Order Viewing/Current

PROGRAM NAME: SAORVIEW
MENU OPTION TITLE: Order Viewing/Current
MAIN MODULE: ORDER VIEWING/MAINT
HELP KEY ACTIVE: Yes

PROGRAM OVERVIEW

This program is used to view current orders that are in the system. Current orders are defined as orders on the system that have not been archived. They can be shipped, unshipped, paid, unpaid, or cancelled. You may define current orders as opposed to archived orders (orders that have been run through the archiving process and that cannot be modified). Your only limitation to storing current orders is dependent on the size hard drive you are using. Also, this program is available from the <F7> options menu in other programs.

The order viewing program gives you access to all information pertaining to an order. Using the <F7> options menu you can select from a variety of programs that allow you to further select between shipped and unshipped orders for a particular customer.

You have full detailed payment and refund information, full UPS manifest shipping information, access to all back order releases, Return Merchandise Authorization data, and more.

Use <F1> to see all the functions and power keys available.

PROGRAM OPERATION

ORDER#: The first way to view an order is to enter the order number that you want to view. Remember, if you don't know the order number, you may use <IFF> to find it.

You may also enter past the ORDER#: field to the SHIPPED TO: field and type in the customer identification number to search for all orders starting with that customer ID.

Once you enter either the order number or ID that you want to view, tap <ENTER>. This will bring up all information pertaining to that order. In order to use the options in this program, you will need to press <ENTER> until the cursor goes to the bottom of the screen. Once there, the system will display an options line at the bottom of the screen. The options on the bottom of the screen are: (S)ee More, s(E)rials, and (Q)uit. The program will also display the order as one of the following:
> Original/no Releases
> Original w/Releases
> Release From: (original order # will display)

(S)ee More: If the order has more line items than will display on the screen, use this option to see them. The system will refill the line item portions of the screen. Use this option as many times as necessary to see the complete order if it has multiple line items.

s(E)rials: Using this option will allow you to view all, if any, serial number information that exists within this order. If there is no serial number information, the system will display an error message **"NO SERIAL NUMBER ENTRIES FOR THIS ORDER"** .

(Q)uit: Use this option when you are finished viewing orders. Using this option will return you to the menu system.
order that were shipped from a back order release.

GENERAL FUNCTION KEY ASSIGNMENTS:

<F3>: Use this key in either the order number or shipped to ID field to bring up a scrolling screen of customer orders, as close to the number or ID you have typed in.

<F4>: Once you have an order up on the screen, pressing this key will allow the user to view any payment information for this order.

<F6>: Use this key to search for credit memos that have been generated for this customer.

<F8>: If you press <F8>, the system will ask you to input a part number. With this option you can see a list of orders that contain a certain part number. Then you may scroll through the list by using the IFF functions and pull up an order by pressing <ENTER>.

<F10>: Once you have an order up on the screen, pressing this key will allow the user to view any notes that were typed into this order.