Distribution Order Entry

PROGRAM NAME: ORDERS
MENU OPTION TITLE: Distribution Order Entry
MAIN MODULE: SALES/SHIPPING
HELP KEY ACTIVE: Yes

PROGRAM OVERVIEW

Order Entry is the base of the entire Distribution Sales system. It is fully integrated into virtually all IBS professional software systems.

This is the program where your sales personnel (or others if you like!) will process orders to be shipped through channels other than "over the counter" type sales. Orders can be tracked by Advertising Yard Code, which is a code assigned a specific marketing plan to track the effectiveness of that program to generate sales or leads. You are allowed to modify the order in a highly intelligent program called {Order Modification/Restocking:CUSTSERV}. You should read that program document prior to use of the Distribution Order processing or the Retail Point of Sale systems.

Now, you can place a master order for one or many items. Orders can have up to 99 line items per order that can span multiple pages. You can release against master orders as many times as you want. If there are goods in stock on the master order, you will ship against this master order. All backordered goods will have to be released from the original order, which effectively creates a new order. The new back order release stores the master order number in it for reference. You can release as many times as needed against a master order, whether the same line item or different items. You cannot have back orders releases that continue to have backorders carry on them.

When you run the backorder release program you will be required to release all quantities of goods that are available. You can remove items if you do not want them to ship, but whatever you release will be required to be released in full. The program will only release items if the net stock is greater than zero. When you create a backorder release you must ship it the way it was processed. If you have to alter ship the backorder release, the number you reduce the shipped quantity by, will be added back to the original order automatically.

NOTE: Any order, regardless if a master order or a back order release, stands as it's own order when it comes to handling the money. In other words, when the system calculates what is due on a order, it is based on what was shipped on that exact order. Any over payments will be based on the total of what was shipped with shipping and tax charges along with all payments made against the order. This calculated overpayment will eventually result in a refund or a credit due from that order. Or, you can transfer the overpayment to another order, such as a back order release.

Keep in mind, this program is different from the Retail Point Of Sales System. When you first process the order a packing slip with no inventory pricing will be printed as opposed to an invoice with pricing and totals, and assigns goods to the order. THIS

PROCESS DOES NOT REMOVE STOCK FROM INVENTORY IMMEDIATELY, AS IN POINT OF SALE. The packing slip will be used to fill the orders from the finished goods warehouse according to the items that were in stock at the time the order was printed. We say "in stock at the time the order was printed" because if you have altered the shipping of previous invoices from their original amounts on hand, you may attempt to fill this order when it says goods are in stock, and they may not be. This is because you filled another order with the same parts that actually showed back ordered when that order printed. Altered shipping is defined as shipping an order different than what it shows. You cannot exceed the original amount processed, but you can ship more than is shown if you want, by altering shipping the order.

Here is an example: Let us say yesterday you had only one left in stock of a particular part, processed an order for it which assigned the part. It was spoken for. The packing slip showed one on order and one available to ship. Now before you shipped that order, today you process another order for that same item. It is going to say that one part is on order and no parts are available to ship. REMEMBER, the system is based on first come first serve. Regardless of whether other sales personnel or manufacturing are calling for the same parts, it is first come first serve! That is the purpose of the assigned field. The finished goods on hand, less the assigned equals the net stock. Whenever either the distribution order processing, point of sale, or manufacturing work order system needs parts, they all check on the net stock of any part first. After that condition is established, there are either goods available or a back order situation exists.

These filled orders must be entered into either the Shipping/UPS Manifest system for shipping update, or through the {Release Layaway/Truck Shipping:OESHIP} programs to alter inventory and turn the order into an invoice.

This program offers one of the most complete options menus within the software package. By pressing the F7 key a window pops up with multiple options available. This allows the order processor to jump into other programs without having to escape the orders program.

Serialized inventory items will not be prompted for numbers in this program. The Shipping/UPS Manifest program will ask for the serial numbers for an order process by this program.

Finally, this program prints out a "Packing Slip" with no pricing or payment information on it. There are many companies that will not allow you to ship shipping documents with price information on them. This is your choice. You can print invoices during the manifest entry to include with the merchandise, thereby eliminating the need to mail the invoice under separate cover. Or, you can print all the invoices as a batch and mail them.

PROGRAM OPERATION

ENTER COMPANY # TO USE FOR THIS SALE: Enter the company number to use for this sale. You may enter the exact company number if you know it or you can use <IFF> to find the right one. If you enter a non-valid company number, the system will alert you with an error message **PLEASE ENTER A VALID RECORD ID**. You will not be able to proceed further until you enter a proper company number. Once we enter past the company information, let's examine the screen and review the fields available before continuing.

