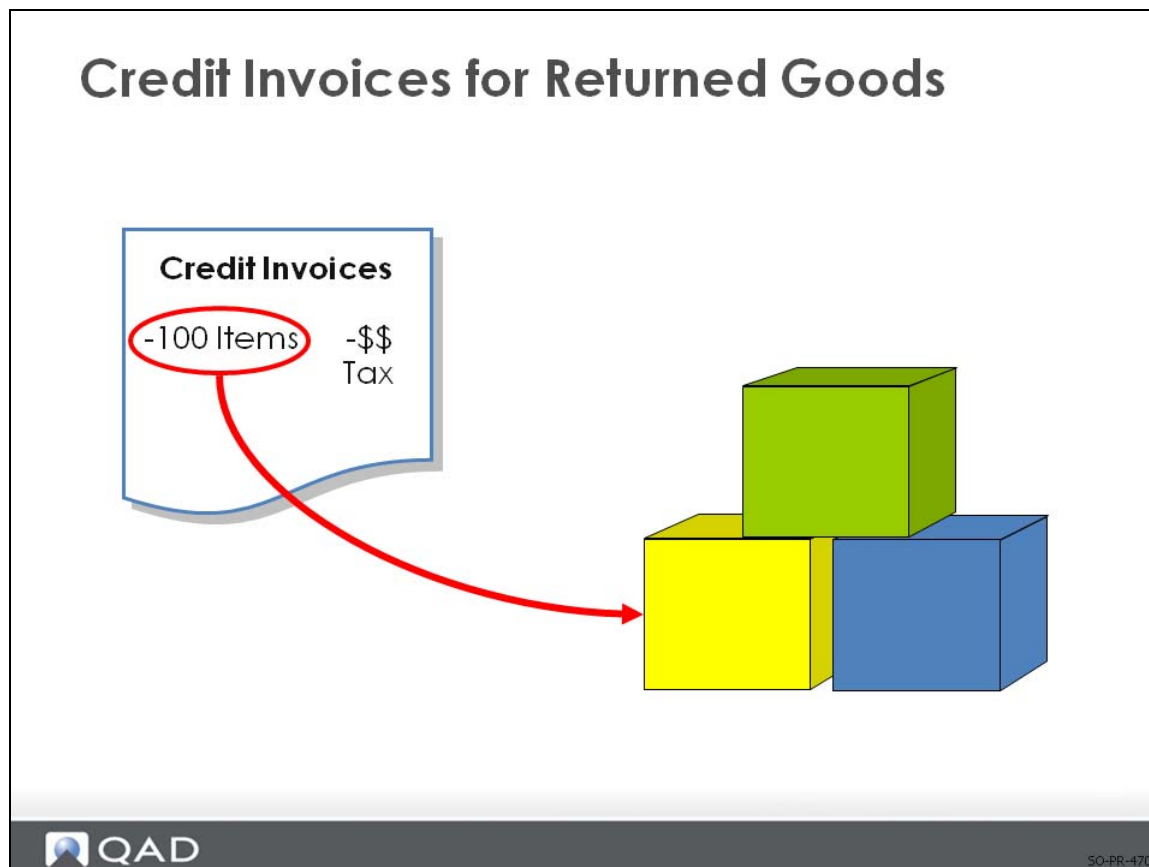
If the original sales order is closed when the item is returned:

- Create a 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
- The system then processes the return as a negative shipment

You can add the prefix RGA to the number manually. Use the channel codes to pull out RGAs on reports. Use a different form number to print returns. Use type M for changes to pricing only.

**Note** You can also use the correction invoice functionality in QAD EE, which streamlines the process of corrected posted invoices. For details, see “Correction Invoices” on page 168.

## 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** If you use Receipts-Sales Order Return to return inventory to stock, use Pending Invoice Maintenance with Type = M (for non-inventory items).

This transaction is also useful in cases where you want to give the customer credit without the return of the items.

Chapter 5

# **Optional Sales Order Features**

## Overview


### Course Overview

- Introduction to Sales Orders
- Business Considerations
- Set Up Sales Orders
- Process Basic Sales Orders
- ✓ **Process Optional Sales Order Features**
- Set Up and Process Sales Quotes
- Set Up and Use Sales Analysis




50-PRO-010

## Optional Sales Order Features



- Correction Invoices
- Item Replacement
- Blocked Transactions
- Available to Promise (ATP) Enforcement
- Logistics Accounting


 QAD 50-PRO-020

This chapter introduces a number of optional features that can be used to enhance the sales order process in a QAD Enterprise Edition installation:

- Correction Invoices
- Item Replacement
- Blocked Transactions
- Available to Promise (ATP)
- Logistics Accounting

## Correction Invoices

### Optional Sales Order Features



- ✓ **Correction Invoices**
  - Item Replacement
  - Blocked Transactions
  - Available to Promise (ATP) Enforcement
  - Logistics Accounting

 50-PRO-030

Correction invoices let you correct a posted invoice by using information from the original invoice and maintaining a permanent link.

## Correction Invoices Introduction

- Correction Invoices enable users to correct posted invoices
- Information from original invoices is used in the preparation of corrections
- Correction Invoices are explicitly linked to the original invoices that they correct
- A correction invoice may be used to adjust item numbers, quantities, prices, discounts, tax details, lot/serial details or trailer amounts

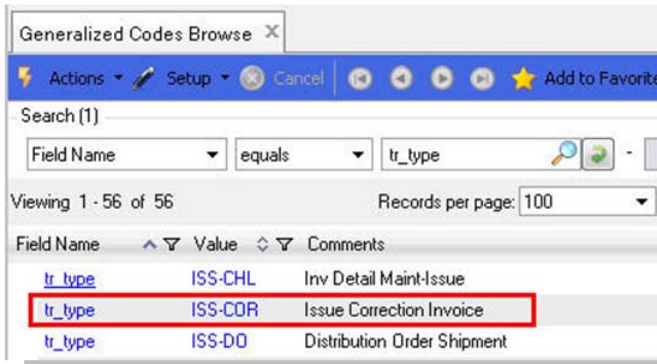


SO-CI-020

Correction invoices have the following limitations:

- They cannot be used for configured items.
- They cannot be used to modify container and line charges.
- They do not automatically pick up changes to master data such as freight rates, price lists, or tax rates. Such changes need to be manually entered in the correction order.
- Only one correction invoice can be used to correct an original invoice. If further corrections are required, add another correction invoice to correct the first correction invoice. Links are made between all corrections and the original invoice.

## Correction Invoices Transaction Type



The screenshot shows a 'Generalized Codes Browse' window. At the top, there are buttons for 'Actions', 'Setup', 'Cancel', and 'Add to Favorite'. Below that is a search bar with 'Search (1)' and a search criteria of 'Field Name equals tr\_type'. The results show a table with three rows. The second row, 'tr\_type ISS-COR Issue Correction Invoice', is highlighted with a red border.

| Field Name | Value   | Comments                    |
|------------|---------|-----------------------------|
| tr_type    | ISS-CHL | Inv Detail Maint-Issue      |
| tr_type    | ISS-COR | Issue Correction Invoice    |
| tr_type    | ISS-DO  | Distribution Order Shipment |

- A new transaction type is used for correction invoice shipments: ISS-COR

To support traceability throughout the system, a special transaction type (ISS-COR) is used when a shipment is made for a correction.

## Set Up Correction Invoices

The screenshot displays three overlapping windows in the QAD software interface, all titled with a close button (X) in the top right corner.

- Sales Order Accounting Control**: This window is at the top left. It has a menu bar with 'Go To', 'Actions', 'Copy', 'Print', 'Preview', and 'Attach'. Below the menu, there are several fields: 'Company Address' (10100), 'Use Fiscal Number' (checkbox), 'Print Only Lines to Invoice' (checkbox), 'Use Daybook Set By Site' (checkbox), and 'Default Daybook Set' (10-SALES). Two checkboxes are highlighted with a red box: 'Use Correction Invoices' (checked) and 'Allow Closed Inv Corr' (checked).
- Daybook Set Maintenance**: This window is on the right. It has the same menu bar. Below it, 'Daybook Set' is 10-sales. 'Active' is checked, with radio buttons for AR and AP. At the bottom, there are three fields: 'Invoice Daybook' (CINV) with 'Default Customer Invoices', 'CN Daybook' (CCN) with 'Default Customer Credit Notes', and 'Intercompany Daybook' (JE) with 'Default Journal Entry'.
- Reason Codes Maintenance**: This window is at the bottom left. It has the same menu bar. Below it, 'Reason Type' is CORRINV, 'Reason Code' is Price, and 'Description' is Incorrect Price.

At the bottom of the screenshot, there is a dark grey bar with the QAD logo on the left and the text 'A5-CI-040' on the right.

- Use Sales Order Accounting Control to enable the correction invoice functionality.
- Use Daybook Set Maintenance to specify the correction invoice daybooks to be used by the default daybook set.
- Use Reason Codes Maintenance to indicate the reason for using the correction invoices.

## Use Correction Invoices

### Use Correction Invoices

- Create and Ship Correction Sales Orders
- Post and Print Correction Invoices
- Report and Archive Correction Invoices



AS-CI-050

You can reverse a billing before an invoice is posted by entering a negative quantity on the original sales order. Then process the invoice normally. It can be done whenever you want to make a change involving an item, quantity, price, discount, or commission. See “Returns” on page 160 for some examples.

However, to correct posted invoices, create new sales orders with new sales order numbers, then process the new, corrected sales orders normally. To streamline this process, you can use the correction invoice feature enabled in Sales Order Accounting Control (36.9.6).

When it is enabled, you can create a correction sales order for a posted invoice by entering the correct amounts rather than by entering the difference between the original invoice and the correct amount. You can also track the relationship between the original invoices and their correction invoices.

After creating the correction sales order, you ship it, optionally creating a shipper document. You can post and print the correction invoice—displaying the original amounts, the corrected amounts, and the differences between the two. Finally, you can archive correction invoice data when it is no longer needed.

## Create Correction Sales Orders

## Create Correction Sales Orders

The screenshot displays the QAD Sales Order Maintenance application. The left pane shows the 'Header' information for Order 10510043, including 'Sold To' (Houston Automotive Group) and 'Ship To' (Houston Automotive Group). A red box highlights the 'Original Invoice' field with the value '2011/CIN/V000000077' and the 'Original Number' field with '10510042'. The right pane shows the 'Lines' section with a table of 'Corrected Sales Order Line' items. A red box highlights the 'Original Invoice Line' table below it, which contains one line item with 'Ln 1', 'Item Number 02002', 'Qty Invoiced 10.0', 'UM EA', 'List Price 5.00', 'Discount 0.0', and 'Price 5.00'. The 'Original Invoice Line' table also shows 'Qty Picked 0.0', 'Qty Shipped 0.0', 'Qty to Invoice 0.0', 'Salesperson 1: 105P01', 'Commission 1: 5.00%', 'Due Date: 9/9/2011', 'Perform Date: 9/9/2011', 'Pricing Date: 9/8/2011', 'Multiple' checkbox, 'Fixed Price' checkbox, and 'Comments' field.

When Use Correction Invoices is Yes in Sales Order Accounting Control, the way you create orders in Sales Order Maintenance (7.1.1) changes. After you enter a new sales order number or leave the field blank for a system-supplied number, you are prompted to enter the number of an existing invoice to be corrected by this order. You can leave the field blank to create a standard order.

The data from the original invoice is copied into the correction sales order. You can make corrections to the invoice details and the trailer amounts. To correct data in the invoice details, select the original line in the sales order detail frame. The original line is displayed and the correction line can be updated.

## Ship Correction Order Shipments

### Ship Correction Order Shipments

Sales Order Shipments x

Go To Actions Copy Print Preview Attach


Order: 10S10043    Ship Allocated:     Sold-To: 10C1002    Site:

Effective: 9/8/2011    Ship Picked:     Houston Automotive Group

Document:

Sales Order Line Items

| Ln | Item Number | T | Qty Alloc | Qty Picked | To Ship | Backorder Site |
|----|-------------|---|-----------|------------|---------|----------------|
| 1  | 02002       |   | 12.0      | 0.0        | 12.0    | 0.0 10-200     |
| 2  | 02002       |   | -10.0     | 0.0        | -10.0   | 0.0 10-200     |


A5-CI-070

- The negative shipment line is backing out the ISS-SO transaction on the original order.
- This line cannot be updated.
- Typically the whole shipment can be confirmed without the need to modify any other details.

### Post and Print Correction Invoices

# Post and Print Correction Invoices

The image displays two overlapping software windows from QAD. The top window, titled 'Invoice Post and Print', contains various input fields for sales order details and a list of checkboxes. The 'Correction Invoices' checkbox is checked and highlighted with a red rectangular box. The bottom window, titled 'Invoice Print or Reprint', also contains input fields and checkboxes. The 'Print Correction Invoice' checkbox is checked and highlighted with a red rectangular box. The QAD logo is visible in the bottom left corner, and the code 'AS-CI-080' is in the bottom right corner.

- Post Correction Invoices separately.
- Print Correction Invoices separately and cannot be consolidated.

## Report and Archive Correction Invoices

### Report Correction Invoices

- Correction Invoice Link Report
- Invoice History Report
  - Has option to only print Correction Invoices
- Invoice History Browse
  - Has a Correction column



A5-CI-090

You can use a number of reports with correction invoices:

- Correction Invoice Link Report (7.13.6)
- Invoice History Report (7.13.8) lets you select only correction invoices
- Invoice History Browse (7.13.7) has a Correction column

## Archive Correction Invoices

- Use Archive Correction Invoices to remove correction invoices and their associated link information from the system when online history is no longer needed

## Exercise: Correction Invoices

### Set Up Correction Invoices

- 1 Use Sales Order Accounting Control (36.9.6) to enable the correction invoices functionality.

| Field                   | Data |
|-------------------------|------|
| Use Correction Invoices | Yes  |

- 2 Use Daybook Set Maintenance (25.8.7) to specify the correction invoice daybooks to be used by the default daybook set.

| Field                              | Data     |
|------------------------------------|----------|
| Daybook Set                        | 10-SALES |
| Correction Invoices (Negative)     | CCN      |
| Correction Credit Notes (Negative) | CINV     |
| Correction Invoices (Positive)     | CINV     |
| Correction Credit Notes (Positive) | CCN      |
| Adjustment Daybook                 | CADJ     |

- 3 Use Reason Codes Maintenance (36.2.17) to create reason codes to indicate why a correction invoice is being produced.

| Field       | Data               |
|-------------|--------------------|
| Reason Type | CORRINV            |
| Reason Code | Discount           |
| Description | Incorrect Discount |

### Use Correction Invoices

First you enter, ship, and invoice a sales order with no discount. The customer complains that there is 5% discount. The customer is correct and thus you create a correction invoice for the missing discount.

- 1 Use Pending Invoice Maintenance (7.13.1) to create a pending invoice.

| Field       | Data    |
|-------------|---------|
| Sold-To     | 10C1001 |
| Site        | 10-100  |
| Line        | 01      |
| Item Number | 60008   |
| Qty Ordered | 10      |

- 2 Use Invoice Post and Print (7.13.4) to post the invoice. And note down the invoice number.

- 3 Use Sales Order Maintenance (7.1.1) to create a correction sales order.

| Field              | Data   |
|--------------------|--|
| Original Invoice   | The invoice number you noted down in the previous step |
| Reason For Correct | Discount   |

|                   |        |
|-------------------|--------|
| Site              | 10-100 |
| Calculate Freight | No     |
| Line              | 01     |
| Item Number       | 60008  |
| Qty Ordered       | 10     |
| Discount          | 5%     |


- 4 Use Sales Order Shipments (7.9.15) to ship the correction sales order.

| <b>Field</b>      | <b>Data</b> |
|-------------------|-------------|
| Calculate Freight | No          |


- 5 Use Invoice Post and Print (7.13.4) to post and print the correction invoice.

