

Order Modification/Cancel

PROGRAM NAME: CUSTSERV

MENU OPTION TITLE: Order Modification/Cancel

MAIN MODULE: SALES/SHIPPING

HELP KEY ACTIVE: No

PROGRAM OVERVIEW

This program provides the necessary tools to perform a variety of modifications to shipped, unshipped, and cancelled orders.

Your available options are presented, via a popup menu window, after the program determines which type of order you are dealing with. The choices coincide with the status of the order, whether shipped, unshipped, or cancelled.

There is a built in credit memo intelligence that allows automatic creation of a credit memo when an order that has money on it, is either cancelled or items are returned whether invoiced or not. A credit memo is also created when a shipped/invoiced order that has no money is cancelled in partial or full. In this case the credit memo would show no money to be credited or refunded, and would also show the item returned. The credit memo number is generated automatically based on a number stored in the System Setup File: SYSGUT.

NOTE: All credit memos created are based on inventory item selling price as processed by the order. That means that credit is based on an actual order and further based on the selling price of the items on the order and the monies (if any) paid against the order. NBS SOFTWARE WILL NOT ALLOW A GENERAL CREDIT MEMO AGAINST JUST ANYTHING, BUT REQUIRES AN ORDER AND IS BASED ON THE SELLING PRICE OF ITEMS ON THAT ORDER!

This program can prompt you for automatic inventory adjustment. In the file SYSGUT is a field to flag whether or not you are prompted to be able to return items to stock when you cancel an item(s) from a shipped order. This is normally done through the IBS Receiving System.

The system will automatically prompt you to handle money when items on a paid and shipped order are being returned to stock. You have an option to either apply overpayments to new or existing unpaid orders or create a refund either by cash or check. The system automatically prompts you if the order was paid by a credit card and lets you credit back the customers credit card account.

The options menu (via the <F7> key) exists in this program to allow the user to jump between programs while in order modification. This can be extremely helpful because you cannot escape this program until you have completed any modifications begun here. The escape key <ESC> has been deactivated in this program, so you must choose a valid option in order to continue through this program.

PROGRAM OPERATION

Order #: If you do not know the order number, the <F7> options menu is available to search for the order with the option {Review Current Orders}.

IS THIS THE CORRECT ORDER - BE ABSOLUTELY SURE! N. The order number, customer information, dollars on the order, status, and order date will be displayed in the top half of the screen. The bottom half will display the quantity, part number and description, ordered and shipped quantity, (and what was available at the time the order was processed, unit dollars and ship date. You will need to answer this question with a <Y> or press <ENTER> for no. If you answered no, the screen will blank and you can enter another order number in or press <ESC> to exit the program.

Once you answer this question with a <Y>, the system will check CUSTINFO.STATUS to see what the status of the order is. It will be displayed in the {STATUS:} field. If the {STATUS} field contains any of the following, the computer considers the order SHIPPED. SD (Shipped and Due), SP (Shipped and Paid). Depending on the status of the order, the system will now display an order maintenance options menu.

SHIPPED ORDER OPTIONS MENU

If the order is considered shipped, the system will display the SHIPPED ORDER OPTIONS MENU, in the center of the screen. In this menu, you will be provided with certain available options.

Note: If you are not sure about what you are doing in this program, before you select any of the options, press <ENTER> and you will be returned to the opening blank screen to begin again or exit the program.

Tap any number '1-5' and hit <ENTER> to select the appropriate option.

OPTION NUMBER 1: Return/Cancel Item(s): This option will allow you to return one or more shipped items. Once you select this option the display at the bottom of the screen will show **PgUp, PgDn to scroll ENTER LINE # OF ITEM TO RETURN**. If more than one line is on the order, you need to type in the line number, directly to the left of the item you are modifying, and press <ENTER>, the system will high-light that line and at the bottom of the screen you will see **RETURN (F)ULL or (P)ARTIAL QUANTITY OF THE ITEM**. Type 'F' for all items on the line you are editing, or the letter 'P' for partial quantity. (In the case where you have only one item on order you can use option 2.)

Remember: This quantity is what was shipped not returned. For example, if the line item shows 12 in the {SHIPD} field, and you want to return 3 of the items, you will type in the quantity 9 in each of the quantity fields. You will then press <ENTER> until you exit the line item.