Underneath the {SHIP TO} and header fields are options....

SHIP-TO OPTIONS: (4 options) (Where is the fourth option?)

<ID#>: Type in the ID of the customer to process the order for.

<Q>=Quit the order: Type Q and <ENTER> to restart the order.

<T>emp entry: This will create a temporary customer.

BILL-TO OPTIONS: (5 options) (Where is the last option?)

<ID #>: You may type in a different customer if you are shipping to someone, but someone else pays the bill.

<S>ame as SHIP-TO: By typing in an S, this will bring in the same customer as in the SHIP TO field.

<T>emp entry: For creating another temporary customer other than the SHIP TO ID on this same order.

<R>e-entry SHIP_TO ID: This takes you back to the SHIP TO ID to reenter a different customer.

At the bottom of the screen are fields labeled....
LICENSE # : :
EXPIRES ON : :
STATE TAX NUMBER: :
CREDIT LMT: :
ORDER TOTAL: :
SHIPPABLE TOTAL : : These fields are filled in automatically during order processing from other areas of the software.

YARD CODE: Upon further entry into this program, you are required to enter a valid advertising yard code. You can type in the exact yard code if you know it, or use <IFF>. Once you've found the code you want to use, press <ENTER>.

ORDER DATE: The current date will be loaded up or you can change this date. If you are reprocessing an order that has been processed in a previous month, you may want to backdate the order to the date of the original order. If you do not do this, the previous month orders taken report will have shown this order, and the current month will also show it. If you are tracking month by month, this will overstate the combined reports.

DATE WANTED: The current date will also load in this field. You can <ENTER> by it or type in a date for the future. You may have customers that do not want shipments on an order until some time in the future. This date is controlled by a field in the system setup file called {DATE WANTED DAYS LIMIT}. There is a report in the BACKORDER RETRIEVAL called {REVIEW ORDERS FOR DATE WANTED}, program <OEDTEWNT> that lists all orders for a specific date wanted.

ORDER#: The system will automatically assign a unique number to each order as they are created.

SHIP TO: Once you return past the {ORDER DATE} and {DATE WANTED} fields, the cursor will be in the {SHIP TO} field. If you know the customer's ID number, you may type it in and press <ENTER>. The system will display the customers name, address, etc. If you don't know the customers ID, you may search for a customer using <IFF>. Please refer to the system overview manual for information on <IFF>.

If the customer is not in the system, you can create them by using the <F7> key for the options menu. The "View/Edit Customers" option allows you to do this as well as many other options.

ENTER SALES TAX RATE TO CHARGE: If you set up the distribution system to be taxable by turning on the tax flag in the system set up file, then, if the "SHIP TO" customer does not have a sales tax number in the customer master file, the system will present the tax per the code set up in the customer master file. If the customer does have a sales tax number, then this window will not appear.

BILL TO: After you enter in all of the {SHIP TO} information, you will now enter the {BILL TO} information. If the bill to customer is the same as the ship to customer, type the letter <S> in {BILL TO}. The system will display the same name and address, which appear in {SHIP TO}. You may also choose to create a temporary {BILL TO} ID. If you enter the letter <R> in {BILL TO}, the system will allow you to re-enter the {SHIP TO} information.

ACCRUAL DISCOUNT: If the "BILL TO" customer has an accrual discount set up in the customer master file, then the program will prompt you:

This customer is entitled to an additional
"__" discount.

(A)pply this discount or (C)hange it?: Now the customer notes for each CUST ID will be displayed for viewing and a pop up window will display....

SHIP-TO CUSTOMER NOTES/BILL-TO CUSTOMER NOTES: This is a visual display of the specific notes for each customer selected on screen. This may assist you in proper processing of the order. These notes can be printed, modified, or can be left off the order complete, at the discretion of the order processor.

CREDIT LIMIT FAILED: This is a pop up box that will display only if the "BILL TO" customer is over their credit limit. The box will display the amount over the credit limit and only allow order processing to continue if the order goes COD. You will be prompted with **SHIP THIS ORDER COD (Y/N)? N**. To proceed, you must answer 'Y' and press ENTER. If you answer 'N', you will be prompted **ENTER OVERRIDE PASSWORD: _______**

Type in the password based on the corresponding password in <SYSGUT>. This allows you to process the order without it being shipped COD. This message may also pop up in the middle of an order if any line item takes the customer over their credit limit. You can stop adding items if you do not want to exceed the credit limit or repeat the above steps.

PAST DUE FAILED: At this point, the system is checking to see if the "BILL TO" customer has unpaid invoices that are past due beyond the grace days as set up in the system set up file. You can override the past due check by entering in the password set up in the system setup file.