## Item Replacement

### Optional Sales Order Features



- Correction Invoices
- ✓ **Item Replacement**
- Blocked Transactions
- Available to Promise (ATP) Enforcement
- Logistics Accounting

 50-PRO-040

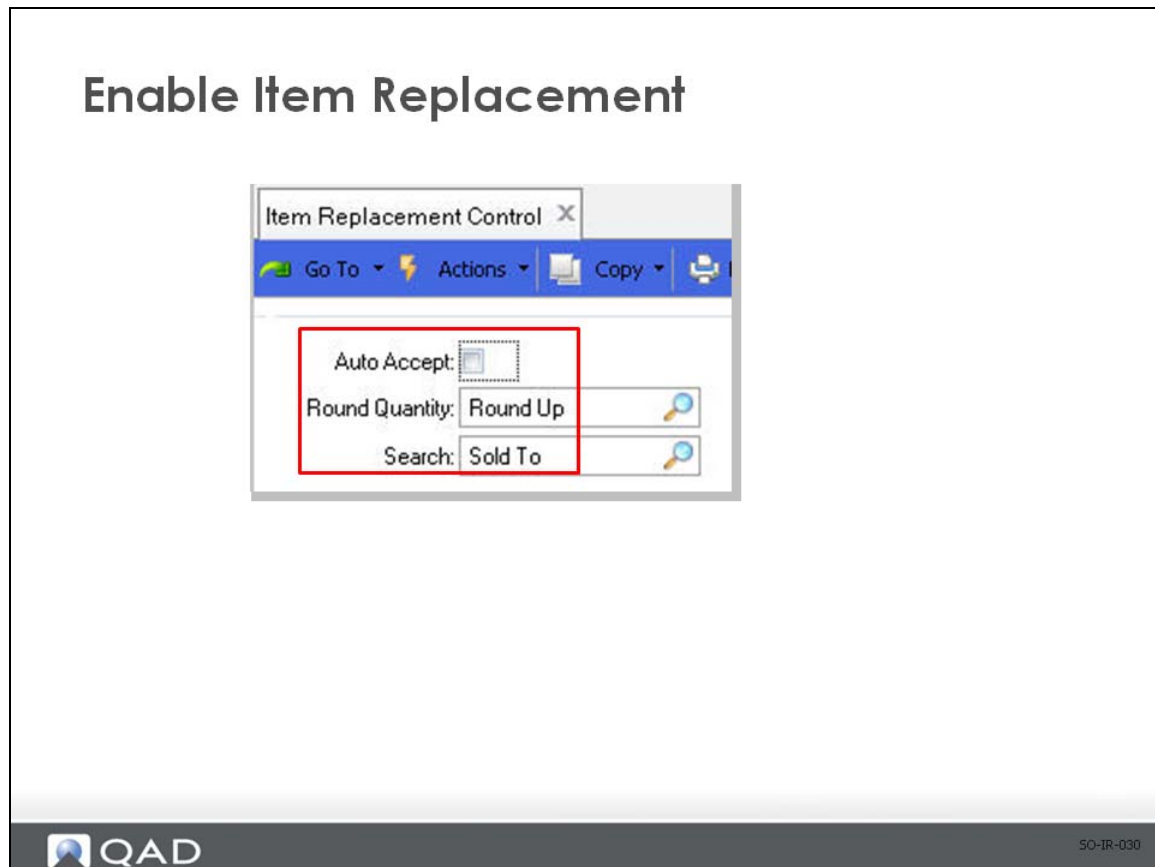
When you take a customer order, requested items may not be available for customer delivery. You can substitute the requested item with one of the following:

- Replacement items, which replace the requested item with an equivalent item
- Up-sell items, which replace the requested item with an item of higher value

In addition, you can sell:

- Cross-sell items, which are not replacement items for the requested items but sold in addition to the requested item to increase revenue or as a promotion for an item.

## Enabling Item Replacement



Use Item Replacement Control to set system defaults for item replacement, up-sell, and cross-sell functions.

*Auto Accept.* Indicate whether to add replacement, up-sell, or cross-sell items to an order without a prompting for confirmation.

*Round Quantity.* Indicate the rounding method to use when non-whole number replacement item, up-sell item, or cross-sell item quantities are encountered.

*Search By.* Enter Sold-To (default) or Ship-To.

## Set Up and Use Item Replacement

# Set Up and Use Item Replacement

The screenshot displays two windows from the QAD software interface:

- Item Replacement Maintenance:** This window shows the configuration for a replacement item. The 'Item Number' is 03120 (Scented Disinfectant). The replacement item is 03130. The 'Site' is 10-100, 'Customer' is 10-100, and the 'Eff Date' is 8/1/2010. The 'Change Over Qty' is 0.0. Below the table, there are fields for 'Site' (10-100), 'Customer/Ship-To', 'Effective Date' (8/1/2010), and 'Replacement Item' (03130). There are also checkboxes for 'Incl' and 'Automatically Accept'.
- Sales Order Maintenance:** This window shows a sales order line for item 03120. A dialog box is open asking 'Are you sure you want to change the item number' with 'Yes' and 'No' buttons. The status bar at the bottom indicates 'Updating line item with replacement item number 03130'.

Use Item Replacement Maintenance to define replacement items for items currently being used in the system. Replacement items are defined by site, customer, and effective date, or any combination.

Set Up and Use Up-Sell

## Set Up and Use Up-sell

The screenshot displays two windows from the QAD software interface:

- Item Up-Sell Maintenance:** This window is used for defining replacement items. It shows:
  - Item Number: 01012 (Sterile Probe Covers, 20)
  - Site: 1
  - Customer/Ship-To:
  - Where Used:
  - Up-Sell Item: 01011** (highlighted in red)
  - Effective Date: 10/1/2010
  - End Effective:
  - Quantity: 1.0
  - Rep Quantity: 1.0
  - Reference: Kit
  - Reference: 1
  - Comment:
  - Auto Accept:
  - Default:
  - Round Quantity: Round Up
- Sales Order Maintenance:** This window shows a sales order with an up-sell item.
 

| Up-Sell Item |              |              |            |      |                |
|--------------|--------------|--------------|------------|------|----------------|
| Qty          | Up-Sell Item | Description  | List Price | Unit | Avail to Alloc |
| 1            | 01011        | Supplies Kit | 0.00       |      | 0.0            |

The 'Up-Sell Item' column in the table above is highlighted with a red box.

Use Item Up-Sell Maintenance to define replacement items or assemblies that are an upgrade or a level above the requested item.

## Set Up and Use Cross-Sell

The screenshot displays two overlapping windows in the QAD software interface. The top window, titled 'Item Cross-Sell Maintenance', shows the configuration for a cross-sell item. The 'Item Number' is 01010, and the 'Cross-Sell Item' is 03040. The bottom window, titled 'Sales Order Maintenance', shows a sales order with a line item for 'Supplies Kit' (item 01011) which is linked to the cross-sell item 03040. The 'Cross-Sell Item' column in the sales order line is highlighted with a red box.

| Pre | Cross-Sell Item | Description  | List Price | Avail to Alloc |
|-----|-----------------|--------------|------------|----------------|
| 1   | 01011           | Supplies Kit | 0.00       | 0.0            |

Use Item Cross-Sell Maintenance to define items you offer to the customer in addition to the item being ordered.

## Blocked Transactions

### Optional Sales Order Features

- Correction Invoices
- Item Replacement
- ✓ **Blocked Transactions**
- Available to Promise (ATP) Enforcement
- Logistics Accounting



 50-PRO-050

You may want to restrict which activity can be initiated in the system for active customers. For example:

- Create sales orders for some customers but not calls or contracts in the Service/Support Management (SSM) module.
- Block a customer that has credit problems.
- Block a supplier who is delivering late or has quality problems.

**Note** When customers are marked as inactive, all related transactions are automatically marked as blocked; you do not need to set up the transactions. Marking a customer as inactive is done in the AR module.

## Block Customer Transactions

### Block Customer Transactions

- Define sets of blocked transactions
- Assign blocked transactions to customers

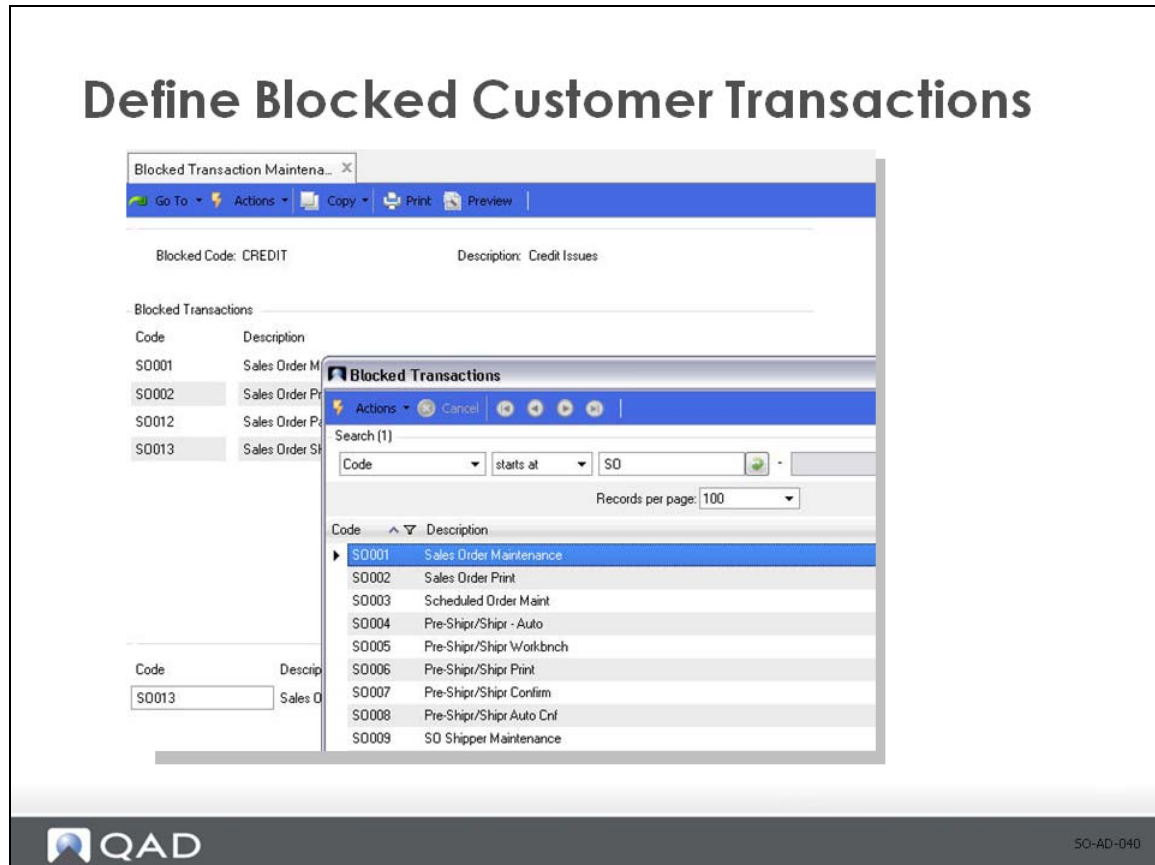


50-AD-030

Using the features of the system, you can:

- Define sets of blocked transactions
- Assign the blocked transactions to specific customers

## Define Blocked Customer Transactions



The system can block new transactions from being created for a customer in the following sales order programs.

**Note** When an EMT sales order is entered, the system also checks that the EMT supplier is not blocked. Similarly, the eCommerce EDI gateways check for blocked transactions during document import and export.

**Table 5.1**  
Blocked Customer Sales Order Programs

| Menu Number | Menu Name                            | Program    | Transaction Code |
|-------------|--------------------------------------|------------|------------------|
| 7.1.1       | Sales Order Maintenance              | sosomt.p   | SO001            |
| 7.1.3       | Sales Order Print                    | sosorp05.p | SO002            |
| 7.3.13      | Customer Scheduled Order Maintenance | rcsomt.p   | SO003            |
| 7.9.1       | Picklist/Pre-Shipper-Automatic       | sososl.p   | SO004            |
| 7.9.2       | Pre-Shipper/Shipper Workbench        | rcshwb.p   | SO005            |
| 7.9.4       | Pre-Shipper/Shipper Print            | rcrp13.p   | SO006            |
| 7.9.5       | Pre-Shipper/Shipper Confirm          | resois.p   | SO007            |
| 7.9.7       | Pre-Shipper/Shipper Auto Confirm     | rcauis.p   | SO008            |
| 7.9.8       | Sales Order Shipper Maintenance      | rcshmt.p   | SO009            |
| 7.9.9       | Sales Order Shipper Print            | rcrp11.p   | SO010            |
| 7.9.12.2    | Master Bill of Lading Maintenance    | rcmbmt.p   | SO011            |

| Menu Number | Menu Name                    | Program    | Transaction Code |
|-------------|------------------------------|------------|------------------|
| 7.9.13      | Sales Order Packing List     | sosopk.p   | SO012            |
| 7.9.15      | Sales Order Shipments        | sosois.p   | SO013            |
| 7.12.1      | Sales Quote Maintenance      | sqqomt.p   | SO015            |
| 7.12.3      | Sales Quote Print            | sqqorp05.p | SO016            |
| 7.12.5      | Sales Quote Copy from Order  | sqqocpy.p  | SO017            |
| 7.12.6      | Sales Quote Copy from Quote  | sqqoqo.p   | SO018            |
| 7.12.10     | Sales Quote Release to Order | sqqoso.p   | SO019            |
| 7.13.1      | Pending Invoice Maintenance  | soivmt.p   | SO014            |

The system can block new transactions from being created for a customer in the following SSM programs.

**Table 5.2**  
Blocked Customer SSM Programs

| Menu Number | Menu Name                          | Program    | Transaction Code |
|-------------|------------------------------------|------------|------------------|
| 11.1.1.1    | Call Maintenance                   | fscamt.p   | SSM002           |
| 11.1.1.7    | Call Quote Maintenance             | fscqmt.p   | SSM003           |
| 11.1.1.11   | Call Quote Release to Recording    | fscqca.p   | SSM004           |
| 11.1.1.12   | Call Copy Quote                    | fscqcp.p   | SSM005           |
| 11.1.1.13   | Call Activity Recording            | fscarmt.p  | SSM006           |
| 11.1.1.15   | Call Invoice Recording             | fscaimt.p  | SSM007           |
| 11.1.8      | Call Generator                     | fscagen.p  | SSM001           |
| 11.1.15.1   | Service Request Maintenance        | fssrmt.p   | SSM008           |
| 11.5.1.1    | Contract Quote Maintenance         | fsqomt.p   | SSM009           |
| 11.5.1.5    | Contract Quote Release to Contract | fsqosa01.p | SSM010           |
| 11.5.1.6    | Contract Quote Copy from Quote     | fsqosa02.p | SSM011           |
| 11.5.1.7    | Contract Quote Copy from Contract  | fsqosa04.p | SSM012           |
| 11.5.13.1   | Contract Maintenance               | fssamt.p   | SSM013           |
| 11.5.13.6   | Contract Copy to Contract          | fsqosa03.p | SSM014           |
| 11.5.13.8   | Renew Single Contract              | fsqosa05.p | SSM015           |
| 11.5.13.10  | Renew Process/Report               | fssaexp.p  | SSM016           |
| 11.5.18.13  | Billing Release to Invoice         | fssais.p   | SSM017           |
| 11.7.1.1    | RMA Maintenance                    | fsrmamt.p  | SSM018           |
| 11.7.1.5    | RMA Release to Work Order          | fsrmarel.p | SSM019           |
| 11.7.1.13   | RMA Receipts                       | fsrmais.p  | SSM020           |
| 11.7.1.16   | RMA Shipments                      | fsrmash.p  | SSM021           |
| 11.11.1     | Material Order Maintenance         | fseomt.p   | SSM025           |
| 11.11.6     | Material Order Shipments           | fseops.p   | SSM026           |
| 11.11.8     | MO Direct/Pending Returns          | fseore.p   | SSM027           |

## Assign Blocked Transactions to Customers



Blocked Customer Maintenance

Go To Actions Copy Print Preview A

Customer: 10C1002 Houston Automotive Grop

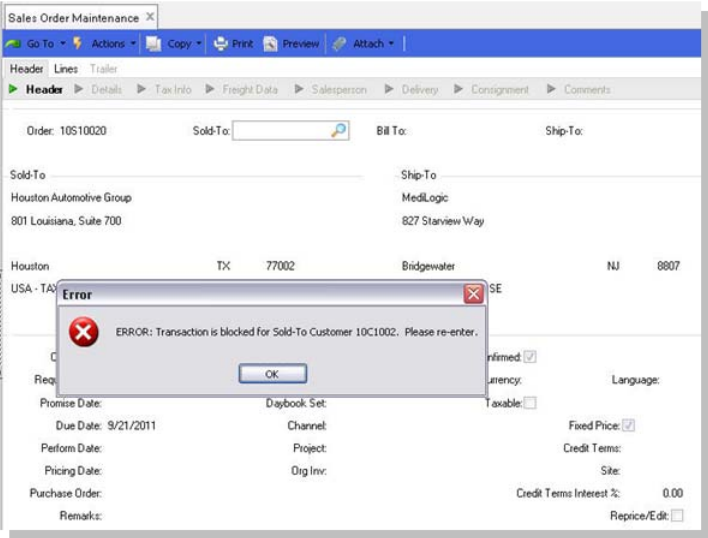
Blocked Code: CREDIT

QAD SO-AD-050


Each customer can only be assigned one blocked code. Once a customer is assigned a blocked code, the transactions identified by the code cannot be created for that customer.