Whichever you decide on returning, FULL or PARTIAL, the system will require you to enter the actual ordered and shipped quantities in the {QUAN} and {QUANS} fields. If the

quantity ordered {QUAN} is correct but the shippable quantity needs to be adjusted, don't change the {QUAN} field, just the {QUANS} field. The {QUAN} field shows the number of items ordered and the {QUANS} shows the number of items shippable at the time the order was processed and the {SHIPD} shows how many items were shipped. If you need to change both the {QUAN} and {QUANS} enter in the correct quantity actually order and shipped. After you reduce the {QUANS} field to show the actual quantity you are shipping or have shipped, you will be prompted **RETURN ITEMS TO STOCK Y**, if you answer yes, the {QUANS} field will reflect your changes and the inventory will be adjusted accordingly. If you answer no, you will need to use the inventory receiving program to return the goods to stock. See documentation on MAKE PAYMENTS/ARECEIVE. The next system message will ask **DO YOU WISH TO ASSIGN A REPROCESS/RESTOCK FEE?**

"DO YOU WISH TO ASSIGN A REPROCESS/RESTOCK FEE?" To answer no, tap the 'N' key and press <ENTER>. You will now see the SHIPPED ORDER OPTIONS MENU again. You will need to select option '4' or you can simply press <ENTER> and you will see the PAYMENTS OPTIONS: menu. **YOU CANNOT ESCAPE OUT OF THE PROGRAM UNTIL YOU DEAL WITH ANY OVERPAYMENTS ON THE ORDER.**

Answer with a <Y> for Yes or <N> for No. If you answer yes, then the program will automatically bring up the part number used for the reprocess fee that was set up in the System Setup File, "SYSGUT". The program will then make the calculation based on the higher of either the "REPROCESS/RESTOCK FEE" or the "REPROCESS PERCENT" as also set up in the System Setup File. You are allowed to edit this field also.

NOTE: This part number is not required to be set up in the inventory master file. The program will load the calculated amount and today's date.

PAYMENT OPTIONS: Since there is a calculated overpayment that includes a recalculation of tax based on the current tax rate in the "STATETAX" file, you must now do something with the money overpaid. You cannot be able to exit the program until you do this!

If money has been paid, and the total amount due is now less than the total amount paid, you will be prompted:

1. PROCESS REFUND/CREDIT If you choose this option, you will be asked:

Issue a (R)efund or a (C)redit (R/C)? R The program automatically loads an "R".

(R)efund Choosing this option will prompt you with another message **Issue Refund (C)heck or C(a)sh (C/A)? C**. The "C" loads as default assuming you will generate a check to pay the refund. You can tap the 'A' key to give a CASH refund if you need. A window in the screen will display **REFUND ISSUED FOR THE AMOUNT : XXXXXX CRMEMO#: XXXXXX PRESS RETURN**. The X's will be filled in with the amount you are refunding and display the credit memo number.

This option is where an entry is made into the **IBS REFUND SYSTEM** for automatic or manual refund check printing. Once this happens, you cannot change the sequence of events and reverse the check without much data cleanup. The best thing to do if you decide this refund should have stayed on as credit is to make a payment against some order (preferably a new order for the customer) for the customer to retain the overpayment as a credit. Refunds are posted to the IBS General Ledger in a posting routine that also makes the check information available in order viewing which is available throughout the IBS Sales Systems. When order viewing, using the F7 key to activate the options menu makes viewing a refund check available.

(C)redit When you choose this option the program will first test to see if any payments were made by credit card. If so, then you will be presented with the following choice:

Paid by Charge Card, Credit Charge Card (Y/N)? "Y" The program automatically loads "Y". If you select this, you will be prompted:

Enter LINE # of the Charge Card If you choose "N", you will be offered either a (R)efund or (C)redit. The (R)efund is discussed above. The credit is continued below.

Choosing this option will also generate a window in the screen that displays the word "CREDIT" and lists the amount of the credit memo and the credit memo number. Once this credit memo has been issued, the order can be reprocessed to change the credit over to a refund or transfer to another order. NOTE: This will actually create another credit memo under this order number, which provides true detail of the sequence of events as they happened.

DO YOU WANT TO PRINT THE CREDIT MEMO NOW (Y/N)? You are not required to print a credit memo. You can view or print them at any time. To view a credit memo, use the program "Order Viewing/Current: SAORVIEW" and use the F6 key. To print a credit memo use the program "Print Credit Memos: ARCRPRNT".

2. TRANSFER PAYMENT The program will display a new bottom half of a screen. You may transfer payments from any order to any other order as long as neither has been cancelled previously. If the amount that is being transferred is greater than the amount due on the order you are transferring to, be sure to process a refund for the overpayment or continue to transfer money to other orders until all monies have been applied or refunded properly.