ENTER CUSTOMER PURCHASE ORDER #: Once you have the {SHIP TO} and {BILL TO} information the system will now check the customers account status, and prompt you for a customer purchase order number. Enter in the P.O. number given to you by that purchaser or enter in some kind of confirmation that indicates you did not ignore this field or forgot to enter a P.O. number-such as "verbal". As in the Retail Point Of Sales System, you do not have to enter a purchase order number.

At this point, some fields in the top half of the screen have changed including a valid order number that will be displayed. The new fields are **TELEMARKETING** which is the sales rep account as set up in the customer master file of the "SHIP TO" customer and **OPEN ACCOUNT ORDER** if the customer is open account status.

The bottom half of the screen has some changes as well. The {: :} field will display a number equal to the account type of the customer and the {CREDIT LMT:} will display the available credit limit if the customer is open account. Line number 1 will be in place ready to accept a part number.

PART NUMBER & DESCRIPTION: Once you press <ENTER> past {CUSTOMER PURCHASE ORDER NUMBER:}, the system will create line number 1 of the order. You need to enter a part number here. You may either type in the part number or find a part number using <IFF>. Once you find the part number, before you press <ENTER>, notice that the description and unit price of the part are loaded and the available quantity displays in {REMEMBER}. The description for the part, as typed in the parts master file, will show to the right of the part number. Once you enter on a part number, {REMEMBER} will display any information, entered into {NOTES}, of that part from <INPRTGUT>. If you enter past the part number, accepting it, {AVAILABLE} shows up at the bottom left hand side of the screen displaying the quantity available to ship be it a positive number, negative number, or zero.

PACKAGE: If you entered in a line item that is a sales package that you previously set up in the IBS Sales Package System, then you will notice the part number and description disappear and all the items that were programmed as a part of the package will display on screen automatically. Also, the math quantities will extend for not only quantities but sales price also. NOTE: Remember, using a sales package will ignore all customer programmed discounts and inventory quantity discounts. This program purposely ignores any discounting.

CUSTOM ITEM PROCESSING: You can use a master inventory item that has been flagged as a custom part item, and use this item during retail point of sale, to custom configure with options. These options can be either text items or actual valid inventory items. Here is an example!

Let us say you are in the business of selling cabinets. Now, you have certain cabinets you make to stock and sell from that stock. You also offer those same cabinets with different features, such as color; special carvings; casters; handles; etc., that you charge separately for. The customer can really order a cabinet that is totally different from your normal stock shelf items. You can set up an inventory master item that is flagged as a custom part. You can then set up valid part numbers that represent inventory items that are both sold separately as an accessory item or as part of a custom item. You may also have a text type part number that represents a certain service that you charge for such as special painting or engraving charges. These parts are not flagged as custom, only the master part you will add to.

Now, during retail point of sale when you process an order for an inventory item that is a custom flagged part, the system will allow you to build that part with other inventory items as described above. A separate screen will pop up after you enter past the unit price of the custom item. You will be allowed to modify the individual list and unit price of the custom item, along with any of the parts added to it. The system will add up the list price and the unit price of the custom item and all the parts added to it, and store the price in the unit price of the custom item. A line of text will be automatically created below the custom item that shows it's individual list and unit price. A line of text will also be created under each part added on to the custom part, with the part list and unit price.

This scenario allows you to contain all of the revenues of the custom item under the part number of the custom item. Now, if you are using the IBS manufacturing system, then you can modify the bill of materials and routing as needed to make the custom item and contain all cost to the custom item part number. Cost and Revenues will match up so line item cost analysis is maintained!

DESCRIPTION: This description will fill in based on the part you entered. You have the ability to edit this field to reflect any modification you need based on the part being ordered. You can also skip past the part number field and find based on description.

ORDERED: Enter the quantity ordered. If you enter in an amount that will take the system below the minimum order level, the system will alert you and a message will appear at the bottom of the screen: **ORDER TAKES STOCK LEVEL FOR THIS PART BELOW MINIMUM <<STATUS 300>>.** A window will appear showing you {ON HAND}, {ASSIGNED}, {AVAILABLE}, {ON ORDER}, {MIN LEVEL}, AND {FULL LEVEL} quantity information. Since this is just a reminder, the bottom of the pop-up window will display **PRESS RETURN TO CONTINUE**.