## Example: Block Customer Transactions

# Example: Block Customer Transactions



The screenshot displays the 'Sales Order Maintenance' application window. The window title is 'Sales Order Maintenance'. The menu bar includes 'Go To', 'Actions', 'Copy', 'Print', 'Preview', and 'Attach'. The main content area shows the 'Header' tab selected, with a breadcrumb trail: 'Header > Details > Tax Info > Freight Data > Salesperson > Delivery > Consignment > Comments'. The order number is '10S10020'. The 'Sold-To' field is empty, and the 'Ship-To' field is also empty. Below these fields, the 'Sold-To' address is 'Houston Automotive Group, 801 Louisiana, Suite 700, Houston, TX 77002'. The 'Ship-To' address is 'MedLogic, 827 Starview Way, Bridgewater, NJ 8807'. An error dialog box is overlaid on the screen, titled 'Error', with a red 'X' icon. The message reads: 'ERROR: Transaction is blocked for Sold-To Customer 10C1002. Please re-enter.' Below the message is an 'OK' button. The background application shows various fields for 'Promise Date', 'Due Date', 'Perform Date', 'Pricing Date', 'Purchase Order', 'Remarks', 'Daybook Set', 'Channel', 'Project', 'Orig Inv', 'Fixed Price', 'Credit Terms', 'Site', 'Credit Terms Interest %', and 'Reprice/Edit'.


 QAD 50-AD-060

When you try to create a sales order for a customer that has an associated blocked code that includes the Sales Order Maintenance transaction, an error message appears.

## Available to Promise Enforcement

### Optional Sales Order Features

- Correction Invoices
- Item Replacement
- Blocked Transactions
- ✓ **Available to Promise (ATP) Enforcement**
- Logistics Accounting

SO-PRO-060


ATP calculations can be used to verify whether an order can be filled within a specific time frame given other demands and currently scheduled supply orders. For example, during order entry, it lets you determine whether inventory will be available to meet a customer's needs before you commit to a promise date.

The system calculates ATP for sales orders, as well as for material orders (MOs) and returns material authorizations (RMAs), which are part of the Service/Support Management (SSM) module. Depending on the level you select when you define ATP processing for individual items or item-site combinations, the system can either warn you or prevent you from processing a confirmed order when ATP is insufficient.

## Available-to-Promise (ATP)

### Available To Promise (ATP)

Available to promise (ATP) is the uncommitted portion of inventory or planned production available to be promised to new orders.


SO-AP-020

The formula for calculating ATP is as follows:

$$ATP = \text{Master Schedule Receipts} - \text{Sales Orders and Required Ship Schedules} - \text{Gross Item Requirements} - \text{Seasonal Build Net Increases} + \text{Season Build Bet Decreases}$$

When demand exceeds supply, ATP for that period is zero. The system applies excess demand as real demand in the following order:

- Excess demand is applied against the ATP quantity for previous periods until all excess demand is eliminated or the ATP quantities for previous periods are exhausted.
- If demand exceeds supply after prior-period ATP is consumed, the system consumes future-period ATP until demand is satisfied or all supply is exhausted.
- When both past and future ATP is exhausted, the system displays a negative ATP quantity for first period.

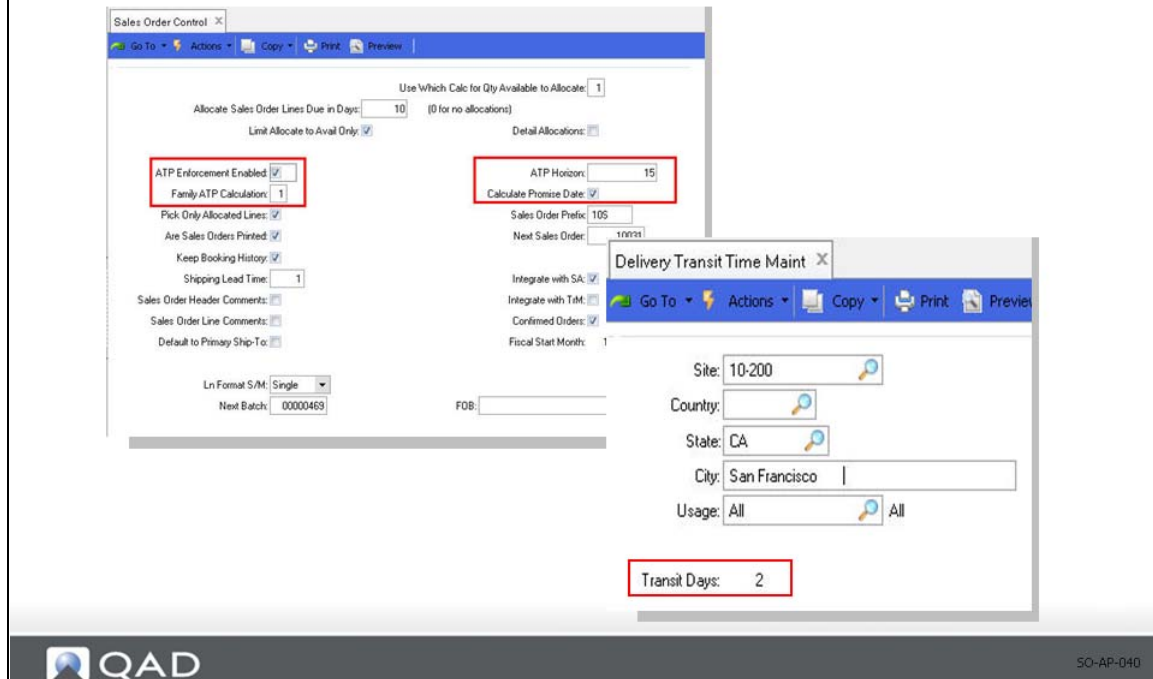
## Set Up ATP Processing

### Set Up ATP Processing

- Set Up ATP Processing
  - Set Up ATP-related Fields in Sales Order Control
  - Configure ATP Settings for Individual Items and Sites
  - (Optional) Update ATP settings in multiple item and item-site records

## Set Up Sales Order Control

# Set Up ATP-related Fields in Sales Order Control



Four fields in Sales Order Control affect ATP processing:

**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.

You can specify an item-specific horizon in Item Master Maintenance (1.4.1) or Item-Site Planning Maintenance (1.4.17). If you do, that value overrides the control program setting.

**Family ATP Calculation.** Enter 0, 1, 2, 3, or 4 to select the method the system should use to calculate the allowable ATP amount for family items. The method specifies which family items and component items should be considered when determining family item ATP. The default is 1.

0. Include all component item orders and exclude all family item orders.

1. Include all component item orders and include all family item orders. Use this method when you have a high degree of common components and a limited number of unique or difficult-to-manufacture or assemble items

2. Include all component item orders and only family item orders outside the item's time fence. Use this method when you have a high degree of common components but only want family item orders outside the item's time fence. It lets you view longer term item and component availability.

3. Include only all component item orders inside the item's time fence and all family item orders. Use this method when you want all family item orders but only components inside the time fence. It lets you view near-term availability of components but allows you the option of longer term item orders.

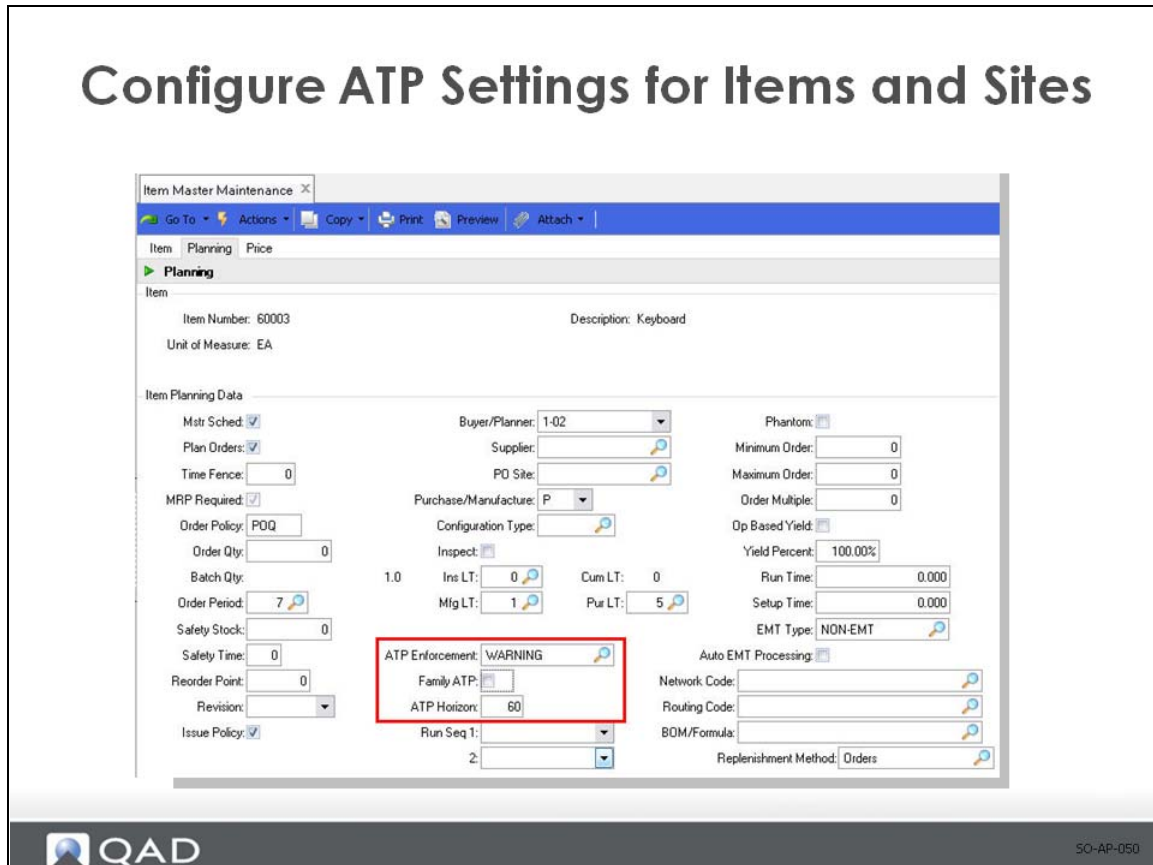
4. Include only component item orders inside the item's time fence and only family item orders outside the item's time fence. Use this method when you want the system to ignore component items outside the item's time fence and family item orders inside the time fence. It lets you view near-term availability of components on selected family item orders.

The settings provide a way to determine availability inside a time frame, while aggregating availability outside that same time frame. You can enforce some schedule stability in the near term while entering orders in the longer term where you can more easily adjust the schedule.

*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 (2.16.1), the system calculates promise dates.

## Configure ATP Settings for Items and Sites



Two programs let you specify ATP settings for individual items:

- Use Item Master Maintenance (1.4.1) to define ATP information for specified individual items and family items regardless of site.
- Use Item-Site Planning Maintenance (1.4.17) to determine ATP settings for specified individual items and family items by site. Item-site records take precedence over those defined in Item Master Maintenance.

These programs use the same fields for defining ATP parameters:

**ATP Enforce.** Enter the ATP enforcement level you want the system to apply to this item. You can specify one of three different levels:

- None: The system does not intervene in the transaction regardless of availability of this item.
- Warning: A warning pop-up window displays when availability is insufficient. You can bypass the ATP warning manually and process the sales order regardless of ATP.
- Error: The system displays an error pop-up window when availability is insufficient. If you do not change the quantity or due date as needed to meet ATP requirements, an error message displays. Unlike with the Warning level, the system does not process the order line unless the quantity is available on the due date.

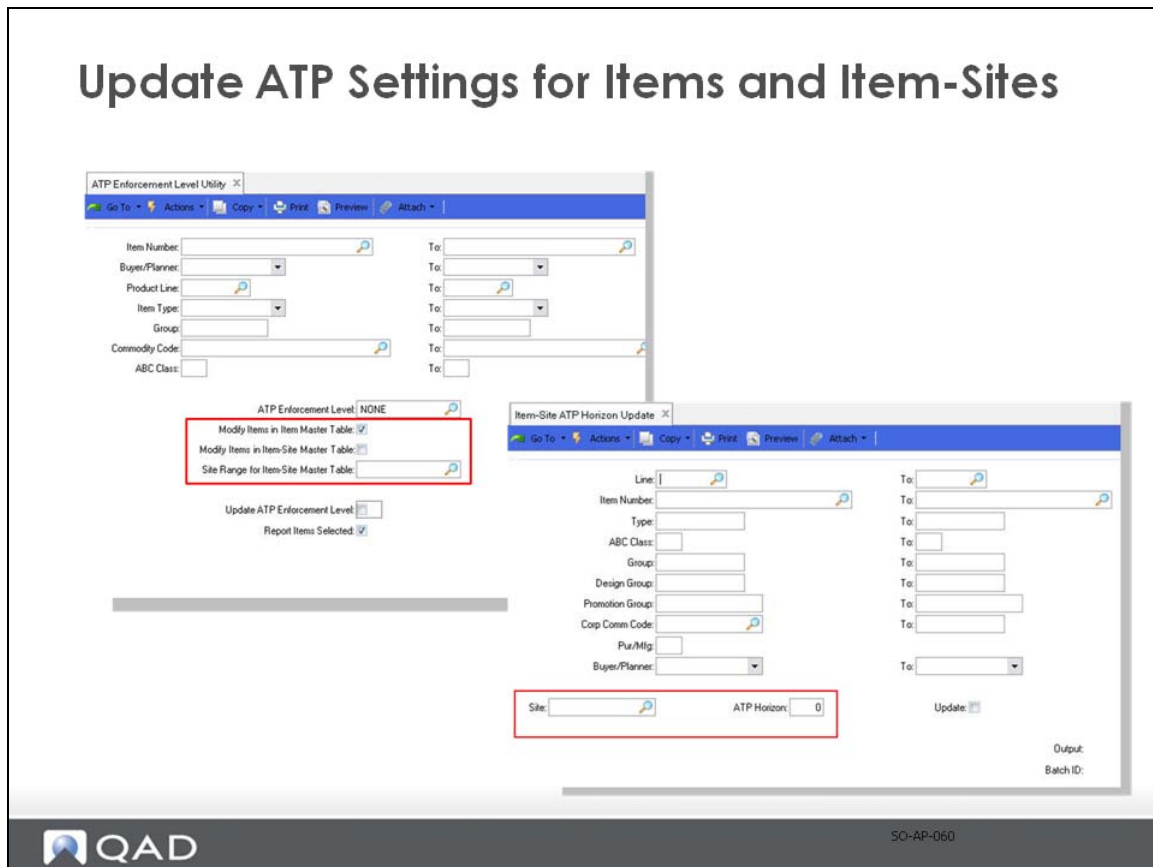
**ATP Family.** Enter Yes to have the system check the ATP for other items of the same family before issuing a warning or error. If No, family items are ignored.

Use the Family ATP Calculation field in Sales Order Control to indicate whether the system adjusts the family item ATP values.

*ATP Horizon.* Enter the number of days from the current date that you want the system to consider when determining if ATP quantities are sufficient to fill orders for this item.

The field defaults to 0 (zero) in Item Master Maintenance. Unless you update it, the system uses the horizon specified in Sales Order Control.

The Item Master Maintenance value defaults to new records in Item-Site Planning Maintenance. You can change it for individual sites. Set it to 0 to use Sales Order Control ATP horizon.

**(Optional) Update ATP Settings**

Two utility programs let you update ATP settings in multiple item and item-site records:

- ATP Enforcement Level Utility
- Item-Site ATP Horizon Update

Use ATP Enforcement Level Utility (7.1.19.1) to set enforcement levels for ranges of items and sites. You can select according to various criteria to manage ATP enforcement levels, eliminating the need to process each item individually.

**Note** If you are in a multi-domain or database environment, run ATP Enforcement Level Utility once in each domain or database to keep item-site ATP settings synchronized.

*Modify Items in Item Master Table.* Enter Yes to modify the ATP enforcement level for a range of items in the item master table. Otherwise, enter No.

*Modify Items in Item-Site Master Table.* Enter Yes to modify the ATP enforcement level for a range of items in the item-site master table. Otherwise, enter No.

