Infor Distribution FACTS
Sales Orders Users Guide

Release level 9.0.0

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About this guide

This guide describes workflow, concepts and procedures for using the Infor Distribution FACTS Sales Orders Module.

Intended audience

This guide is for FACTS end users, managers, in-house analysts, and trainers who require an understanding of the product and how to use it.

Related documents

You can find the documents in the product documentation section of the Infor Xtreme Support portal, as described in "Contacting Infor" on page 13.

For information about other Infor Distribution FACTS modules or basic usage information, see the other users guides in the Infor Distribution FACTS PDF Library. Access these documents from the bookmarks of this document: FACTSDocNavigation.pdf.

Contacting Infor

If you have questions about Infor products, go to the Infor Xtreme Support portal at www.infor.com/inforxtreme.

If we update this document after the product release, we will post the new version on this Web site. We recommend that you check this Web site periodically for updated documentation.

If you have comments about Infor documentation, contact documentation@infor.com.

Chapter 1 Overview

The Infor Distribution FACTS Sales Orders Module is the backbone of the FACTS customer service element. It maintains file information, provides complete audit trails on all orders, invoices, credit memos and other transactions. The module also optionally posts to General Ledger according to the parameters you establish in the GL posting tables.

The Sales Orders module is broken down into the following subsystems:

Quotes

MSDS

Orders

Inquiries

Invoices

Reports & Prints

Customer Returns

End of Period

Shipping

File Maintenances

Contract Pricing

Many of these subsystems and additional features are optional so you can effectively use the parts of the SO module that you need and ignore the others.

Credit card handling

FACTS offers two methods for processing credit card transactions: manual and automatic. FACTS by itself allows you to process these transactions manually via voice authorization. Automatic credit card processing is possible by integrating the FACTS system with PayflowPro or CenPOS software and magnetic or stripe devices, which are purchased

separately from PayPal, or CenPOS. (IC*VERIFY* is a 3rd-party product, and Infor does not support or provide any integration to it or instructions for its use.)

With either method, FACTS users can perform sales, credits and voids.

Processing with PayflowPro or CenPOS

PayflowPro, and CenPOS are third-party credit card processing software packages that can be integrated with FACTS to provide automatic credit card processing capabilities.

The companies also offers several types of magnetic card stripe readers that plug into to terminals or PCs. No device drivers or link files are required. Credit card processing companies often offer higher discounts to companies using card swipe devices.

Setting up credit card handling for manual processing

1   Set up a cash type terms code in the Accounts Receivable Terms Code F/M program. Credit cards must be cash type payments, not an A/R type. The General Ledger Number you choose must be a cash G/L account number.

2   Navigate to the Company Control F/M in System Management File Maintenances. Choose "Manual" or "Manual do not collect information".

Manual processing

If you chose Manual in Company Control F/M, when you enter a credit card payment, FACTS opens a pop-up window, which displays the amount of the purchase and whether the transaction is a sale, void sale, credit or void credit.

In this window, enter the customer's credit card number and the expiration date.

The system then asks whether it is OK to process a sale.

The credit card will be checked by FACTS to ensure it is a valid credit card number but will not communicate to a credit card processor to validate whether the card is authorized for the amount charged or even if the account is active.

If you chose "Manual do not collect information" in Company Control F/M, credit card payment types will not display a window to collect the credit card information.

Credit card processing with PayflowPro

When processing for PayPal using the PayflowPro client, FACTS uses the Credit Card Processing (SOC611) program to gather all information (according to the selections chosen in SM Credit Card Control F/M).

The system displays the amount, but it cannot be changed on this screen. You can enter the Credit Card Number manually, or by a swipe by pressing the Swipe button, or F1. When you press the Swipe Card button, FACTS displays a message indicating that it is waiting for the card to be swiped. You can press F4 to cancel. The system remembers the last mode the

system was in when the credit card information was successfully gathered (swiped or manually entered), and stores this in the SMT record so that the next time you access the Credit Card Information screen, it is in the same mode as last time. Note: This only applies to "Sale" type transactions. The program displays the credit card number in the Credit Card Number field, and other track data into the appropriate fields. The system disables the Credit Card Number and Expiration Date fields after you swipe the credit card.

Working with automatic credit card transactions

After entering the terms code and the purchase amount, you can choose F1 to swipe the card or enter the card information manually.

Choose Process when you are ready to process the sale.

A mini dialog box will appear, telling you the system is waiting for recognition and then a response.

If the credit card processing company does not answer or respond within the time set in the Credit Card Control F/M, the system gives you either a recognition timeout (if the card processing card cannot connect to the provider's system) or a response timeout (if the provider's system answers but does not approve or decline within the established response time).

Recognition timeouts. You can wait again or cancel the transaction. Canceling a document after a recognition timeout creates no problems because the processing company is not aware of the transaction.

Response timeouts. You have the option to wait or hold the document. If you choose to hold, you must call the processing company to determine whether the transaction has been approved or declined.

If for some reason the swipe device is not working, the CPC is offline or the Voice Authorization flag in the Credit Card Control F/M is set to Y, the person entering the credit card transaction will need to call the processing company and enter the provided authorization code.

At the end of the transaction, FACTS checks to see if you are signed on to a cash drawer. If not it asks you to do so. Press F2 to search.

Run the Process Pending Transactions (SOU610) program.

If the CPC accepts all transactions, the system tells you the "Batch Processing of Pending Transactions Is Complete," and you can press Enter to return to the Invoices menu.

If a transaction in the batch is declined, it must be resolved (e.g. with another method of payment), and the Process Pending Transactions program must be run again.

As with single credit card transactions, recognition and response timeouts sometimes occur. If you get a recognition timeout, you can wait or press F3 to stop processing.

If you are faced with a response timeout, you can either wait or abort the process. Be advised that when you abort the process, you will need to call your processing company and verify which transactions they received. Those they did not receive will have to be settled through PayflowPro software.

Credit card processing with CenPOS

The FACTS interface with CenPOS only requires Internet Explorer to be installed on the user's system; no other installation is necessary. All of the CenPOS interface is managed through CenPOS and is displayed in an Internet Explorer window. The TCP/IP Manager is not used for the CenPOS integration.

Process Pending Transactions

(Communications down)

To process credit card payments offline requires storing credit card numbers on the system. Since the goal is to eliminate the storing of credit card information, offline transactions are not supported at this time. The Process Pending Transactions (SOU610) program does not process transactions for CenPOS.

Refer to the Electronic Payments Guide for more information about the FACTS setup and use for credit card processors. Refer to www.PayPal.com, or www.cenpos.com for more information about using each credit card processor.

Order Entry Management Suite

This is a group of programs comprised of

Order Entry

Service Order Entry

Order Confirmation

Direct Invoice Entry

Credit Memo Entry

Counter Sale Entry

All of the programs in the suite use a similar layout and share many of the same functions. You can access any of the programs in the suite from the *Go To* menu.

Use the SO Entry Options F/M to customize the header, line-item entry and footer sections of these programs.

Header Processing

The upper portion of the screen is called the header portion where you enter the customer placing the order, the customer's ship-to address, and other general information required to process the order. Refer to the following procedures for more information about Order Entry header processing:

Enter a new document

Delete a document

Open an existing document

Create a document number

Line item processing

The lower portion is called the line item portion where you add items, quantity and pricing information to the sales order. The program automatically switches to add mode once you complete the header. This means the cursor appears in the Item Number field after you exit the last header field. You can use the line item browser to view items that you have already entered, select items so you can edit them and organize items so they appear in a certain order on the pick ticket. Use the mouse or arrow keys to choose add from the item browser, or select Edit>Add Line from the menu. Refer to the following procedures for more information about Order Entry item processing:

Add a line

Edit a line item

Delete a line item

Insert a line item

Footer processing

The ending routine consists of final fields prior to completion of the sales order. The ending routine is not accessible if you have not entered line items for the order. At the end of the footer routine, the new total represents the total amount of the order. Refer to the Order Entry Footer Information topic for field descriptions.

Ship complete feature

Ship Complete is a warehouse- and line-level designation that has one of three values:

Yes: The shipped quantity must equal (or be greater than) the ordered quantity. No partial shipment is allowed. Ship complete for the warehouse designation means all lines must ship complete, and the line level ship complete is not considered. Ship complete for the line means that the quantity ordered must be the same as the quantity shipped on that line.

No: The shipped quantity may be less than the ordered quantity.

Balance Complete: The initial shipped quantity may be less than the ordered quantity, but the backordered quantities must be shipped complete. Balance complete for the warehouse

designation means all lines can ship partial on the first shipment, and the line level ship complete is not considered. Once a warehouse is processed through the DSR, it is changed to ship complete. Balance complete for the line means that the quantity shipped may be less than the quantity ordered on the first shipment. Once the line is processed through the DSR, it is changed to ship complete.

Shipping eligibility of an order

If an order or line is "eligible to ship", that means the order has met the requirements to ship according to the ship complete setting and the amount of committed stock on the order. Balance complete on both the warehouse and line level will behave like a partial shipment when considering if the order is eligible to ship. If items are shipping from a warehouse that is set to require approval, those items must have an approved status in addition to being fully committed in order to be considered eligible to ship.

Ship Complete in a Multiple Warehouse Environment: In a multiple warehouse environment, warehouse-level ship complete applies to each warehouse individually. However, if the initiating warehouse is set to print consolidated pick ticket only, all warehouses will be evaluated together to determine if the order is eligible to ship.

The Ship Complete setting on SO Entry Options F/M (SOF915) determines which Order Entry programs use the Ship Complete feature. Based on your systems settings in SO Entry Options F/M, all of the Sales Order entry programs (except Credit Memo Entry (SOE330)) contain a Ship Complete field on the detail screens but only the pick ticket is affected by this setting. It is available through other Sales Order Entry programs because order processing from them can in certain instances create a pick ticket. For example when you backorder a direct invoice you can create a pick ticket. Blanket orders and recurring documents also ultimately create a pick ticket. The Ship Complete setting from Blanket Sales Order Entry (SOE710), Quote Entry (SOE110), and Recurring Document Entry (SOE350) default to the order and is for all warehouses. Once the order is created this setting is modifiable like any other order. .

The Ship Complete field also resides in Customer F/M (ARF910) on the Invoicing tab. It is used as the initial default when orders or quotes are created for a customer. When a new customer is added by using the F1-Add feature in the Sales Order entry programs, the ship complete setting is loaded with the default values used when adding a new customer in Customer F/M. If the fields need to be changed, it must be done in Customer F/M.

The Additional Info tab of Ship-To F/M (ARF920) also contains a Ship Complete field. When a new ship-to record is added, these value defaults from the customer record.

Order processing

When lines are added to an order, the line ship complete value always default to "N".

If a warehouse ship complete setting is changed and there are lines on the order shipping from that warehouse, changes will take place as follows:

If you change the ship complete setting from "N" to "Y" or "B"

The system displays the message "The Ship complete setting for all lines shipping from warehouse XX will be cleared. OK / Cancel".

If you select Cancels, no change is made and the system returns you to the Ship Complete field.

If you select OK, the ship complete setting on all lines for the selected warehouse is changed to "N". Since the line ship complete flag is not considered when a "header or warehouse" is ship complete or balance complete, changing the flags to "N" sets them to the proper default value.

If all lines were already set to "N", no prompting nor changes are done to the lines.