Now a window pops up showing the pricing information for that part based on the type of customer (Retail, Dealer, or Wholesale), any customer discount based on {DISCOUNT} in <CMMAINT>, and any quantity discounts based on information from <INPRTGUT>. The lowest price is hi-lighted. Type in the number that represents the price you wish to use and press <ENTER>. If you need a price other than what is showing, just press <ENTER>. If the price is editable you can delete the loaded price and type in the correction. If the price in non-editable, you will need a supervisor to override the lock out, with a system password, in order to change the loaded price.

TO SHIP: This field displays the quantity of items shippable, equal to or less than the number of items actually ordered.

B/O: If all items ordered are not in stock at the time the order is being processed, the balance that cannot be shipped will display here. Keep in mind order date becomes a factor here. Based on date order, the system takes into account the earliest order date for an out of stock part first. For that reason, if you ever need to reprocess an order, you would want to use the original order date to "keep your place in line" for distribution of that part.

PRICE SELECTION: This pop-up window displays the pricing structures available, based on the part and any customer discounts. In the event you need a price other than what is shown, there are two ways to handle the change. The first would be to have the price edit flag set to Y in <INPRTGUT>. Then you can enter into the UPRICE field and change the price. The second option we have is a password override that a manager has access to. A "HOT" key (F8) gives a supervisor the ability to change a noneditable price on the spot.

UPRICE: Once you press <ENTER> past the quantity ordered, you will see a price selection screen. Here you will choose which pricing structure you want to use for that part. There may or may not be discounted prices which you may use, if the part master file has had discounts entered into it. These prices are determined when the part is created and they cannot be changed from within this program unless they have been flagged to do so. If the part number is flagged for the access of changing pricing, then enter through, a price will pull up but you can use the <DELETE> key or <BACKSPACE> key to clear the price. Type in the price desired and <ENTER>. The system will enter that price in {UPRICE}.

TPRICE: This field is automatically calculated, based on the line item quantity {TO SHIP} times the {UPRICE}. Notice that {ORDER TOTAL} is adding up the dollar total based on {TPRICE} times {ORDRD}. Also, the {SHIPPABLE TOTAL} is calculating the total dollars shippable based on {TPRICE} times {TO SHIP}.

CONFIRM? <Y>=YES: After every line item entered, you are prompted to confirm that item. Confirm this line item by pressing <ENTER> or reprocess it by typing <N> and press <ENTER>. As you confirm each line item notice that the totals at the bottom will change depending on the status of the part. The field ORDER TOTAL will show the total of all items on the order, shippable or otherwise. The field SHIPPABLE TOTAL will only show the total of all items that are shippable. This is a great tool for the order processor to be able to give the customer the different figures. Also, if you are going to require a deposit or a complete pre-pay of the order, the information is right there on screen as the order is being processed.

You will now be prompted for the next line item. You may enter as many line items as you wish, up to 99, or you may type in the following options: <Q>uit, <E>dit, (D)elete, or <S>ee more. Use the letter between < > to identify which option you wish to use.

(D)elete allows you to completely delete a line item.

<E>dit allows you to edit the line item. It will ask you **CHANGE WHICH LINE NUMBER?**. Enter the line number you want to edit, that line will hi-light, and confirm the line number by entering <Y> or <N>. <Y> will take you to the line number you want to edit and you will be able to reprocess that line item over. <N> will take you back to the next line item which you will have the same options as before.

<S>ee more allows you to scroll through multiple screens (pages) to see the items on the order.

<Q>uit allows you to stop processing line items and takes you to the next screen. If you choose this option you will not have access to this first screen again. You will either have to answer <N> to the CONFIRM THIS ORDER at the end of the second screen and reprocess the order (with a new invoice number), or you can use the customer service software and add the item, as long as this order is not shipped before you try to add items.

Once you've finished entering line items, you will now see the next screen of order processing to enter any payment information.

SHIPPABLE TOTAL: $ This is the total dollars of items that are shippable only.

FREIGHT CHARGES: $ This field allows you to enter in a straight charge for shipping regardless of any calculations available through the system automatically. Use this field only if you are charging freight on this order at this time and do not plan to charge freight in any other program you may use to ship this order.

GRAND TOTAL: $ This is the overall total of the order, including all items shippable and non-shippable.

DEPOSIT: $ Use this field only if you are applying money to this order based on what you have in your possession while processing this order.

SALES TAX: This field displays any sales tax applicable to this order.

ORDER TOTAL: This field displays the overall total of this order including all charges.

Do you want to give an additional dollar discount for this order? This allows the user to give a global discount to this order without affecting any individual line item on the order. Enter 'N' to ignore this question. If you enter a 'Y', you will be prompted, **Enter dollar discount amount**. Type in the dollar amount to discount and be sure to include the decimal if you are including any cents amount. If you have entered any discounts, notice the dollar amount of the order has changed.