*Site Range for Item-Site Master Table.* Enter the range of site codes for which you want to specify and the ATP enforcement level in the item-site master table. Leave blank to begin with the first site record.

**Note** Specifying a range of sites when Modify Items in Item-Site Maintenance is No has no effect.

Use Item-Site ATP Horizon Update (1.4.24) to reset the ATP horizon for ranges of selected items.

*Site.* Enter a valid site code to update only records created for that site in Item-Site Planning Maintenance. Leave the field blank to update only Item Master Maintenance records.

*ATP Horizon.* Specify the number of days to be used in ATP calculations for selected item or item-site records. Enter 0 to reset existing records to use Sales Order Control value.

## Use ATP Processing Features

### Use ATP Processing Features

- Use ATP Processing Features
  - Determine ATP During Order Entry
  - Determine ATP During Order Confirmation
  - Determine ATP without a Confirmed Order



SO-AP-070

Since the system calculates ATP only on confirmed order lines, the way the system enforces ATP depends on how the order is entered:

- Entered as confirmed in an order maintenance program, such as Sales Order Maintenance (7.1.1), or confirmed by changing Confirm to Yes for the line
- Confirmed using a batch confirmation program, such as Sales Order Confirmation (7.1.5)

## Determine ATP During Order Entry

The screenshot displays the 'Sales Order Maintenance' window. The main content area is titled 'ATP Enforcement' and shows the following details:

- Ship-From Site: 10-100
- Ship-To Customer: 10C1001
- MediLogic
- Item Number: 60003
- Ultrasound Mfg Site
- Keyboard
- Stocking UM Order Qty: 100.0 EA
- Ordered UM Order Qty: 100.0 EA
- Due Date: 9/23/2011
- ATP Horizon Date: 12/21/2011

A red box highlights the ATP Enforcement section, which includes:

- Earliest Due Date for Full Order: 10/10/2011
- Cum ATP Available for Due Date: 0.0 EA
- Review Other ATP Dates:
- Display Master Schedule Summary Inquiry:
- Accept Earliest Available Due Date:

The QAD logo is visible in the bottom left corner, and the text 'SO-AP-060' is in the bottom right corner.

The system determines ATP during order-processing functions when you enter confirmed order lines in one of the following programs:

- Sales Order Maintenance (7.1.1)
- Material Order Maintenance (10.7.1 or 11.11.1)
- RMA Maintenance (11.7.1.1)

During order-line entry, an ATP pop-up window displays under the following conditions:

- ATP Enforcement is Yes in Sales Order Control.
- The ATP enforcement level is set to Warning or Error for the item.
- The quantity ordered is unavailable for the specified due date for a confirmed non-EMT inventory order.

The pop-up window lets you select alternate due dates and review ATP quantities when the full order quantity cannot be filled by the specified due date.

The top frame displays information related to the original order line. The bottom frame displays ATP information and user options:

*Earliest Due Date for Full Order.* This value indicates the earliest date that planned inventory is available to ship in the quantities ordered.

*Cum ATP Available for Due Date.* This value indicates the cumulative planned inventory available on the original due date.

*Review Other ATP Dates.* Enter Yes to display alternative dates to fulfill this order line item. If you enter Yes and click Next, the review frame displays immediately. If you enter No and click Next, the cursor moves to the next field.

*Display Master Schedule Summary Inquiry.* Enter Yes to open Master Schedule Summary Inquiry (22.18) to display inventory planning, quantity, and ATP data for the ordered item. If you enter Yes and click Next, the inquiry frame displays immediately. If you enter No and click Next, the cursor moves to the next field.

*Accept Earliest Available Due Date.* Enter Yes to accept the earliest available due date calculated for the item.

## Determine ATP During Order Confirmation

## Determine ATP During Order Confirmation

Sales Order Confirmation

Go To Actions Copy Print Preview Attach

Sales Order:  To:

Sold-To:  To:

Customer Class:  To:

Ship-To:  To:

Order Date:  To:

Due Date:  To:

Site:  To:

Allocate:

Change Due Dates for ATP Enforcement Warnings:

Change Due Dates for ATP Enforcement Errors:

Change Promise Date:

Use Standard ATP when APD ATP is Unavailable:

Output:

Batch ID:

QAD SO-AP-090

When ATP Enforcement is Yes in Sales Order Control and the ATP Enforcement setting for the item is Warning or Error, the system checks for adequate ATP in the following programs:

- Sales Order Confirmation (7.1.5)
- Material Order Confirmation (10.7.2 or 11.11.2)
- RMA Confirmation (11.7.1.6)

Use the following fields to control ATP processing during order confirmation:

**Change Due Dates for ATP Enforcement Warnings.** Enter Yes to change the due dates on order lines if ATP is insufficient for items with ATP Enforce set to Warning. The system adjusts the order-line due date to the best possible later due date and confirms the order. If No and ATP is insufficient, the order is confirmed, and a warning message displays on the report.

**Change Due Dates for ATP Enforcement Errors.** Enter Yes to change the due dates on order lines if ATP is insufficient for items with ATP Enforce set to Error. The system adjusts the order-line due date to the best possible later due date and confirms the order. If No and ATP is insufficient, the order is not confirmed, and an error message displays on the report.

**Change Promise Date.** Enter Yes to change the promise date for the range of sales orders or RMAs you have selected to confirm based on the new due date. Otherwise, enter No. It applies only if the system assigns a new due date based on the value of one of the Change Due Date fields. The promise date is the due date plus the delivery time entered in Delivery Transit Time Maintenance (2.16.1).

### Determine ATP without a Confirmed Order

## Determine ATP without a Confirmed Order


The screenshot shows the 'ATP Enforcement Check' window. The 'Ordered UM Order Qty:' field is highlighted with a red box and contains the value '0.0'. The 'Due Date:' field is a dropdown menu. The 'Stocking UM Order Qty:' field is empty. The 'Ship-From Site:', 'Ship-To Customer:', and 'Item Number:' fields are also empty. The 'UM:' labels are followed by search icons.

Use ATP Enforcement Check (7.1.19.2) to display ATP information, including alternate due dates and ATP quantities, without entering an order. You can select according to customer, item, site, quantity, due date, and promise date.

## Logistics Accounting

### Optional Sales Order Features

- Correction Invoices
- Item Replacement
- Blocked Transactions
- Available to Promise (ATP) Enforcement
- ✓ **Logistics Accounting**

50-PRO-070

Logistics Accounting is an optional module that lets you define and track logistics charges for any inbound and outbound transportation costs payable to third-party suppliers.

The full features of Logistics Accounting are covered in *Training Guide: Advanced Financials*. This section reviews the sales side of Logistics Accounting.

## Logistics Accounting (Sales Side)

### Logistics Accounting (sales side)

- Set Up Logistics Accounting
- Process Sales Orders and Shipments to Accrue Outbound Logistics Charges
- Process Logistics Charges



SO-LA-010

## Logistics Accounting Overview

### Logistics Accounting Overview



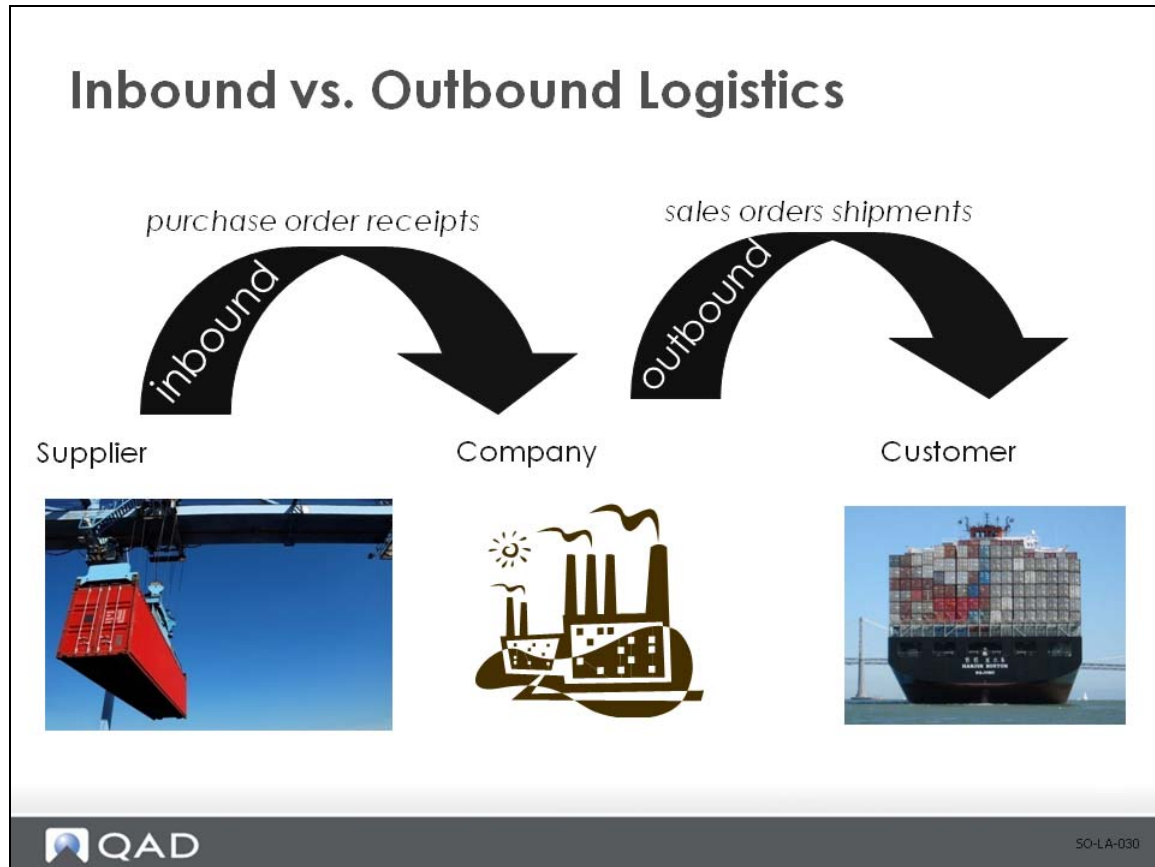
- **Logistics Accounting**

Define and track logistics charges for any inbound and outbound transportation costs payable to third-party suppliers

- **Logistics charges**

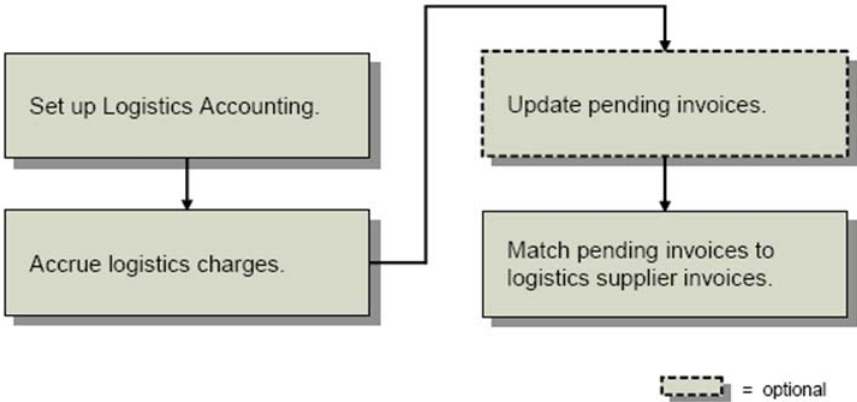
Individual costs payable to third-party suppliers for the transportation of goods



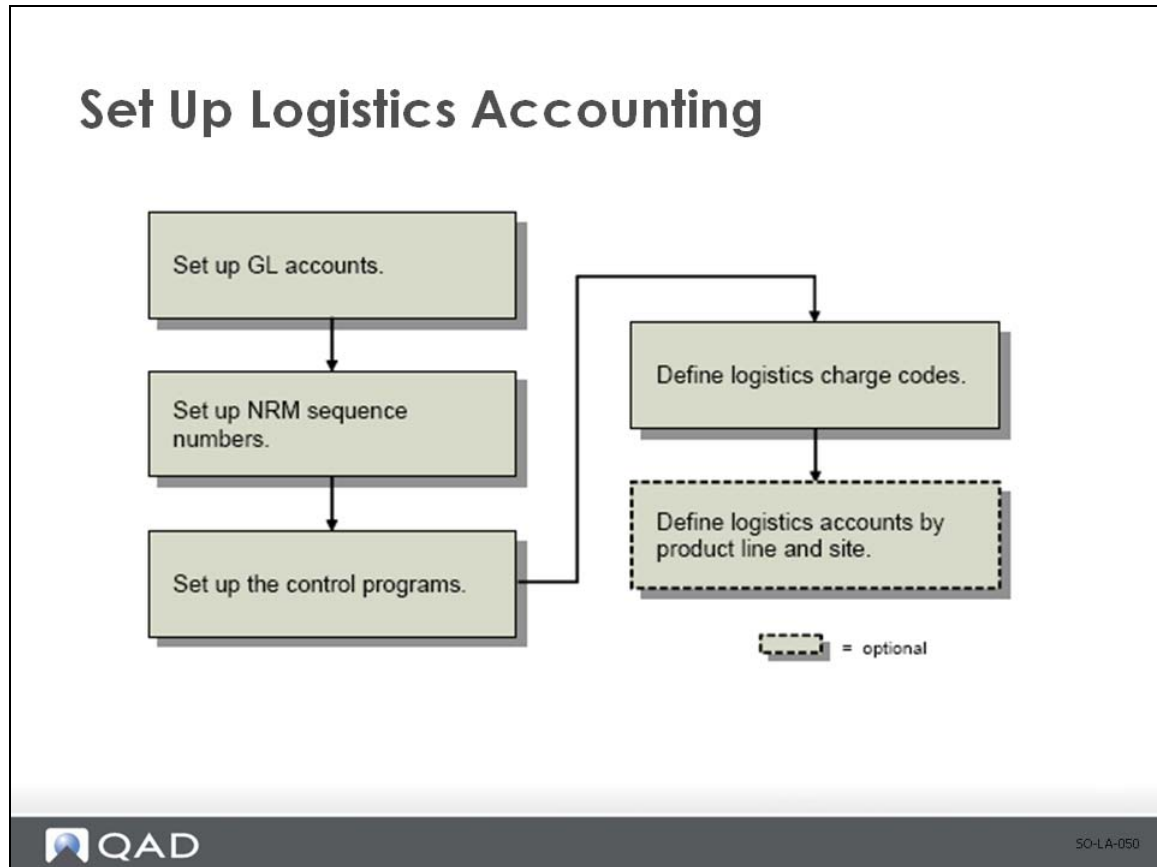


- Inbound Logistics Accounting
  - Controls transportation costs associated with purchasing items from external suppliers
  - Purchase orders, blanket orders, scheduled orders
  - GL accruals triggered by purchase receipts
- Outbound Logistics Accounting
  - Controls transportation costs associated with the shipment of items from a company location to customers or other company locations
  - Sales orders, scheduled orders, distribution orders
  - GL accruals triggered by shipments
  - Utilizes the sales order freight charges functionality

# Logistics Accounting Workflow



## Set Up Logistics Accounting



## Set Up Number Sequences

## Set Up Number Sequences

Number Range Maintenance X

Go To Actions Copy Print Preview

Sequence Master

Sequence ID: LASOSHIP

Description: Sales Order Shipments

Target Dataset: la\_so\_ship\_id


Internal:

Allow Discarding:       Effective Date: 9/12/2011

Allow Voiding:       Expiration Date:

Segment List

| Nbr | Type  | Settings                | Control |
|-----|-------|-------------------------|---------|
| 1   | FIXED | SOSHIP                  |         |
| 2   | INT   | 00001,99999,00001,99999 |         |


SO-LA-060

*Target Dataset.* Enter the dataset identifier associated with this sequence:

- Enter la\_so\_ship\_id for sales order shipments.
- Enter la\_do\_ship\_id for distribution order shipments.

## Configure Control Settings

- Use Logistics Accounting Control to activate the Logistics Accounting functionality.
  - Assign NRM sequence codes to sales order and distribution order shipments.
  - The NRM number provides the internal reference of logistics charge pending invoices created by Sales Order Shipments.
- Use Logistics Op Accounting Control to specify default GL accrual, expense, and variance accounts for tracking inbound and outbound logistics charges.