If you change the ship-to value:

If there are no lines on the order shipping from the initiating warehouse, the warehouse ship complete flag is changed to the ship-to's ship complete flag. No user prompt occurs.

If the ship-to's ship complete setting is different from the initiating warehouse's ship complete setting, the system displays the message "Change the initiating warehouse ship complete of XXX to the ship-to ship complete of XXX? Yes/No".

If you select "No", the initiating warehouse ship complete remains unchanged.

If you select "Yes", the system performs the same steps as above that deal with the change to ship complete. The only difference is that if you received the message that the line setting will be cleared, you will not have the Cancel option. The system will have already displayed messages that allow you to cancel from this process. The system displays informational messages only and changes the ship complete settings as necessary.

If you change the ship-to value to "SAME" or "TEMP" all of the above processing still applies, but the values come from the customer record instead of the ship-to record.

If the ship complete is changed for the initiating warehouse, the system determines if the warehouse pick ticket has already been printed but is not in the reprint file already and prompts you to add changed warehouse to the reprint file (similar to when a line is edited).

Checking customer credit

The Customer Credit Check Processing program performs all the calculations and gives the appropriate messages for customer credit check. This routine is called from various entry programs and only the results are returned.

The system performs a customer credit check for each customer during Sales Order entry programs based on the Credit Limit value and the number of Credit Check Days entered on the Accounting tab of Customer F/M. If the customer fails the credit check a message appears. No action is taken by the system unless a password is required. The system rejects the customer if a valid password is not supplied.

The credit hold option for a customer is based on the Credit Check prompt on the Accounting view of Customer F/M. If the Credit Check prompt is set to "Message", "Refuse", "Hold", or "Password", a message displays if the customer fails the credit check. The current balance

figure used for processing comes from the customer's existing balance in AR Customer F/M. The password for the credit check override resides in the AR Static Control F/M.

Adding Customers On-the-Fly

To add a new customer during order entry, you can access the Quick Customer Add dialog box. When a new customer is added by using this feature in the order entry programs, the customer credit check field value is loaded from the default in the AR Static Control record. You cannot enter credit check information this screen. If you need to modify the customer credit information, access AR Customer F/M.

Disputed invoice details

For Quote Entry, Sales Order Entry, Direct Invoice Entry, Counter Sale Entry, Credit Memo Entry, Customer Returns Entry and Blanket Sales Order Release Register and Post Recurring Documents, the credit check routine also checks the Disputed Invoice setting in AR Document Change F/M for each open AR document record. If it finds a disputed invoice record, the credit check processing checks the invoice's Exclude from Credit Check setting in AR Document Change F/M to determine if the disputed invoice is to be considered in the credit check past due processing. Documents marked as excluded from credit checking are skipped from the total amount past due. All invoices total into the customer's balance and aging figures. Any disputed invoices that are excluded from the credit check are accumulated into a new total. The check for over credit limit is calculated as the customer's balance minus disputed invoices not to be included plus document totals. Then, if the customer is past due, the excluded total displays on the optional Customer Aging window that displays in AR Invoice Entry and Sales Orders Entry programs: Quote Entry, Sales Order Entry, Direct Invoice Entry, Counter Sale Entry, Credit Memo Entry, Customer Returns Entry, and Blanket Sales Order Release Register and Post Recurring Documents.

Customer Aging window

The optional Customer Aging window displays in AR Invoice Entry and Sales Orders Entry programs: Quote Entry, Sales Order Entry, Direct Invoice Entry, Counter Sale Entry, Credit Memo Entry, Customer Returns Entry, and Blanket Sales Order Release Register and Post Recurring Documents

Customer aging information includes the customer number, credit limit, aging as of date, balances for aging columns set in AR Aging Control F/M, balance, aging open documents totals, amount excluded from credit check processing and a "Disputed Invoices' indicator (based on the Disputed Invoice setting in AR Document Change F/M.

Automatic and quoted freight processing

In Order Entry, Confirmation Entry and Direct Invoice Entry, FACTS provides automatic freight calculations using freight schedules or quoted freight, based on control settings in Ship Via F/M, AR Customer Maintenance and SO Static Control F/M (SOF980). Blanket sales orders allow for multiple shipping warehouses but have no freight amount field. When blanket sales orders are released, the system sets the document freight method from the customer record.

The document freight method cannot be changed once the document has been run through the Daily Sales Register.

Note: Quoted freight is on the header of the order not on the warehouse level. If not all of the items from an order ship, the backorder's quoted freight will reflect the amount of the freight originally quoted minus the amount that was billed on the first invoice.

Freight method

If freight method is quoted

- If "Default Quoted Freight with Calculated Freight in Order Entry" is set to "No" on the SO Static Control F/M Freight tab, then FACTS sets the order quoted freight field to zero.
- If "Default Quoted Freight with Calculated Freight in Order Entry" on the SO Static Control F/M Freight tab, is to "Yes", then freight is calculated for each shipping warehouse and displayed in the quoted freight field.
- The system adds Invoice Billed Freight Amount adds into Previously Billed Freight Amount and the Invoice Calculated Freight Amount into Previously Calculated Freight Amount in the SORSOH record.
- Then, the Order Quoted Freight Amount is reduced by the Invoice Billed Amount and the Order Calculated Freight Amount is recalculated based on new order quantity.
- If the SO to GL Posting F/M has freight set to post by ship via, the ship via of the initiating warehouse is used to get the GL number. If post by branch is set, this would be the branch of the initiating warehouse. Quoted freight does not post by shipping warehouse like calculated freight.

If freight method is calculated

- If "Default Quoted Freight with Calculated Freight in Order Entry" on the SO Static Control F/M Freight tab, is to "Yes", the freight will be calculated for each shipping warehouse and stored in the SOFRWH records.
- If "Default Quoted Freight with Calculated Freight in Order Entry" on the SO Static Control F/M Freight tab, is to "No", then the freight in each SOFRWH record is set to zero.
- The system adds the Invoice Calculated Freight Amount into the Previously Calculated Freight Amount in the SORSOH record and recalculates the Order Calculated Freight Amount gets recalculated based on new order quantity if the Default Freight flag is Sales Order Static F/M is set to "yes".
- The new fields will move into the past invoice header file.

Entering lost sales

Use the Lost Sales Entry (SOC320) program to track lost sales on items and update usage. Lost Sales functionality is only available if the Lost Sales checkbox is selected on the Use Features tab of SO Static Control F/M (SOF930).

Chapter 2   Work flow and program concepts

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Quotes

Use this subsystem to enter, correct, print and remove quotes in the system. You can also automatically convert a quote into a sale (work order).

Program concepts

You can access the following programs from the Quote Entry menu:

Quote Entry is used to enter and modify quotes. This program is similar to other entry programs in the Sales Orders module, but it is not part of the Sales Order Entry Suite.

Quote Print is used to print or reprint quotes. If you need to modify or correct a quote, return to the Quote Entry program.

Quote Removal is used to remove sold and expired quotes.

Operating tips and suggestions

When you enter quotes, you enter a customer number, and the system assigns the quote date (usually the system date) and expiration date, both of which can be changed later if necessary. The entry screen provides fields in which you can enter name of the person who gave the quote and the person who is receiving the quote.

The system also allows you to create quotes for companies or individuals that are not existing customers. Before you convert these quotes to a sales order, you must create a temporary customer in Customer F/M.

Items entered on quotes are not committed in the warehouse, but the Quote Entry program lets you see the availability of those items.

Quote Entry also supports the FACTS multiple warehouse feature. If your company has several locations with their own inventory, this feature allows you to enter items from other warehouses if your default warehouse is out of stock.

The system also allows you to create quotes for companies or individuals that are not existing customers. Before you convert these quotes to sales orders, you must create a temporary customer in Customer F/M.

Quote status is also available to track Win/Loss information. Quotes status options are: Accepted/Declined/Partially Converted/Expired/Open. The date the quote was accepted or declined, and the reason declined also display on the Header screen. The Reason Declined field is validated against standard Lost Sale Reason Codes in FACTS.

As with the other Sales Order Entry programs, Quote Entry displays all pricing but allows you to override that pricing if necessary. If multiple units of measure for pricing or selling are available for an item, you can also change the unit of measure while entering a quote. Quotes may also include discounts, tax and freight.

Work flow

Once you finish entering a quote, the program gives you several options: print the quote immediately, save it for batch printing or convert it to a sale (providing that the customer, or at least a temporary customer, is valid in the system).

At that time of entry the quote is assigned an order request date and order number in the Sales Orders Document File. If you use the Job Cost subsystem, the system enters a job number for the order at this time. Through Order Entry, you can open the document to review or change it.

Quotes can be printed or reprinted through the Quote Print program. If you need to modify or correct a quote, return to the Quote Entry program. Quote print parameters are determined in the SO Document Print Control F/M. These parameters include the depth of the quote, whether the form is preprinted, and the standard memo.

The system also prints any notes flagged during Quote Entry to print on the quote. Urgent document notes print before normal document notes. Memos print before any line notes, and line notes print in the order of entry with no special dispensation for urgent notes.

A quote may be corrected and reprinted as often as needed up until the time it is converted to an order. If the quote is not converted at the time of entry, it may be converted at a later date through the same ending routine at the end of the entry program (if the customer is valid).

When a quote is converted to a sale, it stays in the Quote File as a sold quote. They may be left on file so they can be printed through the Quote Listing. Since this file eventually fills up, make sure you run Quote Removal periodically to remove the quotes that you no longer need to keep on file. Sold and expired quotes may be removed by their type (expired, sold) and the expiration date (cutoff date).

Orders

Programs on the Orders menu enable you to enter, correct, place on hold and print orders in the system.

Program concepts

The Orders menu contains these programs.

Use Order Entry to enter new sales orders, or review and edit existing sales orders. A sales order effectively commits quantities of items for a customer and produces a pick ticket, which warehouse personnel use to fill the order. The Order Entry screen is divided into three sections: the header portion where you enter the customer placing the order and other general information required to process the order, the line item portion where you add items, quantity and pricing information, and the footer window where you enter final fields prior to completion of the sales order.

Pick Ticket Print is used to print and reprint orders through in this program. You can correct and reprint pick tickets (or printed orders) as often as needed until you confirm the order and convert it to an invoice. If an order includes shipments from multiple warehouses, you can set the system to print pick tickets in the initiating, shipping or both warehouses. Packing slips are also printed through Pick Ticket Print. You can access this program from the Order Entry footer when you complete an order. From there, you can print pick tickets, packing slips, and acknowledgments on an order-by-order basis.

The pick ticket includes all pertinent header and line item information, total package weight and a quantity shipped column. If the Use routes flag is selected in SO Static Control, the route will print on the pick ticket under the date. If the pick ticket was created from a Blanket Sales Order, the Blanket Sales Order document number will print in the description column before the line item or items.

Acknowledgment Print is used to print acknowledgments on-demand. Acknowledgment print properties are determined in the SO Document Print Control F/M, including whether the form is pre-printed, and whether to print item pricing.

Bill of Lading Print is used to print bills of lading for orders (BOLs) on demand, past invoices or warehouse transfer tickets. The BOL must comply with the rules determined by the DOT for transporting hazardous materials. For more information on hazardous materials and regulations, please refer to the DOT's Hazardous Materials Guide.

BOL print properties are determined in the SO Document Print Control F/M, including whether the form is preprinted, whether to print hazardous materials only, and whether to print item weights. If you are printing BOLs for sales orders, transfer tickets or current invoices, all BOLs that are ready to print will do so through this program. If you are printing BOLs for past invoices, you have to specify which past invoice that you want to print.