FREIGHT CHARGES: The cursor will stop in the field if you wish to add any freight charges manually. If you ship this order through the UPS manifest system, there is another opportunity to add freight at that time, so you might not need to enter freight here. Another place you can enter freight is through the Release Layaway/Truck Ship program. It also asks if you want to add shipping charges.

Once you enter past the freight field any sales tax will be calculated if applicable and the order total will be displayed in the lower right hand corner of the screen in the field **ORDER TOTAL.**

HOW WAS THE PAYMENT MADE? <RETURN> NO PAYMENT: <RETURN> allows you to bypass entering any payments against this order at this time. Remember, only select a payment method **IF** you have money in hand!

<M>astercard, <V>isa, and <D>iscover indicates a credit card payment. The credit card payment types will bring up a line that allows you to enter the card number as four groups of numbers as they appear on the card and the month and year of the card expires. Press the Enter key between groups. (EXAMPLE: 1234 5678 9012 3456) NOTE: This action assumes you have an authorization and the funds have been electronically transferred to your bank account paying for the order. **NOTE:** If you are shipping the order through the manifest system, the shipping charges won't be calculated until that point. You might want to wait on paying the order to include those charges.

After the order has been entered into the manifest and shipping charges calculated, the credit card must be called in for approval on the order total including shipping charges. After an approval has been given, a payment against the order can be made. If this process does not happen, the order could be sent C.O.D.

<C>hecks: A line will be displayed to allow you to enter the check type as <P>ersonal, <M>oney Order, or <C>ashier's. Use the letter between the < > to identify the check type. You will also be prompted to enter the check number, (up to 19 digits) and the check date that appears on the check.

C<A>sh: IF you have cash in hand, use this option.

DEPOSIT: $ This is the amount you are holding in your hand to apply against an open order. All payments are fed into the Accounts Receivable system. If you have multiple terminals processing orders and recording payment information, then you may want to consider establishing a deadline by which all orders with money will be completed. Then all monies can be forwarded to a third party who will activate and process the Accounts Receivable deposit system and update system.

NOTE: This part of the program will be locked out from operations until the deposit slip and payments have been updated. This provides a clean window of time to get a balanced deposit slip in an arms length method. REMEMBER: The Accounts Receivable deposit slip and payment updating system require every entry to balance.

CONFIRM PAYMENTS INFO <Y>=YES: Confirm information by pressing ENTER or tap the 'n' key to re-enter payment information.

CONFIRMATION CARDS? <Y>=YES: This is a value added utility designed for use by companies with large amounts of backorders. It is used to confirm a back order for a customer. We print a document similar to an invoice. This can be sent to the customer to show what is back ordered and what is due on the order. This is not required and by hitting <ENTER>, with the cursor flashing in {: :}, you can enter past this option.

You will now have the opportunity to enter order form notes. The system will automatically pull up THANK YOU FOR YOUR ORDER and any notes that were entered in the CUSTOMER FILE MAINTENANCE: CMASGUT. You have 5 lines to work with. NOTE: The 5 lines are taking into account any notes that pull up, so if one line says THANK YOU FOR YOUR ORDER, than you have 4 lines left. You DON'T HAVE TO ENTER ORDER FORM NOTES. You can simply enter through. Once you have finished entering the notes or entering through, you will be required to confirm them also.

EXCISE TAX ON THIS ORDER <Y/N>? N: Excise is based on the {EXCISE FLAG} being set to <Y> in each parts master file. You can override excise or value added tax on this order by answering <N>. If you answer <Y>, then the program will go ahead and set a flag next to the inventory item detail file. This tells the optional excise program that tax should be calculated on this part. Excise tax or Value Added tax can be a fixed dollar amount or a percentage of the selling price.

You can read more about the Excise or Value Added Tax by reading the NBS Value Added Tax Manual.

CONFIRM THIS ORDER? <Y/N>: You will be required to confirm this order. Entering an <N> will prompt you to confirm again. If you answer <N> again, you will abort the order and nothing will be saved. If you answer <Y>, you will be prompted:

DO YOU HAVE YOUR OWN PRINTER? <Y>=YES: Normally you would answer yes. This would cause immediate printing of the packing list. However, if some situation occurs that prevents you from printing, you can answer <N> to this question and will store the order in a spooler file that can be later output when printing functions are back on line. You then need to use a different program to print this order. See documentation on "Print Out Spooled Pack. Lists:SPOOLOUT".

We have completed or deleted the existing order we were working on. You will see the window pop up to allow you to re-enter a new order. Enter past to accept the company number loaded and continue processing more orders or change the company number if needed and continue. To exit the program, press the <ESC> key.