Define Logistics Charge Codes

## Define Logistics Charge Codes

The screenshot displays two overlapping windows from the QAD software. The primary window, titled 'Logistics Charge Code Maint', shows the configuration for a 'Freight' charge code. It includes fields for 'Logistics Charge Code: Freight' and 'Description: Freight Charges'. Below these are fields for 'Taxable' (checked), 'Tax Class', 'Close Accruals on First Invoice' (checked), 'Logistics Supplier', and 'Apportion Method' (set to '01'). A secondary window, also titled 'Logistics Charge Code Maint', provides a detailed view of the 'Freight' code. It lists 'Inbound' and 'Outbound' sections. Under 'Inbound', it specifies 'Cost Element: Freight' and lists 'Accrual Account: 2320', 'Expense Account: 6950', and 'Variance Account: 6850'. Under 'Outbound', it lists 'Sales Order Accrual Account: 2320', 'Sales Order Expense Account: 6955', and 'Sales Order Variance Account: 6855'. Below these are 'Distribution Order' accounts: 'Accrual Account: 2340', 'Expense Account: 6960', and 'Variance Account: 6860'. The QAD logo is visible in the bottom left corner, and the code 'SO-LA-075' is in the bottom right corner.

- Outbound logistics charges
  - Include the cost of freight only
  - Use the tax parameters of the trailer code associated with the freight list on the order
- GL accounts default from Logistics Op Accounting Control

## (Optional) Define Detailed Logistics Accounts

## Define Detailed Logistics Accounts

The screenshot displays two overlapping windows in the QAD software interface. The top window, titled "Outbound Accrual Account M...", shows a form with the following fields: "Logistics Charge Code: Freight" (highlighted with a red box), "Product Line: 10" (highlighted with a red box), "Site:", "Supplier Type:", "Sales Order Accrual Account: 2330", and "Distribution Order Accrual Account: 2340". To the right of the form are two categories: "Freight Charges" and "Finished Goods". The bottom window, titled "Outbound Expense Account M...", shows a similar form with: "Logistics Charge Code: Freight" (highlighted with a red box), "Product Line: 10" (highlighted with a red box), "Site:", "Customer Type:", "Channel:", and four rows of account numbers with search icons: "Sales Order Expense Account: 6955", "Sales Order Variance Account: 6955", "Distribution Order Expense Account: 6960", and "Distribution Order Variance Account: 6960". Both windows have a menu bar with "Go To", "Actions", "Copy", "Print", "Preview", and "Attach" options. The QAD logo is visible in the bottom left corner, and the text "50-LA-060" is in the bottom right corner.

- (Optional) Define accrual accounts by Logistics Charge Code, Product Line, Site, and Supplier Type.
- (Optional) Define expense accounts by Logistics Charge Code, Product Line, Site, Customer Type, and Channel.

## Accrue Outbound Logistics Charges

### Accrue Outbound Logistics Charges

- Update Freight Terms
- Process Sales Orders
- Process Sales Order Shipments

## Update Freight Terms

**Update Freight Terms**

Freight Terms Maintenance

Go To Actions Copy Print Preview

Freight Terms: ADD

Description: Add to Trailer

Type: 1

Accrual Level: Accrue by Shipment

Logistics Charge Code: Freight Freight Charges

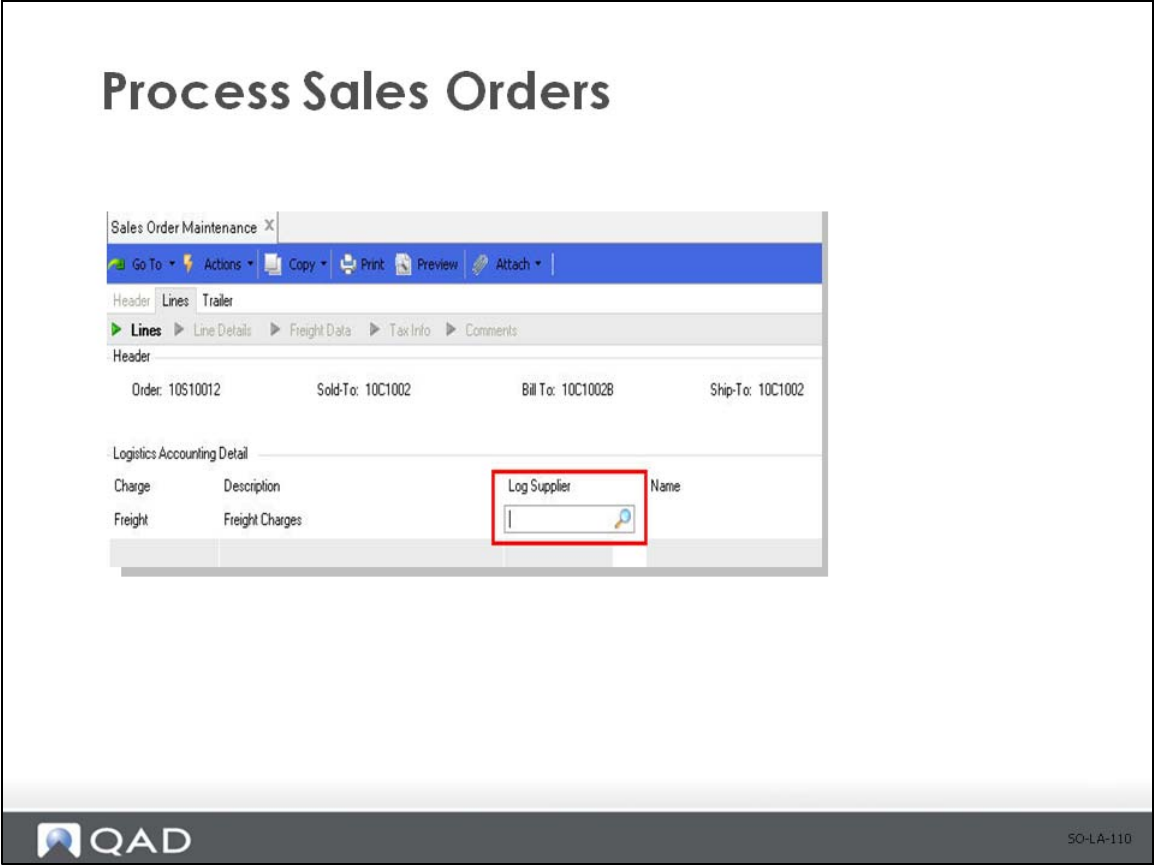
QAD 50-LA-100

Use Freight Terms Maintenance to assign a Logistics Charge Code to each freight terms with an accrual level.

Freight Terms Accrual Levels:

- Type 1 (Add): Accrue by shipment
- Type 2 (Allow): Accrue by shipment
- Type 3 (Prepaid): Accrue by line
- Type 4 (Collect): No accrual
- Type 5 (Include): Accrue by line
- Type 6 (Will Call): No accrual

Process Sales Orders



*Log Supplier.* Enter an address code identifying the freight carrier responsible for transporting this order; this field cannot be blank.

## Process Shipments

**Shipment ID.** The Internal Reference of the logistics charge pending invoice. If the NRM sequence code specified in Logistics Accounting Control is an internal sequence, leave this field blank to have the system assign a number. Otherwise, enter a sequence number.

**BOL.** The External Reference of the logistics charges pending invoice.

**Carrier Shipment Ref.** The External Reference of the logistics charges pending invoice.

In processing shipments, the system:

- Creates pending invoices for logistics charges.
- Creates GL transactions for the logistics charge accrual amounts.
  - Debits the sales order expense account for the logistics charge code.
  - Credits the sales order accrual account for the logistics charge code.
- Calculates tax on logistics charges.
- Uses the freight terms to determine whether an accrual is created for each order line or the entire shipment; only one pending invoice is created for each shipment or shipper.
- Uses the order (freight list) currency and logistics supplier currency to determine the accrual currency; when the order currency and logistics supplier currency are the same, the system uses the order currency for logistics accruals; otherwise, the system uses base currency.

## Process Logistics Charges

### Process Logistics Charges

- (Optional) Update Pending Invoices
- Match Logistics Charges

**(Optional) Update Pending Invoices**

## Update Pending Invoices

Log Charge Pending Invoice M... x

Go To Actions Copy Print Preview Attach

Pending Invoice: 16775

Supplier: 10S2000 J. Williams & Company

Closed:  Invoice:

Logistics Charge Code: Freight Freight Charges

Internal Reference: SH0913110002 SO Shipper

External Reference: DHL-ABC12345

Ship-From: 10-200 QMI -USA Division

Ship-To: 10C1002 Houston Automotive Group

Transaction Date: 9/13/2011 GL Effective Date: 9/13/2011

Accrued Amount: 16.50 Currency: USD

Amount Invoiced: 0.00

Open/Variance Amt: 16.50



SO-LA-140

- If necessary, update the logistics supplier.
- Closed pending invoices cannot be updated.

**Match Logistics Charges**

## Invoice Matching

- Use the Logistics Charge tab in Receiver Matching in Enterprise Financials to match the accruals on pending invoices with the supplier invoice for payment

## Exercise: Logistics Accounting (Sales Side)

### Set Up Logistics Accounting

- 1 Use Number Range Maintenance (36.2.21.1) to define number ranges for sales order shipments and distribution order shipments.

| Field            | Data                           |
|------------------|--------------------------------|
| Sequence ID      | LASOSHIP                       |
| Description      | Sales Order Shipments          |
| Target Dataset   | la_so_ship_id                  |
| Internal         | Yes                            |
| Allow Discarding | Yes                            |
| Allow Voiding    | Yes                            |
| Segment List     |                                |
| 1                | FIXED, SOSHIP                  |
| 2                | INT 1, 999999999, 1, 999999999 |

| Field            | Data                           |
|------------------|--------------------------------|
| Sequence ID      | LADOSHIP                       |
| Description      | Distribution Order Shipments   |
| Target Dataset   | la_do_ship_id                  |
| Internal         | Yes                            |
| Allow Discarding | Yes                            |
| Allow Voiding    | Yes                            |
| Segment List     |                                |
| 1                | FIXED, DOSHIP                  |
| 2                | INT 1, 999999999, 1, 999999999 |

- 2 Use Logistics Accounting Control (2.15.24) to define the Logistics Accounting settings.

| Field                                   | Data     |
|---|----------|
| Use Logistics Accounting                | Yes      |
| Sales Order Shipment Sequence ID        | LASOSHIP |
| Distribution Order Shipment Sequence ID | LADOSHIP |

- 3 Use Logistics Charge Code Maintenance (2.15.1) to create a logistics charge code for freight.

| Field                 | Data            |
|-----------------------|-----------------|
| Logistics Charge Code | Freight         |
| Description           | Freight Charges |

- 4 Use Freight Terms Maintenance (2.20.13) to assign a Logistics Charge Code to the freight terms.

| Field                 | Data    |
|-----------------------|---------|
| Freight Terms         | ADD     |
| Logistics Charge Code | Freight |

Notice that the accrual level is type 1, which means logistics charges are accrued for the entire shipment.

### Accrue Outbound Logistics Charges

First we enter and ship a sales order, then verify that the system created a Logistics Charge pending invoice for the freight charges on the sales order.

- 1 Use Sales Order Maintenance (7.1.1) to create a confirmed sales order.

| Field                                    | Data    |
|--|---------|
| Sold-To                                  | 10C1001 |
| Site                                     | 10-100  |
| Line                                     | 01      |
| Item Number                              | 60008   |
| Qty Ordered                              | 10      |
| In the Logistics Accounting Detail frame |         |
| Log Supplier                             | 10S2000 |

- 2 Use Sales Order Shipments (7.9.15) to ship the sales order. Enter a BOL number.

| Field | Data         |
|-------|--------------|
| BOL   | BOL-99887766 |

- 3 Use Log Charge Pending Invoice Maint (2.15.7) to view the logistics charge pending invoice created by sales order shipments.
  - Where did the Internal Reference come from?
  - Where did the External Reference come from?
- 4 Use Transactions Detail Inquiry (3.21.1) to verify that the system created GL transactions to debit the sales order expense account and credit the sales order accrual account for the logistics charge code.
  - Which GL account is the Sales Order Expense account?
  - Which GL account is the Sales Order Accrual account?



Chapter 6

# **Sales Quotations**

## Overview

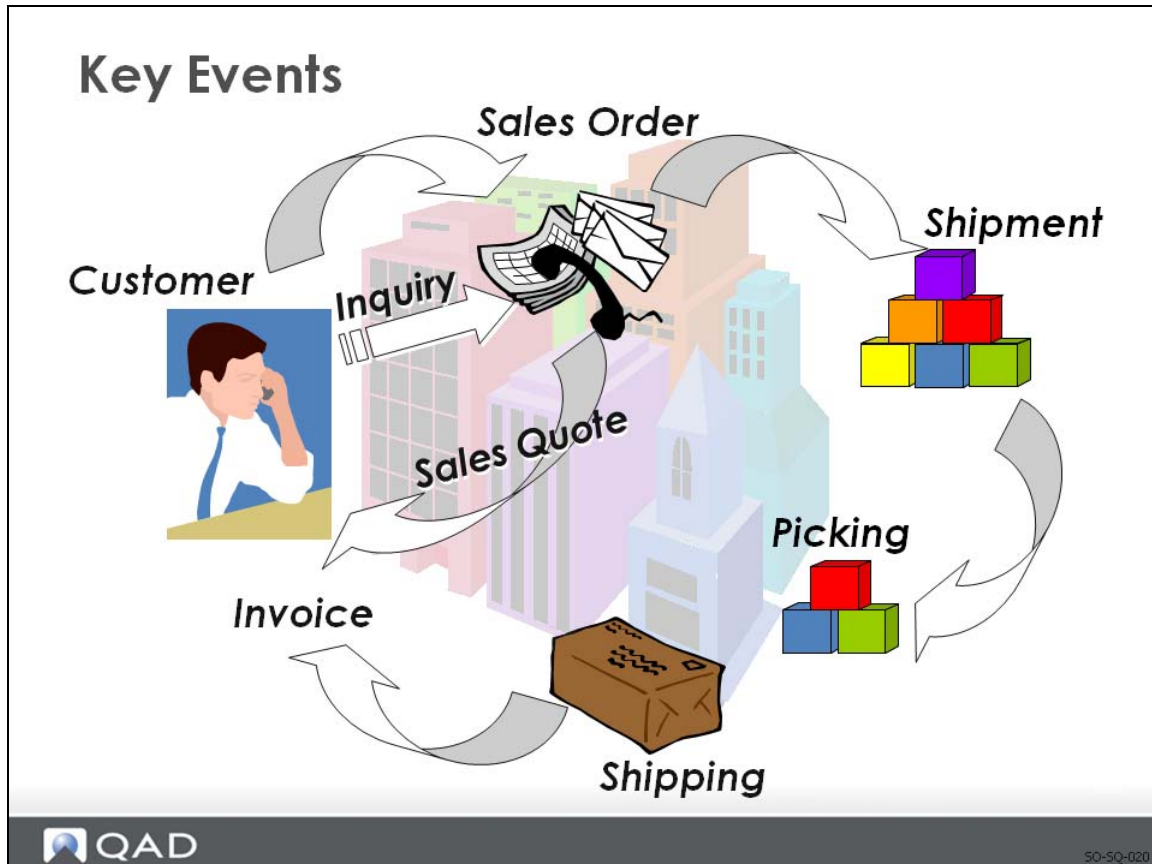
### Process Sales Quotes

In this course you will learn how to:

- Set up and Process Sales Quotes in QAD Enterprise Applications



50-50-010



### 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 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)

## Terminology

### Sales Quotes Terminology

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



50-SQ-030

*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.