Use Order Review to display, place or release documents from credit or service hold. Documents may be displayed by warehouse, order type, order status, origin, priority, request date and outside salesperson. If an order is placed on hold, it cannot be confirmed, and therefore will not be updated by the Daily Sales Register (DSR). However, if an invoice is

placed on hold, it will be updated by the DSR and the resulting backorder document, if any, will be placed on hold.

Documents can be placed on hold through this program or during entry if the Credit Check flag in the Accounts Receivable Static Control is set to H-hold. The Order Review program displays the document number, origin, on hold status, customer number and name, warehouse, date entered, total of the document and the terms code.

Commit Backordered Quantities is used to update the backordered quantities on sales orders, warehouse transfers and backorders to committed quantities and to provide a report of what is updated. The report prints as the update occurs. You can select whether to include sales orders only, transfers only or both when the report is run. You also have the option to print packing slips and the transfer tickets for the transfers that had backordered quantities committed.

As orders and invoices are entered, some line-items have backordered amounts, usually because a customer ordered an amount greater than the quantity available. In time, another shipment of the backordered item arrives at the user's company. Some of this new stock may be partially committed from special orders that were imported to create purchase orders; however, the rest of the quantity is available. Since the quantity is available, it can once again be committed by new orders and invoices, leaving none left over to fill backorders.

To avoid leaving backordered quantities on permanent backorder, the system allows the user to run this program. This program checks orders and backorders for backordered amounts. The program does not check invoices, printed or confirmed orders, quotes, counter sales, etc. Sales orders and backorders for customers on hold are not checked for backordered amounts. If the program finds backordered amounts, it then looks to see if the item has any quantity that is available. If there is enough of the item available to fill the entire backorder quantity and leave at least one in stock, the system automatically commits the quantity and sets the backordered amount to zero. For serial or lot number items, the system does not commit the backordered amounts if the OE Serial/Lot Number Entry flag in the Sales Orders Static Control Record is set to Y. Report information includes order number, order type and status, requested date, warehouse code, customer number and name, item number and description, and the amount committed and its corresponding unit of measure.

Infor™ recommends that you run this program after running the Purchase Order Receipt Register, after entering adjustments in inventory control, or after a large amount of line-items have been deleted or voided. If there are a large number of orders and invoices in the system, this program may take some time to run.

Item Shipment Approval is used to release lines that are on-hold because the order take did not have security rights to the initiating and/or shipping warehouse, on multiple warehouse orders. Items can be viewed in item or document order. A password is required for entry. However, if the user is the approved user for this shipping warehouse, the password is not required. The approval user code and password are set up in Warehouse F/M. This program is only accessible if multiple warehouses are used on an order.

How sales orders affect inventory

As you enter items on an order, FACTS automatically commits those items in the selected warehouse. That means that the items are now committed to the customer indicated on the sales order. For tighter inventory control, however, you can override the committed amount and set the ordered quantity to backordered until the order is confirmed in the warehouse.

As you enter items, FACTS displays item availability in the selected warehouse. If the items are not available at the time they are being ordered, you can tell FACTS to backorder them if allowed, and you can tell FACTS to automatically create a suggested purchase order or a suggested transfer for the item. If multiple warehouses on an order are allowed, the user may be able to order items from another warehouse. If a user does not have rights to order items from the initiating or shipping warehouses, FACTS places the line-items on hold. Authorized users set in Warehouse Code F/M can release the items with the Item Shipment Approval program.

Pricing flexibility

FACTS displays all prices available for an item — and the customer — in the Price Options window while you are in the Price field during order entry. From the Price field, you can also perform a Price Search or you can manually override the price options by simply entering a price in the price field. The Order Entry program enables you to select a different pricing unit of measure than the ordered unit of measure.

Printing from Order Entry

At the end of the entry program the order, packing slip, and acknowledgment can be printed immediately or saved in a file for batch printing. A printed order is referred to as a print ticket.

A bill of lading (BOL) for the order can be added and printed later. If the order sends the customer over their credit limit, a message may flash on the screen indicating this to the user. If the user has set the system to place orders on hold if the customers are over their credit limits, the order does not print until the document has been taken off hold.

EWMS processing

The Order Entry (SOE120) program checks to determine if the order you are modifying has been sent to Radio Beacon. If it has, and it has already been waved, you will not be able to change the order. If the order has not been waved, the Order Entry program sends a 'nuke' record to Radio Beacon. This record deletes the order from Radio Beacon. You must reprint the order before it can be picked. This program also allows you to reprint sales orders right from Order Entry. Select the Hot Ship checkbox to control picking priority in Radio Beacon.

The Pick Ticket Print (SOP210) program creates flat files that are sent to Radio Beacon. Select the EWMS checkbox to control whether a flat file needs to be created.

The Daily Sales Register (SOR310) program removes records from the sales order companion file and write them to the past invoice companion file. It also clears the ledger files that hold the "XC" records sent back from Radio Beacon.

FACTS/eStorefront integration

The eStorefront B2C feature allows users who are unknown to FACTS to place new orders and check on the status of open orders. Because these users are not individually in the customer master file, the system uses the email address to distinguish users. When orders are sent from eStorefront to FACTS Order Entry, there is no indication in the record that this order is for a B2C customer. FACTS processing cannot check that the order has credit card terms instead of AR terms. It is very important that the eStorefront administrator set up the guest account to only allow credit card terms.

Because the current FACTS/eStorefront integration only supports a single warehouse on an order, all B2C orders are processed through one warehouse. The customer record that is set up in FACTS to be the B2C customer has an eStorefront warehouse assigned to it. All B2C orders then use that customer number and subsequently that warehouse.

The Daily Sales Register (SOR310) program removes records from the sales order companion file and write them to the past invoice companion file. It also clears the ledger files that hold the "XC" records sent back from Radio Beacon.

When the invoice information is being written to SOPINA, for web orders the customer name and address will come from SORSOA instead of ARCUST. The email address will also be written to SOPINA data table.

Note that document and line notes for orders entered in eStorefront do not display in FACTS Order Entry.

Additional features

The Order Entry program supports the following features. Refer to the FACTS online help for details.

Designating items for direct ship

Using the Order Entry Menu options

Using the Price Search

Using the Past Sales Search

Changing ship via

Entering serial/lot items

Creating BOM items (kitting, on-the-fly)

Using the Job Costing Entry

Customizing the main order entry screen

Pick Ticket Print (SOP210) processing

As document numbers are entered, the system performs processing checks for service hold, type, and priority. Orders on service hold do not print a pick. If the order does not match what is selected, the system displays a message and removes the document number.

A pick ticket will not print if there is nothing committed to the order and the SO Static Control record parameter for Pick Ticket Quantity is set to C--print committed quantity and backordered quantity.

Templates that store "system date" resolve to the "current system date at the time the report is run" rather than what the "current system date" was at the time the template was created. For example: If you save a template for the Pick Ticket Print and select "Current Date" for the Cutoff Date field, when that template is selected to run again (either manually or via Job Stream) the cutoff date is determined using the current date in the Company Periods & Ending Dates F/M (GLF970) when the print is run not the current date when the template was created.

Formatting print tickets

Some pick ticket print properties are determined in the SO Document Print Control F/M, including depth of the pick ticket, whether the form is preprinted and the standard memo.

Printing packing slips

You can print packing slips at the time you print pick tickets, if the Use Packing List check box is selected in Document Print Control F/M (SOF950). Note this setting is disabled for Preprinted Pick Tickets. You can exclude items with zero prices from the packing list, based on the Print Memo setting in SO Entry Options F/M, and will not print BOM components. To print packing slips, you must be printing non-printed pick tickets to have the packing list option. The packing list always prints on the same printer as the pick tickets.

Printing BOM items

If an item is a bill of material item and the BOM on Pick Ticket flag is selected in SO Static Control, the component items used to produce the BOM item will print on the pick ticket. Pick tickets will be printed by all (consolidated) warehouses or by the shipping warehouse, depending on what the Pick Ticket Print flag is set to in the IC Warehouse F/M.

Printing MSDS information

If FACTS is set up to use the Material Safety Data Sheet (MSDS) System, the message entered in the MSDS Message on Pick Ticket field in the MSDS Control F/M will print below the item description for the appropriate MSDS items. If literature locations are used to process MSDS sheets, the MSDS Processing flag is set to L and the MSDS by Pick Ticket/Invoice flag is set to P, the literature location will print before the MSDS message on the same line.

Printing multiple bin locations

If the Print Alternate Locations on Pick Ticket setting on the SO Static Control F/M is set to yes, the Print Pick Ticket program prints a new line after the main item line that includes all alternate locations set up for the warehouse/item. If the Print Alternate Locations on Pick Ticket setting on the SO Static Control F/M is set to no or there are no alternate locations set up, no additional line prints on the pick ticket.

Direct shipment documents

Note that pick tickets do not print for exclusively direct ship documents. The presence of a direct ship line on a sales order will not cause a pick ticket to print that otherwise would not. Meaning, if the Direct Ship on Pick setting on the Main view of Warehouse F/M (ICF970) is turned off and the pick does not print then it will not print with the setting on. Direct ship lines can print as additional lines on a pick ticket but are not considered by the system when determining if there is a pick to print. You can add a leading memo to the order to cause the pick ticket to print.

Print notes

The system also prints any notes flagged during SO Entry to print on the pick ticket. Urgent document notes print before normal document notes. Memos print before any line notes, and line notes print in the order of entry with no special dispensation for urgent notes.

Ordered By information

Based on the value of Print Ordered By prompt on the Pick Ticket tab of Document Print Control F/M (SOF950) and if the ordered by field is not blank, the pick ticket includes "Ordered by xxxxx" in the line region on the first page only after the order priority and ship complete information but before the blanket order or CRS information.

Blanket Sales Orders

The Blanket Sales Orders Subsystem (BSO) is an optional feature of the FACTS system. It's located on the Orders menu (Sales Orders>Blanket Sales Orders). Blanket Sales Orders provides you with a method of delivering future order merchandise on time to the customer. The objective of the BSO sub-module is to provide timely response to customers while minimizing internal costs and maximizing internal controls on orders with multiple shipments. This flexible module allows unlimited future shipments based on customer needs.

Blanket Sales Orders provides the ability to accept and handle orders where the customer requires fulfillment with multiple shipments at specified future ship dates. For example, a customer wants to receive 1,000 gallons of paint over the next five months, in five equal shipments, with delivery guaranteed on the first of each month. Simply create the blanket sales order, answer a few questions about the release dates and quantities, and the releases of all five shipments will be calculated. Individual sales orders will be created for each release at the appropriate time based on the customer request dates and the item's lead-time. The sales orders generated are then subject to the normal sales order processing.

Work flow

The Blanket Order Entry program creates an order similar to an order created through Sales Order Entry. However, it also allows release dates to be scheduled per line-item. Since releases are by item, the releases of a given blanket order may be set up to release all line-items together, or some items on the blanket order may ship at different time from other items. The system allows great flexibility when scheduling releases. Optionally, an order acknowledgment may be printed.

The Blanket Order Release Register is run on a regular schedule, perhaps daily. This program determines, for each blanket order, whether the next release of each item is called for based on the release basis, the current date, and the customer request date of the next release. If the next scheduled release meets all the criteria, it will appear on the release register. When the release register is updated, this release is created as a sales order.