NOTE: You can escape the program by pressing the "Esc" key. What will happen is no credit memo will be generated, nor will a refund. The order status will change to "CN" and the funds that did not get transferred will remain in the order as an overpayment. This balance will also be stored in the customer master file and is on display in the customer viewing program. You can reprocess this order in this program and decide what to do with the money at that time.

Assuming you do not escape the program, enter the "transfer to" information. You will first be required to enter an order number. You must enter a valid order number. You can not

transfer a payment to a non-existing order. Once you press <ENTER> the system will display information about that order. (SHIP TO, ORDER DATE, SUBTOTAL, TOTAL etc.) The system will then ask you for the amount to be transferred. Type in the dollar amount you want to transfer to this order.

If the amount to be transferred is greater than the amount DUE (on the order you are transferring TO), the system will require you to continue to distribute the amount to other unpaid orders or process a refund.

OPTION NUMBER 2: Return Entire Order: This option will allow the user to return an entire shipped order. If you choose this option this system will prompt you **DO YOU REALLY WANT TO CANCEL THIS ORDER?**. You will need to answer this question with the letter 'Y'. Once you press <ENTER>, the system will proceed to restock all inventory items within the order (remember, the inventory master file is not updated here), and also mark the order status as 'CN' for canceled.

OPTION NUMBER 3: Correct Ordered, Shipped Quantities: When you choose this option, the system will prompt you "PgUp, PgDn to scroll ENTER LINE # OF ITEM TO CORRECT". You will type in the line number of the item you wish to correct and press <ENTER>. You will now be able to enter the correct quantities for this order. You will also be allowed to edit the {UNIT \$} field. Once you press <ENTER> past the {UNIT \$} field, the system will prompt you "IS THE INFORMATION ENTERED CORRECT?". Answer this question yes or no. Once you enter yes, the system will return to the SHIPPED ORDER OPTIONS MENU.

OPTION NUMBER 4: Change Payment Information: When you choose this option, the system will display the "PAYMENT OPTIONS" discussed above.

OPTION NUMBER 5: Edit Order Notes: Enter/modify order notes after the fact!

NON-SHIPPED ORDER OPTIONS

If the order is considered open, or "unshipped", the system will display the "UNSHIPPED ORDER OPTIONS MENU".

OPTION NUMBER 1: Cancel An Item(s): When you choose this option the system will prompt you "PgUp, PgDn ENTER LINE # OF ITEM TO RETURN:". You will type in the line number of the item you wish to cancel. (Remember, you are not returning the item, it hasn't been shipped.) The system will now prompt you "RETURN (F)ULL OR (P)ARTIAL QUANTITY OF THE ITEM?:". If you are canceling the ENTIRE quantity of the line number, type in the letter 'F' for FULL. If you are not canceling the ENTIRE quantity, type in the letter 'P' for partial. If you enter the letter 'P', you will then have to enter the corrected quantities in the {QUAN} and the {QUANS} field. The system will then ask you if the information entered is correct. You will then return back to the UNSHIPPED ORDER OPTIONS MENU.

OPTION NUMBER 2: Cancel An Entire Order: The system will prompt you "DO YOU REALLY WANT TO CANCEL THIS ORDER?". If so, enter the letter 'Y', if not, you may

press <ESC>, or you may type in the letter 'N' and press <ENTER>. If you answer yes, the system will then take you through the reprocess/restock process and payment refund/credit process and eventually create the credit memo. See above for this process.

OPTION NUMBER 3: Add A New Item: When you choose this option the system will highlight the next available line number. You may now enter the part number and quantities of the item you want to add. You may add as many items as you like, or the letter 'Q' to quit. You cannot add a custom item in this program.

OPTION NUMBER 4: Edit Item Information: This option allows you to edit an item quantity and price information. It is also intelligent to a custom part and allows full edit of the custom item with all of the accessories added to it.

OPTION NUMBER 5: Edit Order Notes: Go ahead and change the notes you entered in or passed by during order entry.

OPTION NUMBER 6: Change Payment Information: Please see above for this information.

OPTION NUMBER 7: Change Bill To Or Ship To ID: When you choose this option, bottom half of the screen will change. The first thing you will need to enter is the letter 'S' for SHIP TO, or the letter 'B' for BILL TO. This will tell the system which one you want to change. You will then enter the CUSTOMER ID. You will need to know the customer id number. The system will display the name and address of the customer and then prompt you "IS THIS THE SHIP-TO YOU WISH TO CHANGE TO?". You will answer with the letter 'Y' for yes, or 'N' for no. The system will then return you to the UNSHIPPED ORDER OPTIONS MENU.

CANCELLED ORDER OPTIONS MENU

OPTION NUMBER 1: Change Payment Information: Please see above for this information.