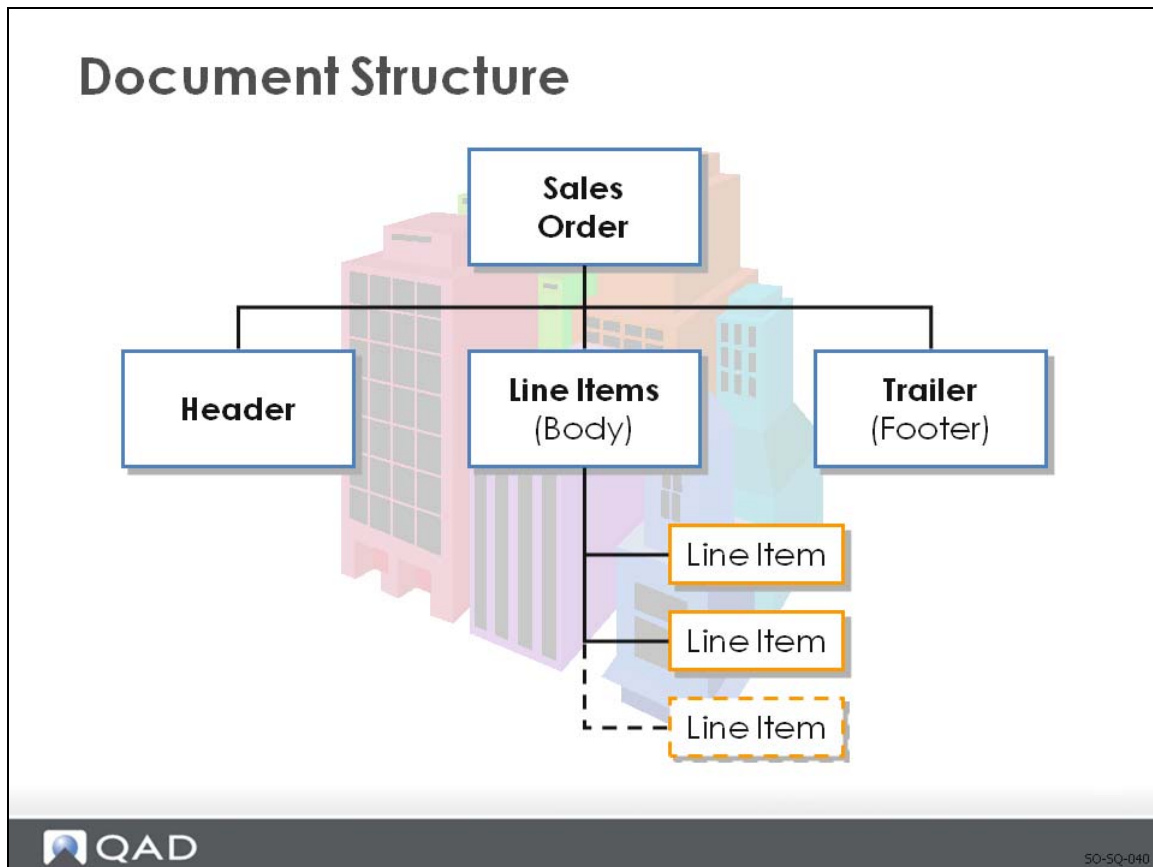
*Recurring.* A quote can record a recurring sale, such as monthly fees for maintenance charges. An entire year can be quoted, but a sales order and invoice are generated on a monthly basis.

*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.

## 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, the system displays your internal item number (referenced from Customer Item Maintenance). Both numbers print on all sales quote documents.

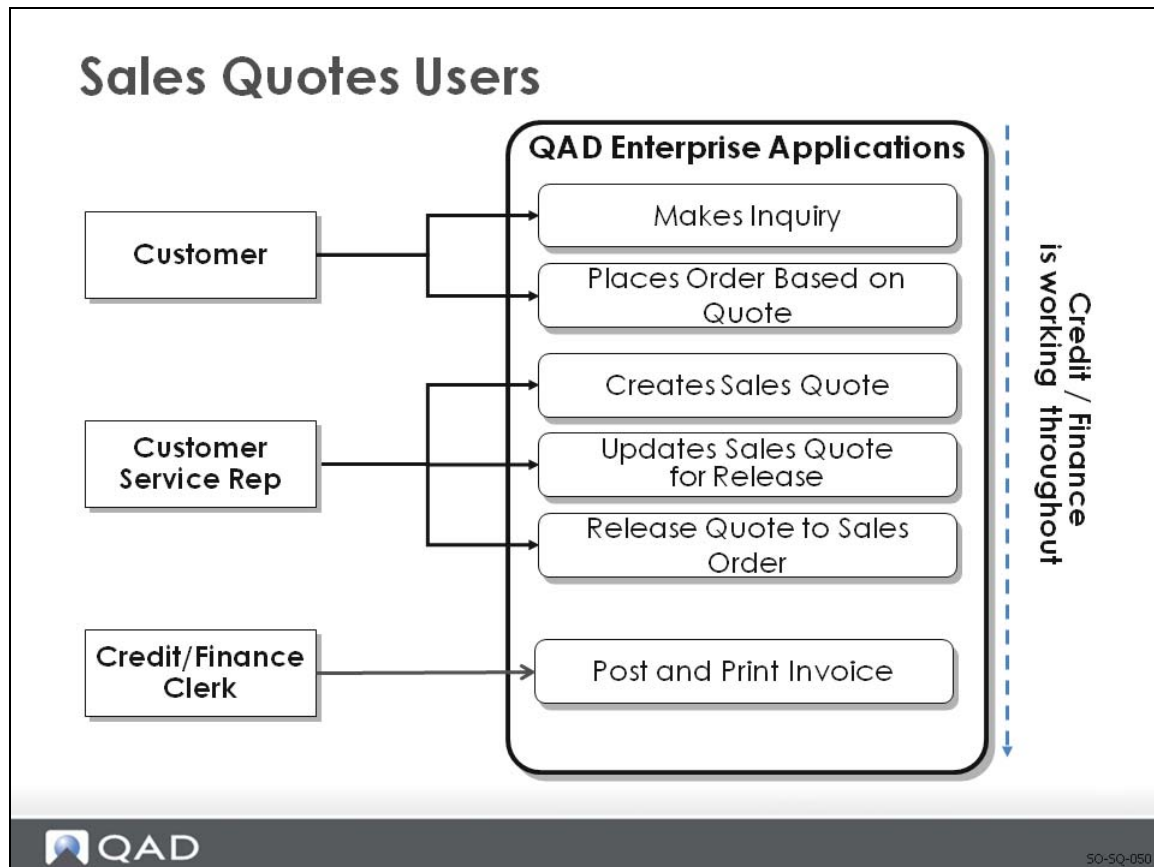
You can enter line items in single- or multiple-line mode; specify the default in Sales Quote Control.

- 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 might apply.

## Sales Quotes Users

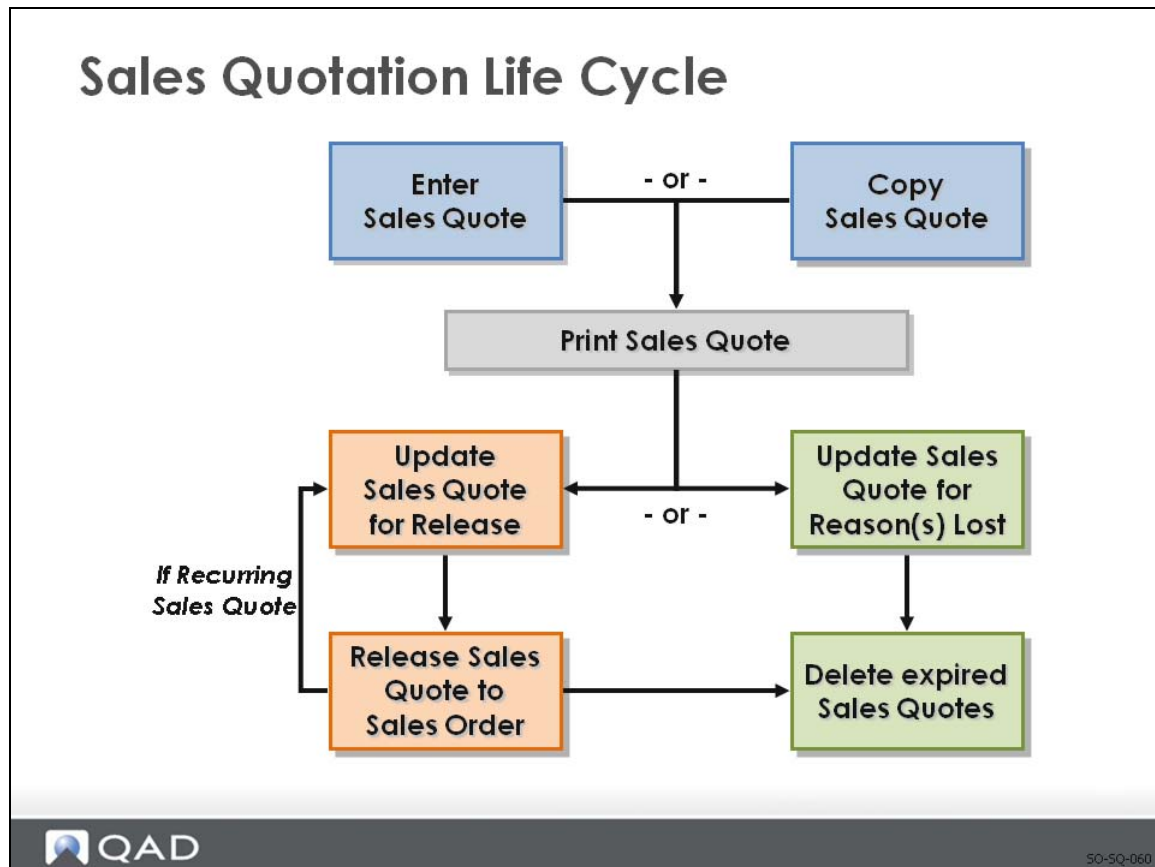


In general, sales quotes are:

- 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.

## Life Cycle



Two types of sales quotes can be created:

- 1 One-Time for a single sale
  - Set Recurring to 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 to 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

### Sales Quotes Setup

- Taxes
- Trailer Codes
- Freight
- Credit
- Sales Person Commission
- Customer Records
- Price Lists
- Company Addresses
- **Sales Quote Control**
- **Reason Codes Maintenance**
- Sales Order Control
- Sales Channels
- Master Comments



 50-SQ-070

This slide shows a suggested sequence for setting up data for sales quotes, ensuring that prerequisite data is defined before it is needed. Most of the data required for sales quotes is the same as for sales orders and was already described in Chapter 3, “Sales Order Setup,” on page 35.

This section cover data unique to sales quotes:

- Sales Quote Control
- Reason Codes Maintenance

## Sales Quote Control

### Sales Quotes Setup

- Taxes
- Trailer Codes
- Freight
- Credit
- Sales Person Commission
- Customer Records
- Price Lists
- Company Addresses
- **Sales Quote Control**
- Reason Codes Maintenance
- Sales Order Control
- Sales Channels
- Master Comments

50-SQ-080

Use Sales Quote Control to set defaults for the way sales quotes are entered and what appears on them.

## Sales Quotes Control

Sales Quote Control

Go To Actions Copy Print Preview

Quote Prefix: SQ

Next Quote: 1000

Ln Format S/M: Single

Are Quotes Printed:

Quote Header Comments:

Quote Line Comments:

Days Until Expire: 60



SO-SQ-090

**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

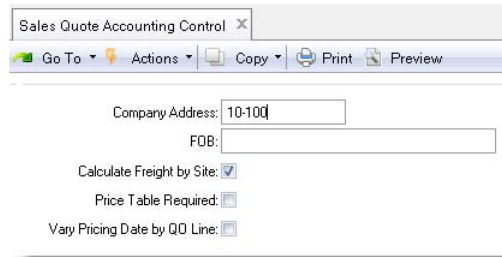
**Note** Sales quotes and sales orders are often numbered differently to reduce confusion.

**Are Quotes Printed?** Set to Yes if you want to print quotes. This field sets the default print setting in Sales Quote Maintenance.

- This field can be changed manually for a specific sales quote in Sales Quote Maintenance
- Only sales quotes with the print field set to Yes are printed by Sales Quote Print

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

## Sales Quote Accounting Control




50-50-095

**Company Address.** Specify the company address that you typically want to appear on printed sales quote documents. The company address can be defined in Company Address Maintenance and reference a business relation for address details.

The forms are designed to print your company name and address in the top left corner so you can print all formal documents on blank paper.

To print on paper preprinted with your company name and address, suppress address printing by setting this field to blank.

**F.O.B.** Is the normal Free On Board (FOB) terms for sales order shipments

- Validated against predefined values entered in Generalized Codes Maintenance, if any
- Sets the default FOB for new sales quotes and can be changed manually during quote entry
- Prints on formal printed quotes and is passed to the sales order when a quote is released
- Is for your information only

**Calculate Freight by Site.** Useful when different line items ship from different sites.

**Price Table Required.** If you want to require a price list to use when creating quotes, set this field to Yes. You can enter only the items from an existing price list and only if the price list, item, unit of measure, and currency match.

*Vary Pricing Date by QO Line.* Specify whether the pricing date and credit terms interest can be modified in the pricing pop-up window when you enter sales quote line items in Sales Quote Maintenance.

Yes: The Pricing Date and Credit Terms Int fields default from the header and can be modified for each line.

No: These two fields cannot be modified on individual lines. When you update one of the header fields, the system automatically updates all lines to match the header value.

The pricing date determines the effective date to use in determining applicable prices for the line item. The setting of QO Default Pricing Date in Pricing Control determines the default price effective date for a sales order header. The date can be the quote date, required date, promise date, or due date.

Price lists can include effective dates, letting you phase in price changes based on the pricing date specified on the quote. When you modify the original pricing date on an order line, repricing functions use the new date in determining effective price lists

## Reason Codes Maintenance

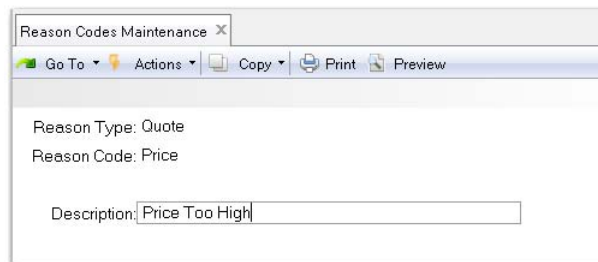
### Sales Quotes Setup

- Taxes
- Trailer Codes
- Freight
- Credit
- Sales Person Commission
- Customer Records
- Price Lists
- Company Addresses
- Sales Quote Control
- **Reason Codes Maintenance**
- Sales Order Control
- Sales Channels
- Master Comments



50-50-100

## Reason Codes Maintenance



Reason Codes Maintenance

Go To Actions Copy Print Preview

Reason Type: Quote  
Reason Code: Price

Description: Price Too High



50-50-110

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.

With sales quotes, reason codes are often used to record why a quote was not accepted, such as price or delivery. Reason codes let you create codes unique to your business.

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

## Exercise: Sales Quote Control

- 1 Use Sales Quote Control (7.12.24) to configure settings for sales quotes.

| Field                  | Data |
|------------------------|------|
| Quote Prefix:          | SQ   |
| Next Quote:            | 1000 |
| Are Quotes Printed:    | Yes  |
| Quote Header Comments: | No   |
| Quote Line Comments:   | No   |
| Days Until Expire:     | 60   |

- 2 Use Sales Quote Accounting Control (36.9.9) to

| Field                          | Data   |
|--------------------------------|--------|
| Company Address:               | 10-300 |
| FOB:                           | Origin |
| Calculate Freight by Site:     | Yes    |
| Price Table Required:          | No     |
| Varying Price Data by QO Line: | Yes    |

- 3 Use Reason Codes Maintenance (36.2.17) to set up the following reason codes.

| Reason Type | Reason Code |
|-------------|-------------|
| Quote       | Price       |
| Quote       | Delivery    |
| Quote       | Credit      |

## Sales Quote Processing

### Sales Quotes Processing

- Enter a Sales Quote
- Copy a Sales Quote
- Print a Sales Quote
- Update a Sales Quote
- Release Quotes to Sales Order



50-50-130

You create sales quotes using Sales Quote Maintenance

- System assigns each sales quote a unique number
- Information used to create a sales quote is 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, renegotiate the terms of the sales quote or extend the Expiration Date. However, you do not need to specify a Due Date.

## Enter a Sales Quote

**Sales Quotes Maintenance - Header Information**

Sales Quote Maintenance x

Go To Actions Copy Print Preview

Header Lines Trailer

Header Details Tax Info Freight Data Salesperson Comments

**Header**

Quote: SQ1000 Sold-To: CU100 Bill-To: CU100 Ship-To: CU100

**Sold-To**

San Juan Bicicleta  
561 Isla Verde Rd.  
San Juan 00979  
PUERTO RICO

**Ship-To**

San Juan Bicicleta  
561 Isla Verde Rd.  
San Juan 00979  
PUERTO RICO

**Details**

Quote Date: 4/1/2009 Expires: 5/31/2009 Confirm Date: Follow-up: 4/15/2009 Pricing Date:

Line Pricing:  Manual: Daybook Set: train Channel: Project:

Release:  Currency: USD Language: us Taxable: Fixed Price:  Credit Terms: 1M Credit Terms Interest %: 0.00

Purchase Order: verbal per Alexa Remarks: Annual Quote based on monthly shipments Cycle Code: M Recurring:

Reprice:  Site: PRTO Entered By: mfg

Delete Back Next

QAD 50-SQ-140

### Sales Quote Maintenance: Header

Much of the information in the Sales Quotes Header defaults from the customer record, but you can change this information on the quotation.