As the created sales orders are processed, the original blanket sales order is updated so that all release history on the blanket sales order is available. The Daily Sales Register updates blanket sales order information as blanket-generated sales orders are updated. Blanket order processing is complete when the last release of the order is processed.

Program concepts

You can access the following programs from the Blanket Sales Orders menu:

Blanket Order Entry is used to create a blanket order that allows release dates to be scheduled per line-item. Since releases are by item, the releases of a given blanket order may be set up to release all line-items together, or some items on the blanket order may ship at different time from other items.

A blanket order entry consists of three sections: the header, where you enter the customer number, expiration date, etc.; the line-item entry, where you enter each item, price, quantity, and so on; the requested release dates entry; and the ending routine, also known as the footer, in which and the customer's credit limit can be checked. During entry of a BSO, you can change, add, insert, or delete line items at any time, or delete entire unreleased or incomplete BSO documents. Temporary items and catalog items are among the additional features available in the Blanket SO Entry Program.

Inquiries include Interchange, Catalog, Customer Item, and Past Sales. Release requests may be made for an individual line item or all line items on a document. A BSO Acknowledgment may be printed.

Blanket Order Acknowledgment (SOP710) is used to print and reprint the blanket order acknowledgment, which can be given to the customer as an order confirmation. Blanket Order Acknowledgment information includes item number, item descriptions, request dates, request status, total order quantity, order quantity per release request, and blanket order expiration date. This program uses the invoice parameters in SO Document Print Control F/M to control the print formats.

Blanket Order Inquiry (SOI710) is used to inquire into the status of any open or completed blanket order. The inquiry is especially useful for locating orders for a given warehouse, customer, or item. The actual document may be displayed in detail through this program. The Blanket Order Inquiry program is the Document Inquiry in Blanket Order view.

You can inquire by document number. Displayed information includes document number, type, status, and entry date, customer number and name, ship-to number, document total, and designated warehouse salesperson, and order priority. If the View Description 1 option is "off", a memo will now display in the Full Description column (at the end of the browser). If the View Description 1 option is "on", the memo will now display in the Description column.

For open blanket orders, document and line notes are available to view or edit, based on your user security access. For past documents, notes are only available to view/edit (, based on your user security access) from the Invoice view (accessed by the Invoice button) of Document Inquiry.

Documents that are archived in UnForm are available for viewing from literally hundreds of programs throughout FACTS. Throughout the Document Inquiry view, look for buttons or hyperlinks that refer to Archived Doc, Archived Pick, Archived Inv, Archived BSO to view the archived document that contains a line in the inquiry browser.

Blanket Order Report is used to list release requests on open blanket orders and determine if any releases need to be processed. This program provides a report of all orders currently on file in the BSO subsystem. This report is designed to track the status of the entire blanket document as well as the status of each individual request on the order document. It provides the user with information from the blanket document, as well as, information from any related sales order document when applicable.

Report information includes the following: document number, return entry date, customer number, return warehouse, header ship complete, order priority, document line number, item and description, reason code, return quantity, unit of measure, price and pricing unit of measure, price extension, line status, document total, and credit memo or sales order document number (when applicable), or vendor number, name, vendor return document,

line number and status (when applicable). This report differs from the Returns Analysis Report in that it includes pricing information.

Blanket Order Removal is used to remove completed BSO documents that do not need to remain on the system. This program automatically removes completed BSO documents, including notes, based on your entries. This program skips any BSO document tied to an active SO document. This program is especially useful for removing large numbers of documents, e.g., all documents for a specific customer, or particular warehouse based upon document completion date.

Blanket Order Release Register is used to determine, for each blanket order, whether the next release of each item is called for based on the release basis, the current date, and the customer request date of the next release. If the next scheduled release meets all the criteria, it will appear on the release register. This program automatically generates sales orders and/or purchase orders based on the BSO document release request dates. The program cannot process expired documents, documents on hold and locked documents. The Blanket Order Release Register processes rush orders before BSO documents with a normal or service hold order status. The program steps through the next scheduled request for each document line-item, taking the request date, subtracting any additional days padding from the line entry and from the header, and subtract either the lead time for the item or the number of days from the Sales Order Static Control F/M. For lines flagged for immediate release, the system will not release all other requests with the same request date.

Operating tips and suggestions

Release basis

The release basis determines when the next release must take place, based on the request date. Regardless of the release basis selected, when the system calculates that a release should take place, the system will release all items that have the same request date as one sales order.

Longest lead time

Longest lead-time is the longest average lead-time of all the items on the blanket order, which have the same request date. To ensure that inventory is available for a requested shipment, the system must attempt to commit merchandise based on the longest average lead-time for those items.

Fixed days

When fixed number of days is used for the release calculation, sales orders will be created this number of days prior to the request date. For example, in order to maintain customer service levels, you may always commit goods two weeks prior to the request date. The two weeks allows time to special order, restock or transfer goods into the warehouse. In this example, fixed days would be set to 14 days.

Greater of longest lead time and fixed number of days

The system looks at the longest lead-time and the fixed number of days, and selects the greater of the two to determine when to release the sales order. This is the most common method for calculating the release basis.

Initial setup

The setup required to begin using the Blanket Sales Order program is minimal; however, there are several questions that you should consider prior to set up. Your answers to these questions will determine how you set up your system controls, in accordance with your company's policies and procedures.

• Do you want item usage figures to be updated by the BSO subsystem?

• How do you determine on what date a sales order should be created to ensure that items are shipped in a timely fashion? Do you calculate release dates based on item lead-time, by a fixed number of days, or by the greater of the two?

• What is the normal lead-time for the most commonly ordered non-stock items?

Invoices

The Sales Orders Invoices system allows you to confirm orders, enter direct invoices (which do not create work orders), enter credit memos, print invoices and credit memos, and update the documents to all the appropriate files in the system through the Daily Sales Register.

Two additional subsystems are accessible from this menu: Counter Sales and Recurring Invoices.

Program concepts

The Invoices menu contains these programs:

Order Confirmation (SOE310), is used to tell the rest of the FACTS system what was pulled from inventory, what was shipped, what was backordered, what the final freight and handling charges were, the amount discounted from the order and how much tax was charged for each order. Once you complete the confirmation process, this program converts the order to an invoice. The Order Confirmation (SOE310) program does not allow confirming of orders that have been sent to Radio Beacon. The upload stock picks program does that for you.

Direct Invoice Entry (SOE510) is used to correct confirmed orders that have been converted to invoices. You can also use it to enter invoices directly in situations where the order has already been processed and shipped and needs to be invoiced. The Direct Invoice Entry (SOE510) program does not allow changing of shipped quantities on Radio Beacon controlled lines. You will be allowed to change pricing and other non Radio Beacon controlled fields.

Credit Memo Entry (SOE330) is used to enter customer credit memos, into the sales orders processing cycle edit and delete existing credit memos and refund Counter Sales.

Invoice & Credit Memo Print (SOP310) is used to print and reprint invoices, as well as and credit memos. The printed invoice or credit memo includes all pertinent header and line-item information, addresses and totals. Order Confirmation, Direct Invoice Entry, and Credit Memo Entry programs also print through this program when you indicate that you want to print individual documents. Invoice numbers (not to be confused with document numbers) are assigned just before each document is printed. Invoice numbers are not affected by reprinting. If the invoice was created from a Blanket Sales Order, the Blanket Sales Order document number will print in the description column before the line-item(s). Use the SO Bill of Lading Print program to print a bill of lading for an invoice.

Route Release (SOU310) is used to release invoices tied to specific routes so that the invoices print on the Daily Sales Register. This program is not available if the Use Routes flag in the SO Static Control F/M is not selected.

Process Pending Transactions (SOU610) is used to enables PayPal users to carry out credit card transactions in those cases where credit card processing is considered to be off-line. When processing is off-line, transactions must be cleared through this program before you can run the Daily Sales Register (DSR).

Daily Sales Register (SOR310) is used to Print a daily sales register of all confirmed orders, invoices, credit memos and counter sale slips, build and print a general ledger distribution, if needed, post to accounts receivable and if the GL distribution is built, to general ledger according to the sales information, and update inventory, sales orders, and the Sales Analysis Holding File according to the sales information.

Order confirmation

Orders entered through the Order Entry Program are confirmed (or invoiced) through the Order Confirmation Program. In other words when the order is shipped, and ready to be billed, the order may be converted into an invoice. In the Order Confirmation program, the user enters the order number and the order is displayed in its entirety. If multiple warehouses are on the order, the user has the choice of which warehouse(s) to confirm. The program asks what to do with the committed quantities on the order (backorder, confirm shipment, etc.). The user then has to confirm the invoice date, ship date, etc. At the end of the program, the user may enter the off invoice discount, tax and freight (if applicable). Once the order is confirmed it is now considered an invoice and may be corrected through the Direct Invoice Entry Program. The invoice may be printed at the time of confirmation or printed through the Invoice and Credit Memo Print Program.

A sales order can be confirmed even if it has not yet been printed from either the Order Entry or Pick Ticket Print programs.

You can open a partially confirmed order to complete the confirmation process as long as you did not print an invoice. If you print an invoice before the whole document is confirmed, you must confirm the rest of the document after the next Daily Sales Register run.

The program only accepts sales order type document numbers. If you enter a document number related to blanket sales order, direct or recurring invoice, service order or counter sale, the system prompts you to select a document to confirm.

You cannot confirm an order that is already fully confirmed, nor can you confirm an order that has been deleted.

You cannot confirm an order that is on service hold.

Order Confirmation checks to determine if the order is ready to be shipped. If it is not, the system displays a message indicating this and prompts you to confirm the sales order anyway. If you select not to confirm, the system returns you to document number prompt. Refer to the Ship Complete Feature Overview topic for details.

Once a document is fully confirmed, changes must be made through the Direct Invoice Entry program (Sales Orders>Invoices>Direct Invoice Entry).

Over Commitment of serial/lot items: If the OE Serial/Lot# Entry flag in SO Static Control is set to "M" or "N" then you can under commit serial/lot items. Refer to the Over Commitment of Serial/Lot Items topic.

Confirming orders with multiple warehouses

If the document has lines shipping from multiple warehouses, the system prompts you to select which warehouses to confirm. After you select warehouses, the system checks for shipment eligibility for each of the selected warehouses individually. If any warehouse does not meet requirements for shipping, the system displays one message listing all ineligible warehouses with the option to confirm anyway. If the pick ticket prints consolidated and all warehouses are selected, the system evaluates all warehouses individually and all warehouses are ineligible to ship, the system displays a message indicating all warehouses are ineligible. If you select individual warehouses to confirm, each will be evaluated separately and any that are not eligible to ship display in one message listing all the warehouses.

Access this program by choosing Sales Orders>Invoices>Order Confirmation.

Entering direct invoices and credit memos

To enter invoices directly into the system (i.e., without processing an order), use the Direct Invoice Program. This program is similar to Order Confirmation except that the invoice must be entered in its entirety, indicating that the items ordered were shipped or backordered; on hand quantities are reduced immediately by the quantity shipped. If multiple warehouses on an order are allowed, the user may enter items from different warehouses on the same invoice. At the end of the program, the user may enter the discount, tax and freight, (if applicable). The invoice may be printed at the time of entry or added to the Reprint File for batch printing.

Credit memos are entered through the Credit Memo Entry Program. Because it is a credit memo program, there is no need to enter negative (-) numbers. The system automatically

inserts negative signs. At each line-item the user must indicate whether the credit is a return or allowance. A return indicates to the system that the item has been returned and inventory has increased immediately. An allowance indicates the credit memo is issued but no items are returned. If multiple warehouses on an order are allowed, the user may enter line-items from different warehouses on the same credit memo. The discount, tax and freight may also be credited (if applicable). The credit memo may be printed at the time of entry or added to the Reprint File for batch printing.

Printing MSDS information

If the Print MSDS Literature Location flag in the MSDS Control F/M (SOF985) is set to I, this program will print the MSDS literature locations or print the message "MSDS included" on the invoice for items that require an MSDS.

Be sure to include partially completed orders that have been zeroed out and orders with only backordered amounts. Even though the system does not print invoices for these orders (since there is no amount due), they must be run through this program so that the Daily Sales Register can process them.

Setting invoice and credit memo print parameters

Some invoice and credit memo parameters are determined in the Sales Orders Document Print Control Record including depth of the invoice/credit memo, whether the form is preprinted, and the standard memo.

Printing ordered-by information

Based on the value of Print Ordered By prompt on the Invoices or Credit Memo tabs of Document Print Control F/M (SOF950) and if and the ordered by field is not blank, the invoice or credit memo includes "Ordered by xxxxx" in the line region on the first page only.

Printing BOM items on invoices and credit memos

Make sure the BOM on Invoice flag is set to Y in the Static Control F/M. The component items used to produce the BOM item print on the invoices and credit memos when this flag is selected.

Notes

The system also prints any notes flagged during Direct Invoice Entry or Credit Memo Entry to print on invoices and credit memos. Urgent document notes print before normal document notes. Memos print before any line notes, and line notes print in the order of entry with no special dispensation for urgent notes.

Freight

When you sort the invoices by shipping warehouse, a line prints with warehouse, ship via and freight charges before the line's shipping for each warehouse. If the document freight method is quoted, the freight charges do not print on this line. The total freight charges continue to print at the bottom of the invoice.

Route release

If routes are used, each customer may be assigned to a route. The route is then entered for each quote, order or invoice entered, defaulting to the route assigned to the customer. Orders and invoices can be printed according to specific routes. These orders or invoices are then usually sent out on the delivery truck by route when the goods are being delivered.

These invoices are not printed on the Daily Sales Register (i.e., posted to the Accounts Receivable Open Receivables File) until the route has been approved and subsequently released.

For example, on Tuesday a truck goes out with TUE route invoices. When the Daily Sales Register is printed on Tuesday, TUE invoices do not appear because the Route Release Program has not been run for route TUE. This is because the TUE invoices are still on the delivery truck and some merchandise might have been refused, i.e., some corrections may have to be made to the TUE invoices before updating them to accounts receivable. Only after the truck has returned with the invoice slips and the corrections have been made to these invoices should the TUE route be released. After the route has been released, the Tuesday invoices will print on the next Daily Sales Register to post to accounts receivable.

Daily Sales Register

Use the Daily Sales Register to print a report of all confirmed orders, invoices, credit memos and counter sale slips. You can also print a general ledger distribution and update the system with the transactions that appear on the report.

Use the Daily Sales Register (DSR) program to:

- Print a daily sales register of all confirmed orders, invoices, credit memos and counter sale slips.
- Build and print a general ledger distribution, if needed.
- Post to accounts receivable and if the GL distribution is built, to general ledger according to the sales information.
- Update inventory, sales orders, and the Sales Analysis Holding File according to the sales information.
- Update warehouse and order line Balance Complete status to Ship Complete.
- Print summary or detail information.
- Copy document notes to past invoice notes and delete notes when documents are deleted or lines are complete.

Summary information includes invoice number, date, terms code, initiating warehouse, salesperson/territory, department, document number, customer number and name, sales cost, margin, tax, freight, discount and total.

Detail information includes summary information plus, for each line-item, line number, item number, description, quantity, selling unit of measure, shipping warehouse, cost, costing unit of measure, price, pricing unit of measure, extension, margin, item class, taxable flag, miscellaneous sales flag, Temporary flag, return or allowance flag, GL table flag and commission percent.

Usage: The Daily Sales Register Update assigns usage to the ship warehouse only if the Replenish flag on the Main view of Warehouse/Item F/M (ICF920) is set to Y. If this Replenish setting is not Y, then program does not update the ship warehouse's usage. As the program reads each line item, the update ship usage flag is set to true. Then, if the ship warehouse and initiating warehouse are not the same, the system reads the ICWHSE record for the initiating warehouse. If there is no record or the replenishment flag is not Yes, the

update ship usage flag will remain unchanged. If the Replenish flag on the Main view of Warehouse/Item F/M (ICF920) is Yes, then the update ship usage flag will be changed to No indicating that the initiating warehouse usage is to be updated and not the ship warehouse usage. If the update ship usage flag remains unchanged (true) or Yes, then the program checks the Replenish flag for the shipping warehouse. If it is Yes, the usage is updated. If it is not Yes, then the ship warehouse usage is not updated.

Subtotals are included for cash and AR totals. Register totals include the total number of invoices and the average invoice amount along with the total sales, cost, margin, tax, freight and overall total.

The DSR prints recaps by terminal, warehouse, salesperson and terms code if configured to do so in the SO Static Control F/M. If the DSR Recap MTD flag is set to Y in the SO Static Control Record, information in the Sales Register Recap F/M program is used to print the Period Sales Register and the period-to-date information on the Daily Sales Register. For remote orders (R-Origin), the DSR shows a section for "Origin" with breakouts for "Remote", "Non-Remote", and "Web" order details.

The DSR prints an asterisk beside the document number (as indicated in the legend) if the document was edited after the invoice was printed. If printing the DSR in summary, no additional information will be printed. If printing in detail, each individual occurrence of a change will be printed, including the user code, terminal ID, date and time.

Additionally, the DSR also indicates the user code, terminal ID, date and time for each deleted document.

You can elect to build a general ledger distribution, according to one of three formats, or skip the distribution altogether. The GL distribution information includes GL account number, description, customer number, name, ship-to number, invoice number and the amount to be debited or credited.

The Daily Sales Register updates these modules.

- Accounts Receivable - Customer Balances, Sales History, Open Receivables File and Sales Tax File.
- Sales Analysis - uses the API toolkit to publish the invoices via XML. If multiple warehouses are being used, credit for sales for shipping warehouses will be based on the Shipping Warehouse Sale Percent flag in the IC Warehouse F/M.
- Sales Orders - Monthly (period) Sales Register, Past Sales History File and past invoice information. Backorders are also updated for any orders that were not shipped in full.
- Inventory Control - sales history (in the Item File and also in the Warehouse File).
- General Ledger - journal entry.
- System Management - Bank Transaction system for cash type terms codes (C,1-4) that have the cash GL# set to "BANK".

Over-commitment of serial/lot items

The over-commitment of serial/lot items is not allowed in Order Entry and Confirmation Entry. If the OE Serial/Lot# Entry flag in SO Static Control is set to "M" or "N" then you can under commit serial/lot items. In the Daily Sales Register, if the Serial/Lot shipped amount doesn't match the order's shipped amount the system now displays a message and return to the menu and no longer displays an error 40. The system also displays a message if the

Serial/Lot committed amount is greater than the order's committed amount and returns to the menu. Refer to the Over Commitment of Serial/Lot Items topic for more information.

Overpayments or remaining deposits

You cannot exit an invoice without indicating what is to be done with any overpayment or remaining deposit. Overpayments or remaining deposits can be applied on account, refunded, transferred to another document, and so forth. If the invoice print process detects an overpayment remaining on an invoice, "deposit held" or "applied on account "prints on the invoice, based on processing in the Daily Sales Register (SOR310) program. If the Daily Sales Register (SOR310) processing detects an overpayment, it will determine whether there will be a backorder generated for this document. If there is a backorder, the overpayment will be converted to a deposit on the document. If no backorder will be created, the overpayment will be applied on account. If the Daily Sales Register (SOR310) detects a deposit remaining on a completed document, the deposit will be applied on account. Payments applied on account from Sales Orders, via the Daily Sales Register (SOR310), now update the last payment date in the customer master record.

Counter Sales

Counter Sales acts as a point-of-sale system, providing capabilities such as deposit handling, multiple payments, cash drawer and tray handling, credit limit checks, credit card handling (with CenPOS integration) and register balancing with Z-out reports. It also allows you to backorder items and drop ship them, check warehouse quantities, search for items, customers and documents, and review past sales and quotes.

Program concepts

The Counter Sales menu contains these programs:

Counter Sale Entry (SOE510) is used to create point of sale documents.

Counter Sale Print (SOP320), which prints counter sale documents in batch or documents not printed on the end of a sale entry. Counter Sale Print can also be used to batch print (and reprint) groups receipts. Printed counter sales receipts include all pertinent header and line-item information, addresses and totals. Use the Sales Orders Document Print Control F/M to change the depth of the counter sales receipt, indicate that the form is preprinted, enter the standard memo, etc. This also enables you to use the same format — and preprinted forms — for counter sales receipts, invoices and credit memos.

You can also print sales receipts from the Counter Sale Entry program. Invoice numbers (not to be confused with document numbers) are assigned just before each document is printed. Invoice numbers are not affected by reprinting.

Cash Drawer F/M (SOF610) is used to set up cash drawers in FACTS. It also allows you to see which terminals are signed in to which drawers.

Cash Tray F/M (SOF620) is used to create, or if necessary, delete cash trays, which are assigned to cash drawers in the Update Shift program.

Cash Drawer Sign On (SOE650) is used to sign onto a drawer in this program; the system ask them to sign on when they enter a cash-type payment in Counter Sale Entry or Payment/Deposit Entry. If the system does not require you to sign on in those programs, check that the SO Static Control Use Cash Drawer Handling flag is selected.

Cash Drawer Sign On also serves as inquiry since it allows you to review which cash drawers are in use and which terminal, or user, is signed on to it.

Balance Cash Tray (SOR840) is used to ensure that trays balance at the end of each shift (after the Update Shift program). currency calculator is built into this program to help you count the amount of currency, coins, checks, credit card slips and other legal tender taken into the drawer during the shift.

If there is a discrepancy in a tray, you can assign it to a specific branch or let the program distribute it proportionately among the branches. Any discrepancies will post to the DSR.

After you finish counting a tray, you can print a Z-out report, which lists the tray's activities for the shift. Once balanced, the tray can be assigned to another drawer. You cannot access this program if the DSR is in the middle of an update.

Update Shift (SOU840) is used to place trays in drawers and to assign starting amounts to trays and remove trays from cash drawers so they can be balanced in the Balance Cash Trays program. If you use cash drawer handling, use this program before Cash Drawer Sign On at the beginning of each shift and before Balance Cash Trays at the end of each shift. Update Shift is the program enables you to place trays in drawers and to assign starting amounts to trays. It also allows you to remove trays from cash drawers so they can be balanced in the Balance Cash Trays program.

Assigned trays are removed by assigning a new tray to a drawer in this program's Cash Tray ID field (see below). For example, if you want to remove tray dd1 from drawer ssi, enter another tray ID, say dd2. Once you specify another tray, it is ready to be balanced in the Balance Cash Trays program.

Operating tips and suggestions

Counter Sales is effectively the entire sales order process rolled into one program; it is structured so that you can service walk-in and established customers alike as quickly as possible and still tie into FACTS.