The following key fields in Sales Quote Maintenance differ from sales orders:

**Expires.** Specifies the normal length of time quoted prices are good for. After this time, a quote expires and prices must be renegotiated.

The number of Days Until Expire specified in the Sales Quote Control is added to the quote date to determine the quote expiration date. This date displays and may be changed.

Quote reports can be selected for ranges of expiration dates, allowing you to review and act on quotes which are going to be expired.

Quotes past their expiration date can be purged using the delete/archive function.

**Follow-up.** The follow-up date for this sales quote. Follow-up date is for your use only. It can be set to the date of the last follow-up contact for this quote, or the date of the next planned follow-up contact for this quote. Several reports let you select quotes by follow-up date.

**Line Pricing.** Determines whether the system prices each line item as it is entered, or waits until the end of the order entry before calculating prices that can 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 Pricing Control

This field is similar to the one in sales order described in “Line Pricing” on page 115.

**Release.** Indicates whether allow the system to generate a sales order should from this quote.

When a customer places an order against an outstanding quotation, the system can automatically generate the sales order from the quote. Sales Quote Release to Order creates orders based on the quote Release, Cycle Code, and line item Quantity to Release values. It only considers quotes marked with Release set to Yes and the specified Cycle Code, if any.

**Cycle Code.** Used with recurring sales quotes to specifies the frequency with which sales orders are released from this quote. Validated against predefined values entered in Generalized Codes Maintenance, if any.

**Recurring.** Indicates whether there are to be recurring releases against this sales quote. After a quote has been released, the Release field is reset to No unless Recurring is Set to Yes. In this case, multiple sales orders can be generated from the quote.

**Example** A quote records monthly fees for maintenance charges. An entire year is quoted, but a sales order and invoice are generated on a monthly basis. This type of quote is entered with Release set to Yes, Recurring set to Yes, Cycle Code set to MO, and Quantity to Release as 1. The quote quantity would be 12, for all 12 months.

## Sales Quote Maintenance: Header

## Sales Quote Maintenance – Header Information


**Header**

Quote: SQ1000      Sold-To: CU100      Bill-To: CU100      Ship-To: CU100

| Sold-To                                  |       | Ship-To                                  |       |
|--|-------|--|-------|
| San Juan Bicicleta<br>561 Isla Verde Rd. |       | San Juan Bicicleta<br>561 Isla Verde Rd. |       |
| San Juan                                 | 00979 | San Juan                                 | 00979 |
| PUERTO RICO                              |       | PUERTO RICO                              |       |

**Freight Data**

|   |  |   |
|---|--|---|
| Required Date: <input type="text"/>               | Freight List: <input type="text" value="1"/>         | Lst Ordr:                                     |
| Promise Date: <input type="text"/>                | Frt Min Wgt: <input type="text" value="1"/>          | Release Count: <input type="text" value="0"/> |
| Due Date: <input type="text"/>                    | Freight Terms: <input type="text" value="ADD"/>      | Reason Lost: <input type="text"/>             |
| Salesperson 1: <input type="text" value="SP100"/> | Calc Freight: <input checked="" type="checkbox"/>    |   |
| Multiple: <input type="checkbox"/>                | Display Weights: <input checked="" type="checkbox"/> |   |
| Commission 1: <input type="text" value="0.00%"/>  |  | Comments: <input type="text"/>                |

 50-SQ-150

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; can 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
- Can be used to categorize lost sales due to price, delivery, quality, or any other common reasons

Sales Quote Maintenance: Line Items

### Sales Quote Maintenance – Line Information

Sales Quote Maintenance

Go To Actions Copy Print Preview

Header Lines Trailer

Lines Line Details Tax Info Comments

**Header**

Quote: SQ1000 Sold-To: CU100 Ln Format S/M: Single

**Lines**

| Ln | Item Number | Qty Quoted | UM | List Price | Discount | Net Price |
|----|-------------|------------|----|------------|----------|-----------|
| 1  | 1500-10     | 1,200.0    | EA | 10.00      | 3.0      | 9.70      |

**Line Details**

Desc: Chain Lube, 100ml Freight List: 1

Location: ProtoFgi Site: PROTO Sales Acct: 4000 Cons

Lot/Serial: Discount Acct: 4200 Cons

Qty to Release: 100.0

Qty Released: 0.0

Cost: 0.00

Reason Lost: 1,0000


Fixed Price:  Taxable:

Required: 4/10/2009 Comments:

Promise: 4/10/2009 Credit Terms Int: 0.00

Due Date: 4/10/2009 Pricing Date: 4/1/2009

Back Next

 50-SQ-160

*Quantity Quoted.* The order quantity for this line item.

*Qty to Release.* The quantity to release can 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. This field is updated automatically by Sales Quote Release to Order. The quantity released can be greater than the quantity quoted.

## Sales Quote Maintenance: Trailer

## Sales Quotes Maintenance – Trailer Information

Sales Quote Maintenance x

Go To Actions Copy Print Preview

Header Lines Trailer

Trailer Tax Info Trailer Information

**Header**

Quote: SQ1000 Sold-To: CU100 Bill-To: CU100 Ship-To: CU100


**Trailer**

|                    |           |  |   |
|--------------------|-----------|--|---|
| Non-Taxable:       | 15,240.00 | Currency: USD                                | Line Total: 11,640.00   |
| Taxable:           | 0.00      | Discount: <input type="text" value="0.00%"/> | Discount: 0.00  |
| Tax Date: 4/1/2009 |           | Service                                      | <input type="text" value="10"/> <input type="text" value="0.00"/>     |
|                    |           | Freight                                      | <input type="text" value="20"/> <input type="text" value="3,600.00"/> |
|                    |           | Special                                      | <input type="text" value="30"/> <input type="text" value="0.00"/>     |
|                    |           | Total Tax:                                   | 0.00  |
|                    |           | Total:                                       | 15,240.00   |

View/Edit Tax Detail:

**Trailer Information**

|                |  |                   |
|----------------|--|-------------------|
| CR Initials:   | Print Quote: <input checked="" type="checkbox"/>     | Prepaid: 0.00     |
| Credit card:   | Print Pack List: <input checked="" type="checkbox"/> | FOB Point: Origin |
| Action Status: | Partial OK: <input checked="" type="checkbox"/>      | Ship Via:         |
| Revision: 0    |  |                   |


50-SQ-170

When all line items are entered, the trailer frame is displayed:

- 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 Quote Copy from Order
Go To Actions Copy Print Preview Attach

Attachments

|  |   |   |
|--|---|---|
| Sales Order: <b>SO1000</b><br>Order Date: 3/27/2009                | Sold-To: CU101<br>Bill To: CU101<br>Ship-To: CU101                  | Tundra Trikes<br>Tundra Trikes<br>Tundra Trikes |
| Quote: <b>SQ1001</b><br>Quote Date: 4/1/2009<br>Expires: 5/31/2009 | Sold-To: <input type="text" value="CU101"/><br>Bill To:<br>Ship-To: |   |

| Sold-To                           | Ship-To                           |
|-----------------------------------|-----------------------------------|
| Tundra Trikes<br>456 Snowhill Rd  | Tundra Trikes<br>456 Snowhill Rd  |
| Gulkana AK 99991<br>UNITED STATES | Gulkana AK 99991<br>UNITED STATES |


50-SQ-180

Use Sales Quote Copy from Order to quickly create a 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 probably need to change certain data such as taxes or credit terms that are not appropriate for the new quote.

## Sales Quote Copy from Quote

### Sales Quote Copy from Quote


Sales Quote Copy from Quote X

Go To Actions Copy Print Preview

|                      |                |                    |
|----------------------|----------------|--------------------|
| Quote: SQ1000        | Sold-To: CU100 | San Juan Bicicleta |
| Quote Date: 4/1/2009 | Bill-To: CU100 | San Juan Bicicleta |
|                      | Ship-To: CU100 | San Juan Bicicleta |

|                      |   |  |
|----------------------|---|--|
| Quote: SQ1001        | Sold-To: <input type="text" value="CU100"/> |  |
| Quote Date: 4/1/2009 | Bill To:                                    |  |
| Expires: 5/31/2009   | Ship-To:                                    |  |

| Sold-To            | Ship-To            |
|--------------------|--------------------|
| San Juan Bicicleta | San Juan Bicicleta |
| 561 Isla Verde Rd. | 561 Isla Verde Rd. |
| San Juan           | San Juan           |
| 00979              | 00979              |
| PUERTO RICO        | PUERTO RICO        |


50-SQ-190

Use Sales Quote Copy from Quote to quickly create a 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 probably need to change certain data such as taxes or credit terms that are not appropriate for the new quote.

## Sales Quote Repricing

### Sales Quote Repricing

Go To Actions Copy Print Preview

|                        |               |
|------------------------|---------------|
| Quote: SQ1000          | To: SQ1001    |
| Sold-To:               | To:           |
| Bill To:               | To:           |
| Ship-To:               | To:           |
| Pricing Date: 5/4/2009 | To: 7/31/2009 |
| Quote Date:            | To:           |
| Due Date:              | To:           |

|   |   |  |  |                       |
|---|---|--|--|-----------------------|
| <table style="border: 1px solid red; padding: 5px;"> <tr> <td>Check Credit: <input checked="" type="checkbox"/></td> </tr> <tr> <td>Set/Clear Action Status: <input checked="" type="checkbox"/></td> </tr> <tr> <td>Recalculate Tax: <input checked="" type="checkbox"/></td> </tr> </table> | Check Credit: <input checked="" type="checkbox"/> | Set/Clear Action Status: <input checked="" type="checkbox"/> | Recalculate Tax: <input checked="" type="checkbox"/> | New Action Status: HD |
| Check Credit: <input checked="" type="checkbox"/>   |   |  |  |                       |
| Set/Clear Action Status: <input checked="" type="checkbox"/>  |   |  |  |                       |
| Recalculate Tax: <input checked="" type="checkbox"/>  |   |  |  |                       |

|  |  |
|--|--|
| Output: <input type="text" value="printer"/> |  |
| Batch ID: <input type="text"/>               |  |

50-SQ-200

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, 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

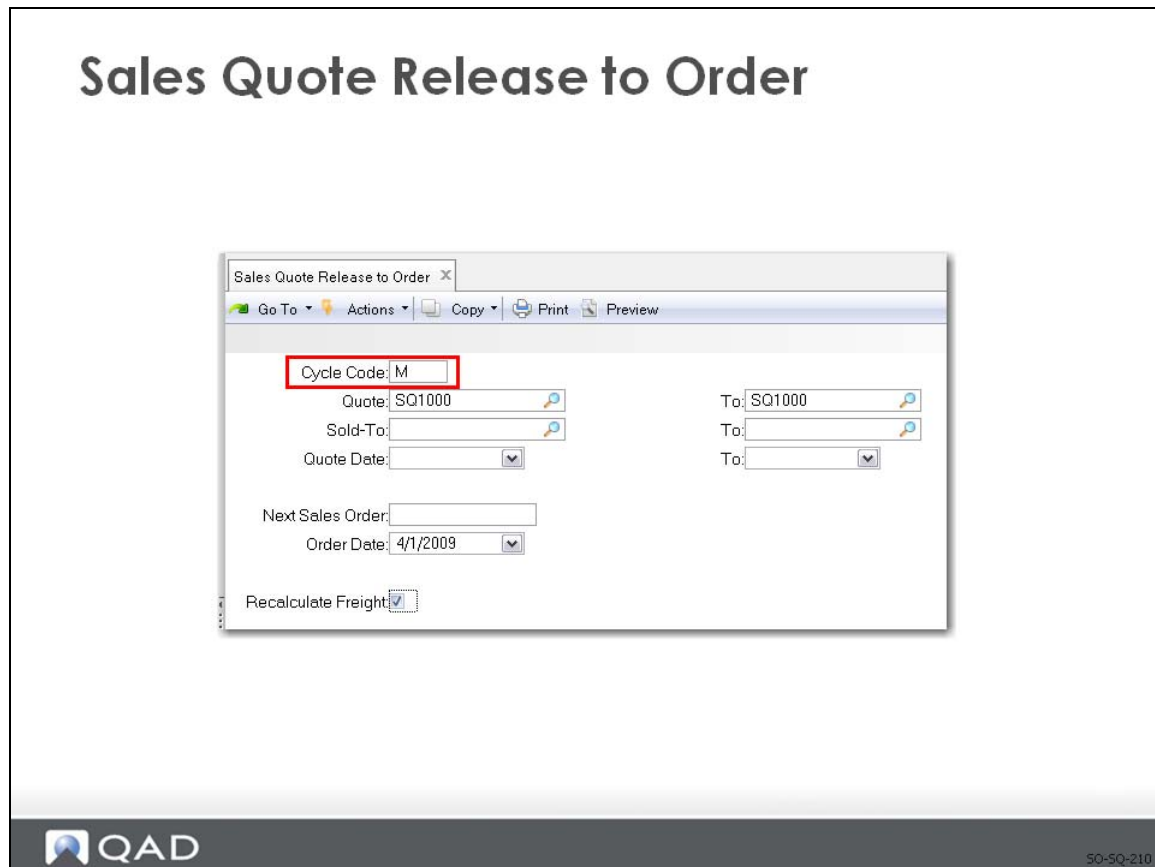
**Check Credit.** If Yes, checks customer credit limits and past-due invoices, and generates an audit report. If No, bypasses credit check and generates the audit report only

Running Sales Order Repricing probably change sales order values. Some orders can exceed credit limits and orders currently on hold perhaps now be within credit limits. Using Check Credit cannot trigger update.

**Set/Clear Action Status.** Use when repricing sales quotes to set or clear the value in the Action Status field in Sales Quote Maintenance

If Credit Check is Yes, set Set/Clear Action Status to Yes to update credit status before release. The value entered in New Action Status will be assigned to any quotes exceeding credit limits.

## Sales Quote Release to Order



When the customer requests delivery, use Sales Quote Maintenance to:

- Enter the Qty to Release and Due Date for each line
- Set Release to Yes

Use Sales Quote Release to Order to generate sales orders for open sales quotes that are ready for release (Release is Yes).

- 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

**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 Quote 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.  |

## Exercise: Sales Quotes

### Create Sales Quote

1 Use Sales Quote Maintenance (7.12.1) to create a sales quote.

a Enter the quote header.

| Field                    | Data   |
|--------------------------|--|
| Quote:                   | [Press Enter to have the system generate a number] |
| Sold-To/Bill-To/Ship-To: | 10C1000  |
| Expires:                 | [Where does the default value come from?]          |
| Follow-up:               | [One week from next Friday]                        |
| Cycle Code:              | W [Weekly]   |
| Freight list:            | 20FRT  |
| Freight Terms:           | ADD  |

b Add the following line items.

| Ln | Item Number | Qty Quoted | Qty to Release |
|----|-------------|------------|----------------|
| 1  | 03021       | 100        | 100            |
| 2  | 03022       | 100        | 100            |
| 3  | 03023       | 100        | 100            |

c End lines; then go to Trailer and advance to completion.

### Release Sales Quote to Sales Order

2 Use Sales Quote Release to Order (7.12.10) to release the sales quote to order.

| Field       | Data |
|-------------|------|
| Cycle Code: | W    |
| Output:     | PAGE |

**Note** This process creates the Sales Order number created.

### Sales Quote Copy from Sales Order

3 Use Sales Quote Copy from Order (7.12.5) to create a sales quote.

- Sales Order: enter one of your existing sales orders such as SO001 for customer 10C1000.
- Have the system automatically assign a quote number.
- Note message line, Copy Complete. Note Quote number assigned.

4 Use Sales Quote Maintenance (7.12.1) to review this sales quote.

- In reviewing the quote, set the Release field to Yes, add a Cycle Code of W.
- In reviewing the line items, note that the quantity to release is set to the line quantity and can be modified.
- Add another line to the sales quote, 100 each of item 03023, with a release quantity of 100.

- Advance through the trailer to save the changes.

### Sales Quote Copy from Sales Quote

- 5 Use Sales Quote Copy from Quote (7.12.6) to create a sales quote from an existing quote.
  - Copy one of your existing quotes, let the new quote number default.
  - Change the Sold-to, Bill-to and Ship To to another customer.
- 6 Use Sales Quote Maintenance (7.12.1) to review the new quote.
  - Check the Release field and ensure that the Cycle Code is set to W.
  - Review each line item.
  - If necessary, set the quantity to release to the line quantity.
  - Advance through the trailer to save your changes.