Distributors that don't need the cash drawer handling features available in this system can still benefit from the Counter Sale Entry program. This program can be used to process orders quickly without requiring users to run through each of the programs normally involved in the sales order process. Counter Sales documents, also called sales receipts, can be printed in batches to further speed the order entry process. Small staffs with generalized responsibilities that process large volumes of orders may find this entry program useful.

Setting up the Counter Sale system

To use the complete Counter Sales system with cash drawer and tray handling, several programs in the Counter Sale menu will need to be set up and a few file maintenances will need to be edited.

Terms codes

If you have not already done so, you will need to establish the payment types that will appear in the Counter Sale Entry footer. This step may be unnecessary since several order entry programs, as well as Payment/Deposit Entry, also use this information. If this program has not been set up, FACTS reminds you to do so when you try to open Counter Sale Entry.

From the Counter Sale Menu, enter the access code navigate to the SO Infrequent File Maintenances menu and select Terms Code Order Setup from the Infrequent File Maintenances menu.

Begin by entering a cash-type terms code (set in Accounts Receivable Terms Code F/M). Press F2 to search the available codes, then enter a user-defined description. FACTS only accepts cash-type terms codes in this F/M, which are those that are designated as type 1 though 4.

Use the up and down arrow keys to select, move, insert, edit or delete the six terms codes so they are in the order in which they need to appear in the ending routine. See Chapter 16 for more information about the Terms Code Order Setup program.

Cash drawers and trays

Cash drawers can be simple shoe boxes or sophisticated peripheral devices. Either way, setup procedures are essentially the same.

To enable cash drawer and tray handling in FACTS, set the Use Cash Drawer Handling flag located on the Use tab of SO Static Control. Then refer to the Cash Drawer F/M and Cash Tray F/M sections.

If you use cash drawers that interface with your terminals or PCs, your Affiliate will need to create link files and install device drivers. In addition, a hotkey that automatically opens the drawer should be set up in Terminal F/M.

Work flow

At the beginning of a shift, open Update Shift to open a drawer, assign a tray to it and place an opening amount in the tray.

Have your sales clerks sign on to cash drawers in Cash Drawer Sign On. This program shows you which drawers are already in use and tells you which terminals (users) are signed on to them. If someone forgets to sign on in this program, the system will prompt them to do so when they enter a cash-type payment in Counter Sale Entry or Payment/Deposit Entry.

Begin entering sales in the Counter Sale Entry.

At the end of the shift, open Update Shift to remove trays from their respective drawers. Trays are actually removed by assigning another balanced tray to the same drawer. Once another tray is assigned, the first tray is automatically removed and ready to be balanced.

Open Balance Cash Trays to count out the trays and run Z-out reports, which are printouts of the transactions run through those trays. A currency calculator is available to help you keep an accurate count of currency, checks, credit card slips, etc.

Once a tray is balanced it can be assigned to another drawer.

At the close of a day, make sure all drawers are signed off by entering Cash Drawer Sign On and setting each drawer to NONE.

Counter Sale Entry Processing Details

The Counter Sale Entry screen is divided into three sections: the header portion where you enter the customer placing the counter sale and other general information required to process the counter sale, the line item portion where you add items, quantity and pricing information, and the footer window where you enter final fields prior to completion of the counter sale.

Counter Sale Print (SOP320) Notes

The system also prints any notes flagged during Counter Sale Entry to print on receipts. Urgent document notes print before normal document notes. Memos print before any line notes, and line notes print in the order of entry with no special dispensation for urgent notes.

To use the invoice format on counter sale documents:

1. Click Sales Orders>File Maintenances>Infrequent File Maintenances>SO Document Print Control F/M.

2. Click Counter Sales, and set the Print Format option to Use Invoice Format.

3. Save and exit.

Printing BOM item components on counter sale receipts

If an item is a bill of material item and the BOM on Invoice flag is set to Y in SO Static Control (Inventory tab), the component items used to produce the BOM item print on the counter sale receipt.

To print an alignment, select Printer Options>Print Alignment.

Recurring Invoices

You can use the Recurring Invoices subsystem to generate any invoices that need to be sent on a recurring basis (e.g., service contracts or blanket orders). It enables you to set up the document one time and to have the system automatically post it to the Sales Orders Document File for each month designated. It also makes it possible for you to set up a cutoff so that the monthly posting stops at a predetermined time.

As with regular invoicing all recurring documents are entered using the customer number and item number, etc.

Program concepts

The Recurring Invoices menu contains these programs:

Use the Recurring Document Entry program to enter recurring customer invoices to post into the sales orders processing cycle.

The Recurring Document Entry screen consists of three sections. The upper portion of the screen is called the header portion where the customer number, ship date, etc. are entered. The middle portion is called the line-item portion where each item, price, quantity, etc. is entered. The lower portion, which shows up after line items are entered, is called the ending routine and consists of the final inputs prior to completion of the document. The screen is designed to look like a printed invoice. You have the option of changing, adding to, removing line items from or deleting the recurring invoice at any time.

Use the Recurring Document Listing program to obtain a listing of all recurring documents on file. An optional update allows removal of expired documents. If only expired documents are selected, an optional update which follows the following printing of the listing, allows the removal of all expired documents just printed. Report information includes the following: customer number, name, sequence number, ship-to number, warehouse to be shipped from, salesperson/territory, terms code, tax code, whether to print the document as a work order and/or an invoice, day of month to post, months to post, total document amount, total number of documents and dollars posted, memo and status.

Use the Post Recurring Documents program to post recurring documents into the Sales Order processing cycle based upon the post month and day for the current period. The program recalculates all commission percentages on lines not flagged as commission user override as the SO document is created. The Post Recurring Documents processes any Rush orders before any normal or service hold.

Start by selecting the day through which recurring documents are to post.

This program must be run in order to bill customers.

Recurring Document Entry does not allow for multiple shipping warehouses. When recurring documents are being posted, the system sets the document freight method from the customer record. If the Freight Method is quoted, the system uses the freight in the recurring document header in the quoted freight amount field.

If the Freight Method is calculated:

- Because recurring documents are a contracted with the customer, even if the freight method for the customer is calculated, the system uses the freight from the recurring document header.
- if the freight amount in the header record is not zero, the freight amount is used in the SOFRWH record of the initiating warehouse and the user-override flag is set to "Y" (selected).

- if the freight amount in the header record is zero, a zero freight amount is used in the SOFRWH record of the initiating warehouse and the user-override flag will be set to "N" (unselected).

Shipping

The Shipping Subsystem is a manifest system that handles multiple carriers but is geared mainly toward UPS.

UPS requires that companies use a UPS approved shipping package. Contact your FACTS affiliate if you have questions about which shipping software system you should use.

Program concepts

The Shipping menu contains these programs:

Freight Entry Program, is used to enter orders into the freight manifest system. Each order you enter appears on the manifest when you print it. You should enter orders by sales order number or consignee and ship via. In other words, enter all the packages to the same address using the same ship via on the same freight entry (this saves time and reduces errors in entering header information).

Freight orders can be entered for any warehouse. Keep in mind that the shipper number is determined by the warehouse (stored in the Warehouse File), and the charges are based on the zone, which for ground service, is also warehouse dependent.

The system stores default zones in both the Customer File and the Ship-To File. During header entry the program displays the latest default zone, the entered zone if any, and the zone calculated by the zip code. You must select the correct zone. NOTE: UPS has different zones for rural and urban Alaska.

The Freight Entry Screen consists of two sections. The upper portion of the screen is called the header portion where the customer number, ship via, and department are entered. The lower portion is called the line-item portion where each package, weight, value, etc. is entered. During the entry of an order, the user has the option of changing, adding to, removing line items from, or deleting the order at any time.

Shipping Label Print outputs UPS-style labels for sales and freight orders. The Shipping Label Print Program is identical to the UPS Shipping Label Print Program in the way each works. The difference between the two is the output. This program prints a label 4 1/8 x 2 15/16 inches. The UPS shipping label is 2 15/16 x 5 3/4 and subscribes to UPS regulations. This program is also called by the Freight Entry Program when printing freight orders with a ship via other than UPS. Print up to 99 labels for each document entered. Also print shipping labels for freight and sales orders by warehouse.

Use the UPS Shipping Label Print program to print UPS-style shipping labels for sales orders and freight orders. The UPS Shipping Label Print Program is identical to the Shipping Label Print Program in the way each works. The difference between the two is the output: This

program prints shipping labels that measure 2 15/16 x 5 3/4 inches. The Shipping Label Print Program prints a general mailing label 4 1/8 x 2 15/16 inches. Print up to 99 labels for each document entered. Also print shipping labels for freight and sales orders by warehouse.

Use the UPS C.O.D. Label Print program to print regulation UPS C.O.D. labels for sales orders and freight orders. Even if you are not using a computerized manifest system, this program can be run to print multiple C.O.D. labels. Enter the information in Freight Entry or pull over the sales order, and enter the C.O.D. amount for each package. Then, run this program to print labels for each individual package. You can also enter the invoice number and C.O.D. amount through this program. The UPS C.O.D. Label Print program prints all the required data on the preprinted UPS C.O.D. label. According to the Use Alt Ctl # flag in the Shipping Control Record, the system prints the invoice or freight order number on the label as well as the preprinted UPS number. If the alternate control number is used, UPS tracks the C.O.D. package through the number; it does not track it by the preprinted UPS number. You can also print C.O.D. labels for freight and sales orders by warehouse.

The labels created by these 3 programs are not approved by the carrier.

Freight Manifest Print program prints the manifest that is required by the carrier. It can print all the manifest orders for UPS 1st Day Air, 2nd Day Air, all UPS manifest orders, or orders for another carrier. This program prints separate manifests by ship via code to accommodate multi-carrier functionality. Note: The manifests created from this program are not UPS-approved. This program prints a summary of all line-items (packages) in the Sales Orders Freight Order File that possess the required criteria. Print manifests on 8 1/2 x 11-inch paper and in compressed print, so the manifest will fit in 132-column format. Manifest information includes the following: manifest date, shipper's address and number, invoice number, consignee and the consignee's address, UPS zone, package weight, freight charge, C.O.D. amount, declared value, and if the package uses the GroundTrac service, if it is oversized or if a call tag has been issued. The manifest also sub-totals every one hundred packages. A summary is printed for each zone, including the number of letters, number of packages, total weight, total freight charge, number of C.O.D. packages, total C.O.D. charges, total insurance charge, and total number of call tags. The summary concludes with the total number of GroundTrac packages on the manifest, total number of C.O.D. packages, total C.O.D. charges, and total UPS revenue. You have the option of printing manifests by warehouse and multiple warehouses. If printing by multiple warehouses, the program uses the shipper number from the first warehouse code entered.

The Freight Inquiry program allows you to view any shipment in process or any past shipment. Open freight orders (in process) can be viewed by a warehouse, or customer. Past freight orders are also customer and warehouse specific, as well as date sensitive. The inquiry displays the documents as they appeared in Freight Entry, with two exceptions: when the current warehouse is set to ALL, the warehouse for the freight order is displayed, and if viewing the past freight orders, the date of shipment appears. The Freight Inquiry is helpful in tracking shipments for customers and/or warehouses. It also enables you to find out exactly what date a sales order or package was shipped.

Use the Freight History Report program to print a history of the manifests that have been shipped. The report shows the manifest as it appeared the day the carrier picked up the shipment. This is helpful in finding out when an order was shipped, what day it went out, etc. Report information includes the following: manifest date; shipper's address and number; invoice number; consignee and the consignee's city, state, and zip code; UPS zone; package weight; freight charge; C.O.D. charge and amount; declared value; insurance

charge; the total charge; whether the order uses the GroundTrac service; and whether the package is oversize or a call tag has been issued. This also provides a hard copy of past manifests (which UPS requires to be on file for one year).

Use the UPS Chart Print program to print a zip code to zone conversion chart or a rate chart based on weight and zone. Both of these charts are required by UPS, when using their computerized manifest system. The Zone Chart prints a listing of each warehouse's zip-zone conversion. It shows the zip code prefix and the zone for that prefix. The Weight Chart prints the rates for one pound to seventy pounds for the zones selected. Printed are the zone, the pounds, and the rate.

Work flow

The Shipping Subsystem integrates sales orders shipments as well as the occasional non-invoiced shipment. The Freight Entry Program prompts you for an invoice number, if you enter an invoice number, the system automatically pulls over the customer, address and ship via. If the invoice changes, the Freight Entry Program makes the necessary adjustments when you enter the invoice number after the changes have been made. It is not necessary to delete and reenter the freight information for changes to the header on the invoice.

If the entry on the manifest does not stem from an invoice, you can enter an order number that is not on file. The program perceives this entry to be a non-invoiced entry, and it appears on the same manifest as the sales orders shipments. This allows shipments from departments other than sales.

Contract pricing

The Contract Pricing Subsystem is an optional feature of the FACTS System. The Contract Pricing subsystem allows you to enter, maintain, list, and remove existing contract prices.

Program concepts

These programs are available in this subsystem.

Contract Entry (SOE560) is used to enter and/or maintain contract prices. You can also access a delete option for active contracts. The entry screen consists of four sections:

- header, where you can specify that the contract is for all customers and/or items, the contract type, the effective and expiration dates and whether the contract is for all direct ships or all warehouse ships .
- standard pricing, where you enter contract standard pricing and commission information for the customer/item scope selected.
- price level pricing information, where you enter contract price level and commission information for the customer/item scope selected.

- quantity break pricing information, where you enter contract quantity breaks, prices and commission information for the customer/item scope selected.

Contract Listing (SOR510) is used to obtain a listing of selected existing contracts entered through the Contract Entry program. You can specify: whether to print based on contract status--current, future and/or expired contracts, print based on the 'approved or not approved' setting, contract type, contract selection method, units of measure, whether to print standard price and price levels and/or quantity break prices, and whether to print actual prices along with suggested/existing contracts.

Expired Contract Removal (SOU520) is used to automatically remove expired contracts entered through the Contract Entry program. You can delete individual active contracts within the Contract Entry program. However, you can use this to remove batches of related expired contracts — for example, all contracts for a specific customer, a specific item, etc. You can specify: to remove based on an expiration date, customer scope for remove by criteria, item scope for remove by criteria and beginning and ending scope choice to remove. It may be helpful to first run the Contract Listing program to generate the list of contracts to delete.

The Contract Hierarchy F/M is an optional program that allows you to set the hierarchy for contract prices. This hierarchy provides the order in which contract prices are searched during the Sales Order Entry programs. In the SO Static Control F/M, the Default Price control determines what priority the order entry programs give contract prices in relation to other types of prices set up in the system. Contract prices will not appear in Sales Order Entry programs if the Use Contract Pricing flag in SO Static Control F/M is not selected, or is set to N. The contract pricing matrix that you create in this program is based on the customer (who is placing the order) and the item (what merchandise is being purchased). You must determine the priority by customer of which price the system should select as well as the priority by item of which price the system should select. The choices of the hierarchy are as follows: Item Scope Priority (Individual Item, Item Price Class, Vendor, and All Items) and Customer Scope Priority (Individual Customer, Customer Price Class, and All Customers). Based on how you set the priorities of customer and item, the system sets the priorities of all contracts from highest priority to lowest automatically.

Use Contract Maintenance to quickly add/copy/create/chain/delete/list/modify a contract or group of contracts. You may also save "Collections" of contracts, or manage/modify a collection of contracts. The term collection, from here forward, refers to contracts displayed in the list browser (whether one contract or many contracts is displayed). In Contract Maintenance, you can use the available menu options to aggregate/compile/build a collection that you want to work with or modify in some way. Once you have assembled a collection (even if the collection has only one contract), you can save that collection and give it a name for later use, i.e. collections can be saved and retrieved. A saved collection is visible upon 'look-up' only to the user who created it. Once a collection is saved, it can be modified using the menu options displayed under "Collection", or, the individual contracts that make up the collection can be modified using the menu options displayed under "Contract". Creating a saved collection is not required. You can use Contract Maintenance without ever saving that collection. Without saving a collection, the user can simply use the menu options each time they come into Contract Maintenance. Saved collections do not 'update-automatically' with contracts that have been added/changed since the date the collection was last saved – e.g. if you create a collection for "all contracts that have not yet been approved", and save it, and then a week later open that collection, all the contracts since created in that week (that are not as yet reviewed) will have to be added/merged to that collection (through using the 'Filter'

menu option or adding those contracts specifically through the collection menu option 'Add Contract'). In the list browser, the system displays the contracts comprising the collection and includes the following information: contract number, type, description, effective date, expiration date, chain from, chain to, approve, priority, customer, item, last Daily Sales Register, and Quote number, the contract was generated from. The Customer column displays 'All' if the 'all customers' check box is selected for the contract. If customers are listed, then up to 2 customers (separated by a comma) will be listed; if there are more than 2 customers then after the second customer will be **…**. If there are no customers listed in the contract, instead the contract has only customer price classes, and then the display of two classes, as above, applies for customer price class listing in this column. If customers exist in the contract (even if only one) then no customer price class entries will display in this column, only customers. The Item column works identically to Customer column but for Items. First for items; if no items are listed in the contract then the display is for item price class; if no item price classes listed either, then the display is for primary vendors.

Contracts are written with a contract number and description. After entering pricing calculations, effective and expiration dates, and so on, then you enter the "scope" of the contract by specifying the Customer Scope ("who the contract is for"), the Item Scope ("what it applies to"), and the Shipment Scope ("where it comes from").

When FACTS calculates contract pricing and multiple contracts with the same scope apply, the system selects the contract with the lowest price.

You can mark contracts as "Awaiting Review". If the flag is set, the contract will not be used even if the dates indicate it should be effective.

Contract scope

Under the Customer Scope, you can enter any number of individual customers (with or without ship-to's) and any number of customer classes. Alternatively, you can specify that the contract applies to all customers.

Under the Item Scope, you can enter any number of specific items, any number of item classes, and any number of primary vendors. You can enter UM specifications for any of the three Item Scopes: Specific Item, Primary Vendor and Item Price Class. You can enter specific UM scopes for any of the three Item Scopes (Specific Item, Primary Vendor and Item Price Class). Alternatively, you can specify that the UM applies to all items.

Under the Shipment Scope, you can specify whether the contract is valid for drop ship lines. The Shipment Scope options are Y (for the Vendors entered), N (doesn't apply to drop ship lines) and A (applies to all drop ship lines, regardless of vendor). If you select Y (for the Vendors entered), you can enter any number of drop ship vendors. You can also specify whether the contract is valid for warehouse ship lines, with the options being Y (for the warehouses entered), N (doesn't apply to warehouse ship lines) and A (applies to all warehouse ship lines, regardless of shipping warehouse). If you select Y (for the warehouses entered), you can enter any number of shipping warehouse.

Contract Pricing

You can setup contract prices for a customer, customer price class, or all customers by an item, item price class, vendor or all items by pricing unit of measure. For example, you may give a specific customer a special price on an item or class of items, or may give all

wholesale customers (one customer price class) a discount off the standard price on a specific item or a class of items. You can set up any one of the combinations.

Once the combination of the contract is determined, the contract may have the following price types defined:

- Standard Price - The standard price of the contract as determined by the user. Standard contract price may be entered as a dollar amount, a percent (%) change of the actual standard price or may be entered using a basis (list price, manual cost, sales order cost, standard price or any price level) and multiplier.

- Level Price - Up to 6 contract level prices per item can be entered. The level price used when the item is sold is based on the price level assigned to the customer. For example, if a customer is assigned price level 4, the level 4 price is used when selling an item to that customer. Contract level prices can be entered as a dollar amount, a percent (%) change of the actual level price or may be entered using a basis (list price, manual cost, sales order cost, standard price, or any price level) and multiplier.

- Quantity Break Price - Up to 6 contract quantity break prices per item may be entered. The quantity break price allows the user to enter a minimum quantity of the item to sell along with the price per UM for that item. For example, if three quantity breaks are set up as follows:

    Qty Break 1 10 ea. for $2.75 ea.

    Qty Break 2 15 ea. for $2.50 ea.

    Qty Break 3 20 ea. for $2.25 ea.

    The quantity sold is 12, the default price would be $2.75. Contract quantity break prices may be entered as a dollar amount, a percent (%) change of the current quantity break price or may be entered using a basis (list price, manual cost, standard price or quantity break) and multiplier.

    Commission percentages may also be set by price level or quantity break.

Contracts are set up with an effective and expiration date. Contract prices are only used when the sell date is between the effective and expiration date. Once a contract has expired, it remains in the system. It can be deleted through the Contract Entry Program or removed by date through the Expired Contract Removal Program.

Contracts under review

In Contract Entry you can enter contracts with an effective date. If you want to ensure that the contract does not take effect until it's been reviewed even after the effective date, select the Awaiting Review prompt to prevent the contract from taking effect. To review a contract, select the Review option in Contract Entry to access the Price Contract Review screen. On the Price Contract Review when you select the Contract Inactive; Awaiting Review field, the system records the user id and date in the Review By and Review On fields. You can toggle the Contract Inactive; Awaiting Review setting on and off.

How FACTS determines when to use contract prices

When entering contracts prices, there may be an actual price for a level and a contract price for a level. If the level is then used as the basis the system must determine whether the actual level price or contract level price is used. The rules are as follows:

- If the basis price level is lower than the entered level, the contract price is used.
- If the basis price level is equal to or higher than the entered level, the actual price is used. This is because there is no contract price yet for a higher level.

For example, below are the bases, multipliers and which prices are used in calculating contract prices when setting up contract price levels for an item:

Level Actual Price Basis/Multiplier Which price used / How calculated

$25.00 Level 3/ 1.1000 Level 3 actual is basis - calculated price is 23.00 x 1.1 = 25.30

$24.00 Level 2/ 1.1000 Level 2 actual is basis - calculated price is 24.00 x 1.1 = 26.40

$23.00 Level 1/ .9500 Level 1 contract is basis - calculated price is 25.30 x .9500 = 24.04

$22.00 Level 3/ 1.0500 Level 1 contract is basis - calculated price is 24.04 x 1.0500 = 25.24

$21.00 Level 2/ 1.0500 Level 2 contract is basis - calculated price is 26.40 x 1.0500 = 27.72

$20.00 Level 6/ 1.000 Level 6 actual is basis - calculated price is 20.00 x 1.000 = 20.00

The Contract Entry programs allow you to set up the contract standard price, level prices and quantity break prices three different ways. The following three set up options are the basis for the entry of all prices throughout these Contract Entry programs:

1. Using a basis and multiplier

Contract prices can be entered by setting a basis and multiplier. This means that to set up a contract price, another existing cost or price is the basis of the new contract price and a multiplier is applied against it. If for example, the basis price was $100.00 and the multiplier was .9400, the new calculated price would be $94.00 ($100.00 x .9400). Taking this example further, in setting up level prices, you can determine that each one is based on some % (percentage) of the list price. If the list price is $100.00 and the levels are 1) $95.00, 2) $94.00, 3) $93.00, 4) $92.00, 5) $91.00 and 6) $90.00 the level prices may be set up using a basis, list price, and multipliers: 1) .9500, 2) .9400, 3) .9300, 4) .9200, 5) .9100, 6) .9000.