### Sales Quote Release to Sales Order

- 7 Use Sales Quote Maintenance (7.12.1) for your first quote, reset the release field and set the line item quantity to release to 100 for each line item.
- 8 Use Sale Quote Release to Order
  - Enter the Cycle Code W, set output to page, and process.
  - Note the sales orders created. You should have three sales orders, one from the current release of your first quote, and one each for the two quotes created by copy. These sales orders can now be maintained and shipped as normal.

**Note** If you do not see sales orders created from your quote release, verify the Release check box and the quantity to release field.



Chapter 7

# **Sales Analysis**

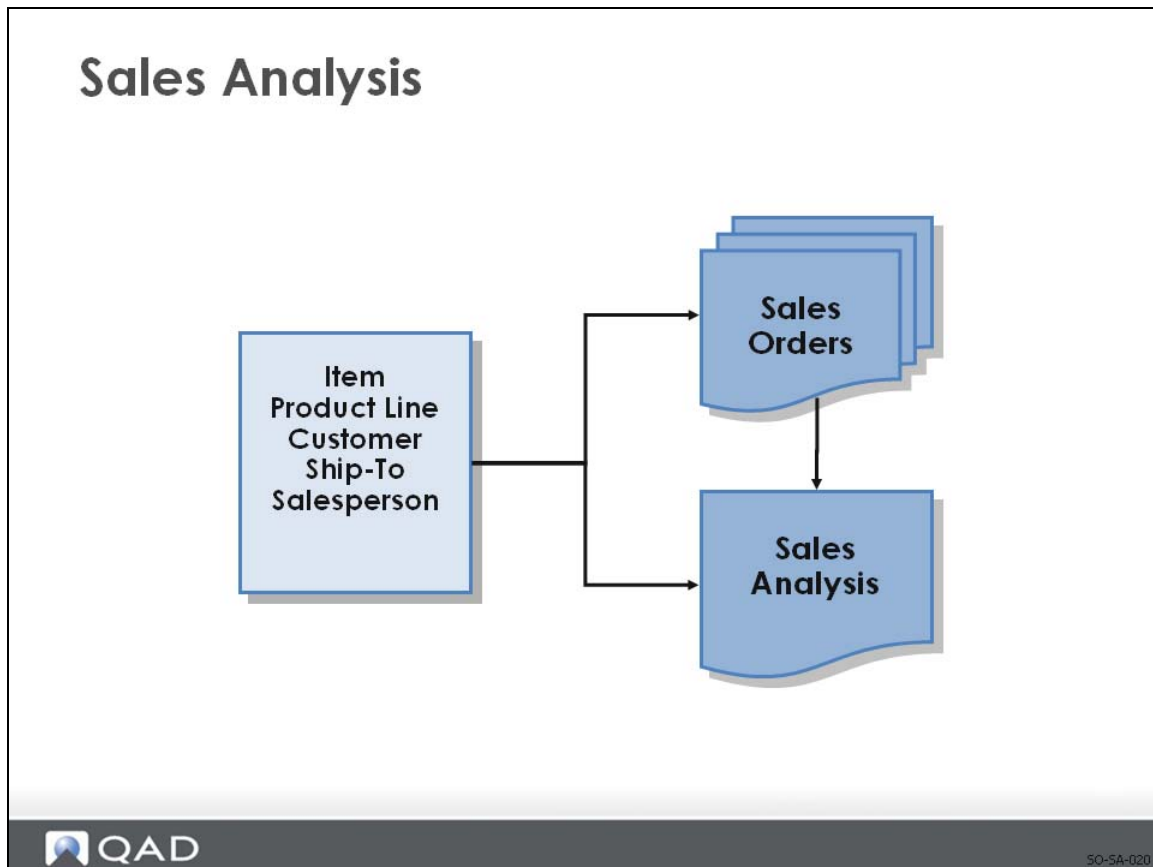
## Overview

### Sales Analysis

In this chapter you will learn how to:

- Set Up and Use Sales Analysis

## 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?

- Can 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

## Setting Up Sales Analysis

# Sales Order Control

Sales Order Control
Go To Actions Copy Print Preview

Use Which Calc for Qty Available to Allocate:

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

Limit Allocate to Avail Only:

ATP Enforcement Enabled:

Family ATP Calculation:

Pick Only Allocated Lines:

Are Sales Orders Printed:

Keep Booking History:

Shipping Lead Time:

Sales Order Header Comments:

Sales Order Line Comments:

Ln Format S/M:

Next Batch:

Detail Allocations:

ATP Horizon:

Calculate Promise Date:

Sales Order Prefix:

Next Sales Order:


**Integrate with SA:**

Integrate with TrM:

Confirmed Orders:

**Fiscal Start Month:**

FDB:

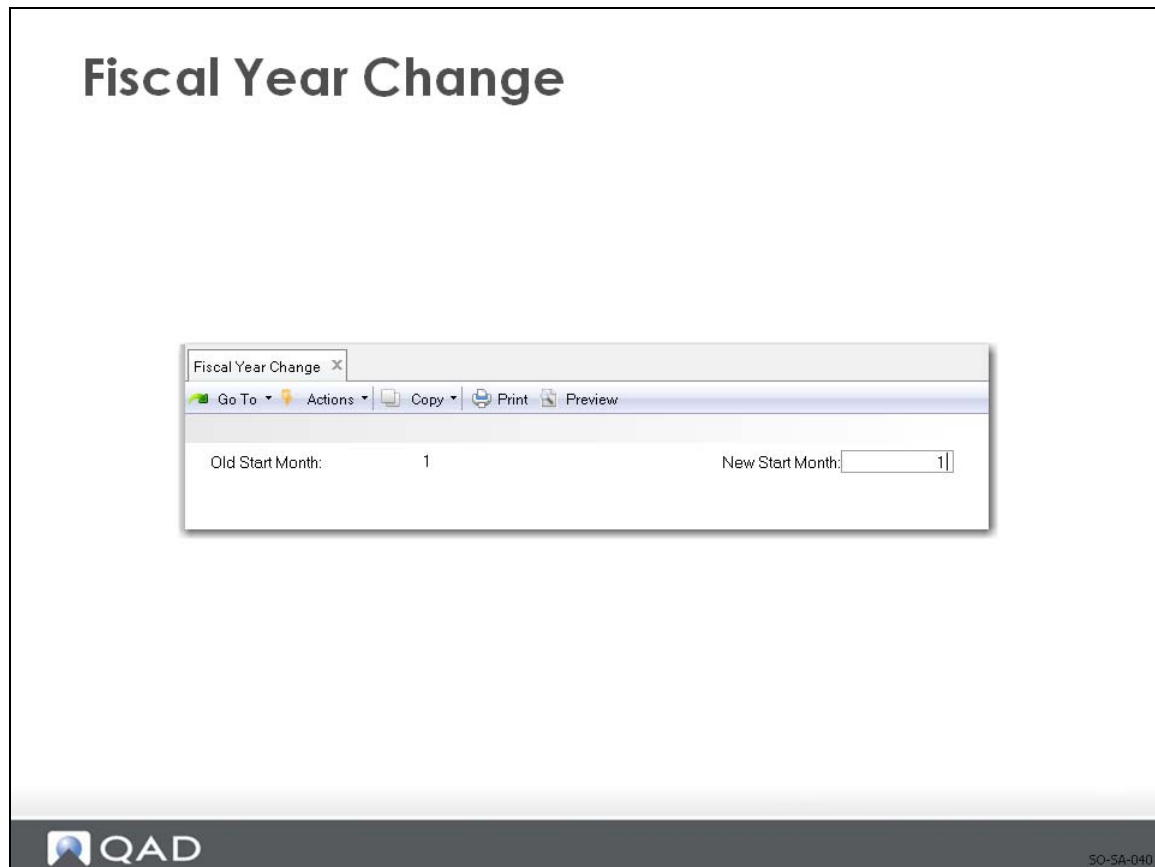

SO-SA-030

### Sales Order Control

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

The Fiscal Start Month value displays in the control program. By default it is 1, indicating January. You cannot change it directly, but must use Fiscal Year Change, described next.

## Fiscal Year and Calendar Year Reporting



### Fiscal Year Change

All reporting within the Sales Analysis module is based on a 12-month year. The default mode is calendar year reporting. Fiscal year reporting can 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 and 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 lets you change the starting month of your fiscal year for 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 is set up 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** It may take some time to process. You can submit it in batch.

## 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. 12 months of activity appear on the report. Totals are from 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. 12 months of activity appear on the report. Totals are from 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.   |
| 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.   |

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 Set up 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.  
Menu Name/Number:
- 2 Set up a new tax rate; in the US or Canada set up a new state or province. Elsewhere, set up a new VAT class.  
Menu Name/Number:
- 3 Set up a new salesperson, perhaps yourself.  
Menu Name/Number:
- 4 Add a customer, a retail store that would buy both blenders and beer. Assign this customer the credit terms, tax rate, and salesperson that you set up.  
Menu Name/Number:
- 5 Set up 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 it up. What did you do?
- 7 Enter two different ship-to addresses for this customer. Note the address codes that you used, since we use them in the next workshop activity.  
Address Codes:

#### Situation 2

The customer you just set up 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 set up. If not, set one up.  
Menu Name/Number:
- 2 Set up 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 QAD Enterprise Applications, 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 it 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 set up 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 In Customer Data Maintenance (2.1.1), setting Multiple to Yes indicates that the customer has multiple shipping addresses.

True or False

Why?

- 6 A different credit limit is established for 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 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 it 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 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 QAD Enterprise Applications function used.

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- 2 Set up 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, before 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 three sales orders: one for various kitchen products, one for various 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 for your items. How do the orders appear on this screen? If they do not, what do you do?

### Situation 3

The customer you set up earlier with a freight list has purchased a large quantity of blenders. You create a sales order for the shipment.

Instructions:

- 1 Enter a sales order for the sale. Make sure the site that 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.)

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- 2 If you were implementing QAD Enterprise Applications in a company that takes orders only if they have inventory and then ships those orders immediately from stock, what fields would you set up in Sales Order Control and what value would you set them to?

- 3 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?
- 4 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:
- 5 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?
- 6 What do you 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 in Sales Order Shipments. What does this do? Why would you use it?
- 5 What GL transactions are created by a shipment?

### Study Questions on Allocation and Shipping

- 1 List two situations where you would want to use Detail Allocations during order entry.
- 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 QAD Enterprise Applications? 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 preview your invoices. Select one of them that is incorrect (it has the wrong credit terms). Fix it and preview the invoice print.
- 3 Enter a pending invoice for a miscellaneous credit (such as a cooperative advertising rebate). Print preview the invoice.
- 4 Post your invoices to AR. Use the Customer Invoice Activity View to look at the customer balance.
- 5 What GL transactions did Invoice Post and Print 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 do?
- 2 Trailer codes let you 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 QAD Enterprise Applications, 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 Data Maintenance.
- 5 Use Commission Detail Maintenance.
- 6 First, add the corporate HQ as a customer in Customer Maintenance. Then, modify the old customer to reference the bill-to address.

### Setup Study Questions

- 1 False. The credit terms data is shared.
- 2 Set up a terms code with Disc Date = April 1 and Due Date = April 30.
- 3 Discount date is ten 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, set up a price table for the customer. Then set up the following discount tables, using the same name (such as DIST). You would set up three different sets of discount pricing:

|              |           |
|--------------|-----------|
| Amount Type: | Discount% |
| Qty Type:    | Quantity  |
| Comb Type:   | Exclusive |
| Min Qty:     | Disc% 0   |
| 1000         | 15        |
| 5000         | 25        |

|                     |            |
|---------------------|------------|
| Item Analysis Code: | 90-1000    |
| UM                  | CS         |
| Qty Type:           | List Price |
| Comb Type:          | Combinable |
| List Price:         | 50         |

#### Set up 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 multiple salespersons are assigned to this customer.
- 6 False. The credit limit is only checked for the bill-to address.
- 7 In Customer Modify:
  - Print 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 Make sure that you have two different sites and, if not, you add one. 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 that it is at the right site and. If it is not, transfer it.
- 2 Item Cost Maintenance.

#### Situation 2

- 1 Flowchart shows 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 set up in Company Address Maintenance.
  - Confirmed Orders: No: the procedure is to do a separate confirmation step.
- 3 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. Make sure that you use the Sales Order Confirmation to confirm them before they appear.

### Situation 3

- 1 From the Customer Master Data.
- 2 From the Item Master.
- 3 The field is set to No. The Freight frame does not display unless it is changed to Yes.
- 4 The sales order total changes.

### Sales Order Processing Study Questions

- 1 Credit is checked during:

- a Sales Quote Maintenance
- b Sales Order Maintenance
- c Pending Invoice Maintenance

Checking occurs at the beginning and at the end. After you enter the order, you can check credit again at any time using Sales Order Auto Credit Hold.

- 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 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 let you 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, use customer type or channel.
- 7 To reprint a sales order, go into Sales Order Maintenance and change the Print Sales Order field on the sales order trailer screen. If the revision number was automatically updated, you might or might 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 might not have been due in the allocation window you specified.
- 2 Follow directions.
- 3 Specify the site when you print Sales Order Packing List.
- 4 Ship Picked 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 shipped, you can process the shipment quickly. Review the screen and press Go. Type in something if you did something differently than suggested.
- 5 Look at Transaction Detail Browse. There should be five GL transactions, each crediting Inventory, and debiting Cost of Sales (Material, Labor, Overhead, Burden, or Subcontract). The GL transactions are always created in pairs.

### Allocations and Shipping Study Questions

- 1 Detail Allocations allow 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.
- 2 Discussion questions.
- 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 can be helpful procedurally.

- 5 Yes, you can hold an order for invoicing until it is fully shipped. Simply set the Ready to Invoice field to No each time you process a partial shipment. Once the order is completed and shipped, set the Ready to Invoice field to Yes.

### Invoicing Workshop

Question 5: Posting an invoice should debit Accounts Receivable and credit Sales.

### Invoicing Study Questions

- 1 Do not change Quantity errors in Pending Invoice Maintenance. Instead, change the error 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        |
|---|------------------------------|---------|--|----------------------|
| Sales Order Shipments (7.9.15)                    | 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> |
| Pending Invoice Maintenance (7.13.1) <sup>1</sup> |                              | DR      | COGS Materials / Labor / Burden / Overhead / Subcontract | 1.2.17 <sup>bb</sup> |
|   |                              | CR      | Inventory  | 1.2.13 <sup>aa</sup> |
| Invoice Post and Print (7.13.4)                   |                              | 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>                                | 36.9.2               |

<sup>1</sup> Non-inventory items do not create GL inventory transactions.

<sup>2</sup> For different sites in the same entity. Transfers between sites in different entities are tracked using the Cross-Company Inventory Control account defined for the domain and the intercompany codes of the appropriate entities.

<sup>aa</sup> The GL account defaults from the inventory item/site account Inventory Account Maintenance if one is set up; otherwise, from the Product Line Maintenance.

<sup>bb</sup> The GL account defaults from the sales item/site account Sales Account Maintenance if one is set up; 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                             | Sales Orders 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                             | Sales Orders 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                             | Sales Orders 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                             | Sales Orders Pricing Report                    | Used much like the Sales Orders 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 Sales Order Report                 | This report generates a report of sales orders that 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.   |
| 7.15.12                            | Orders to Ship Report                          | Use this program to view information on one or more of the following kinds of orders: sales orders, material orders, customer scheduled orders, distribution orders. For example, the report can identify all orders that are due to ship to a specific address code or from a specific site on a given day. You can also control whether the report includes orders with memo item lines. These are identified in the report by the Type (T) column. Additionally, you can control whether the report includes orders with a value in the Action Status field, such as those on credit hold. |
| 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                            | Transaction Summary 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.  |
| 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.  |

# Product Information Resources

QAD offers a number of online resources to help you get more information about using QAD products.

[QAD Forums \(community.qad.com\)](http://community.qad.com)

Ask questions and share information with other members of the user community, including QAD experts.

[QAD Knowledgebase \(knowledgebase.qad.com\)\\*](http://knowledgebase.qad.com)

Search for answers, tips, or solutions related to any QAD product or topic.

[QAD Document Library \(www.qad.com/documentlibrary\)](http://www.qad.com/documentlibrary)

Get browser-based access to user guides, release notes, training guides, and so on; use powerful search features to find the document you want, then read online, or download and print PDF.

[QAD Learning Center \(learning.qad.com\)\\*](http://learning.qad.com)

Visit QAD's one-stop destination for all courses and training materials.

\*Log-in required