When entering contract prices using a basis and multiplier, the actual price is not calculated and stored in the pricing files. Rather, the basis and multiplier is stored in the contract pricing files and the basis amount and multiplier calculation is performed at the time the item is sold in the sales order entry programs. The purpose of entering contract prices using a basis and multiplier is that if the basis amount changes, no new contract prices will then be required to be entered. For example, if the standard price is always a multiplier of manual cost, then the standard price will automatically be changed if the manual cost is changed.

2. Using a dollar amount

Contract prices may be entered by entering the actual dollar ($) amount. No calculations are then necessary. The price entered is the price that is stored in the pricing files and is what is used when the item is sold in the sales order entry programs.

3. Using a change % (percent)

Contract prices may be entered by entering a change % (percent) from the actual price. For example, if a standard price of $100.00 is increasing by 3% then a change % may be entered of 3.000. The system will then calculate and display the new calculated price of $103.00. When entering a change %, the actual dollar amount is calculated and stored in the contract pricing files. In this example, $103.00 is stored in the files and is what is used during the sales order entry programs.

Commission Percentages

In addition to the three set up options for the standard price, price levels and quantity breaks, you can also enter a commission %.

The Use Commission Percent Levels flag in Inventory Control Static Control F/M determines whether this commission flag is used throughout the costing/pricing subsystem. If the flag is turned off, the option to enter the commission % is never available. If the flag is turned on, each contract price that is set up will require the entry of a commission %. When entering the commission %, you can set the commission % to "no priority" (blank) indicating that commission is not generated based on the price being set up. (If the item is set to "no priority", any commission % entered in the contract pricing system will be ignored). (For more information on commissions, refer to the commission basis flag set in the Company Control F/M program in the System Management Manual.)

Contract hierarchy

You can set the contract hierarchy through the Contract Hierarchy F/M program. The contract pricing matrix is based on the customer (who is placing the order) and the item (what merchandise is being purchased). You must determine the priority by customer of which price the system should select as well as the priority by item of which price the system should select. The choices of the hierarchy are as follows:

Customer Scope Priority (Individual Customer, Customer Price Class, All Customers)

Item Scope Priority (Individual Item, Item Price Class, Vendor, All Items)

Based on how the priorities of customer and item are set, the system sets the priorities of all contracts from highest priority to lowest automatically.

For example, if you set the Customer Scope Priority to ICA, and the Item Scope Priority to IVCA, then the system would display the following hierarchy for the contract pricing:

The above priority list represents the order that contract prices are used when selling items through the sales order entry programs. In the above example, a contract price for a specific customer and specific item would take precedence over all other contracts. For example, there is a contract price set up for item I100 and customer C100 for $45.00. There is also a contract price set up for customer C100 and item price class, widgets for a 10% discount off the list price. Item I100 is a widget and is assigned to item price class, widgets. Therefore, when item I100 is sold to customer C100, there are two eligible contract prices: one for the specific customer and specific item and one for the specific customer and item price class. By looking at the hierarchy set above, the system will select the $45.00 price from the specific customer/specific item contract since it is higher in the priority than the specific customer/item price class contract price.

If the system should use the lowest contract price available regardless of the hierarchy, there is an option to have the system always select the lowest price.

Contract Entry (SOE560) functionality

The following functionality is available:

- Contract Price by Ship-To: You can specify that a contract is valid for all customer ship-to addresses or for only designated ship-to addresses.
- Copy Contract: Any new contract can be copied from an existing contract.
- Contract Price by Warehouse: Any contract can be valid for all shipping warehouses or only the warehouses you specify.
- Shipment Type Designation: For each contract, you can specify whether the pricing is valid for warehouse shipments, direct shipments or both.
- Multiple Scopes for One Contract: Instead of creating the same contract more than once for a few customers or items, you can simply create the contract and then assign which customers/ship-tos, items, warehouses, and vendors the contract applies to.
- "Approval" Flag: You can enter contracts in Contract Entry with an effective date. A contract is not active until it's been approved, even after the effective date. Select the Approve button to set this flag (check the box to approve the contract, uncheck the box to set the contract as 'not approved' and thus inactive, even if the effective date has passed). Fields for Approved Date and Approved Reviewer are also available.
- Rounding Codes: Each contract can be assigned a flexible rounding code, which can round prices up or down to a specified cents (i.e., to .99) and/or dollar increment (i.e., the nearest $5.00). The rounding codes are completely user-defined.

Customer Returns

The Customer Returns Subsystem (CRS) is an optional feature of the FACTS Sales Orders system. The CRS subsystem provides you with the ability to enter and track customer merchandise returns while improving customer service. The objective of the CRS module is to provide immediate response to customers who return merchandise for any reason while minimizing internal costs and maximizing internal controls over returned goods.

EWMS (Accellos) / FACTS CRS Integration

Only lines in CRS that are Accellos warehouse integrated (meaning the warehouse is enabled/interacting with Accellos) will be sent to Accellos when a CRS document

authorization is printed. However, if any line is sent and is at Accellos, the user will be denied entry into that document. This is consistent with processing in Order Entry for orders sent to Accellos. When the CRS document is received back from Accellos and any needed sales order and/or credit memo documents are created, the user will be able to access the document again in FACTS. The lines that are already processed will have fields disabled at the line level.

Program concepts

You can access the following programs from the Customer Returns menu:

Customer Returns Entry (SOE810) is used to create and edit customer return authorizations and customer return documents. Customer return authorization processing is an optional feature. The entry screen consists of three sections: the header, where the customer number, ship date are entered; line-item entry, where each item, price, quantity, and so on is entered; and the ending routine, also called the footer, which consists of the final fields prior to completion of the customer returns document. The screen is designed to look like a printed invoice. During entry of a Customer Returns document, you can change, add, or delete line items at any time, or delete entire Customer Returns documents.

Returns Authorization (SOP820) is used to print and reprint the returns authorization. An authorization is provided to the customer when the customer calls to indicate that a return is to be made. The returns authorization can also be used as a returns packing slip. This program prints the authorization based on the information in the text file.

You have the option to:

- Enter CRS authorization number to print
- Perform a search of CRS documents

The Returns Authorization includes information as set in the text file. The default text file's information includes: Date of issue, Customer name, Contact name, Returns Authorization number, Authorization date, Reference #, Company and address of where to return merchandise, Item number and description of each item to return, Quantity and unit of measure of each item to return, and Disposition description of each item to return.

Returns Acknowledgment Print (SOP810) is used to print and reprint the returns acknowledgment. An acknowledgment is given to the customer and can be used as a returns packing slip or repair ticket. This program uses the invoice parameters in SO Document Print Control F/M to control the print formats.

You can:

- Print an alignment
- Select acknowledgments by warehouse
- Select acknowledgments by type (acknowledgment, repair ticket, or both
- Batch print all acknowledgments or print specific documents

Returns Acknowledgment information includes: Item Number, Item Descriptions, Returned Quantity, Price and Unit of Measure, Extension, and Return disposition category.

Customer Returns Inquiry (SOI810) is used to inquire into the status of any return document. The inquiry is especially useful for locating orders for a given warehouse, customer, or item. The actual document may be displayed in detail through this program.

The Customer Returns Inquiry is a display-only version of the Customer Returns Entry program.

CRS Status Report (SOR820) is used to track returns currently on file in the CRS subsystem. It provides you with information from the return document, as well as, information from any related sales order document, credit memo, and/or vendor return when applicable.

You specify:

- print order by document, by customer or by item
- beginning and ending order
- returns by warehouse, reason, disposition, and status
- Include price, memo, and VRS information
- range of return dates

Report information includes the following: document number, return entry date, customer number, return warehouse, document line number, item and description, reason code, return quantity, unit of measure, price and pricing unit of measure, price extension, line status, document total, and credit memo or sales order document number, when applicable, or vendor number, name, vendor return document, line number and status, when applicable. This report differs from the Returns Analysis Report in that it includes pricing information.

Returns Analysis Report (SOR830) is used to obtain a report of all orders currently on file in the CRS subsystem. This report is designed to track returns. It provides you with both information from the return document and information from the sales order, credit memo, and/or vendor return when these entries are generated.

You can specify:

- print order by customer or by item
- beginning and ending order
- returns by warehouse, reason and disposition
- range of return dates

Report information includes the following: document number, return entry date, customer number, return warehouse, document line number, item and description, reason code, return quantity, unit of measure, line status, and credit memo or sales order document number when applicable.

Returns Reason Code F/M (SOF820) is used to create and maintain the reason codes for the CRS subsystem. The reason code is used to classify why merchandise is to be returned and to determine whether to charge a restocking fee based on that return.

CRS Control F/M (SOF890) is used to provide you with static and non-static controls for the Customer Return Subsystem. The static controls are flags and default entries that affect certain fields in CRS Entry and Authorization print. The flags you set in this F/M should reflect your company's return policy. FACTS updates the non-static data on a continual basis.

Work flow

Return documents are created in Customer Returns Entry using the Quick Entry screen and the Past Invoice Search or with the Customer Returns Line Entry screen.

You can create the following types of documents:

1. Returned Goods Document

2. Return to Vendor PO

3. Vendor Replacement PO

4. Customer Replacement Order

When you exit from Return Entry, the Return Authorization is printed.

When the goods are received, you can access the Order Entry suite of programs and select the menu option "RMA" and enter the return document number to go to Returns Entry with the return document information loaded.

In Returns Entry, enter the quantity that was received back from the customer for each item.

When done, the return goods credit memo and customer replacement sales order are created and status flags for the vendor return and vendor replacement is set.

As the return goods credit memo is processed through the Daily Sales Register, the status flags change for the vendor returns so the Buyer's Control Center can then process the returns to the vendor and create the negative PO. The Buyer's Control Center will also be aware of any vendor replacements that are indicated by a customer return and create the replacement PO. These will update back to the Customer Returns System files.

As the return and replacement POs are processed through the Receipt Register, the status flags on the CRS lines are again updated. If the customer credit and customer replacement were waiting on vendor action, the credit memo and sales order will be created. The DSR updating these documents will again update back to the CRS line.

After the documents are initially created, you no longer need to go into Customer Returns Entry to complete the return document. As the supporting documents are processed lines will be marked as complete. When all lines on the return document are complete the document will be marked complete.

Initial setup

The setup required to begin using the Customer Returns System is minimal; however, there are several questions that you should consider prior to setup. The answers to these questions will determine how you set up the system controls, in accordance with your company's policies and procedures.

• Do you allow the return of temporary items?

• Will you require all returns to be tied to a specific past invoice?

• Do you want to store customer returns history information?

• Do you want to charge a standard restocking fee? If so, is the fee a flat dollar amount or percent based fee?

• Do you want to track returns using separate GL accounts?

• How many different ways does your business handle returns?

Customer Returns Entry (SOE810) additional features

A number of additional features are available in the Customer Returns Entry Program:

- Memo lines can be entered
- Temporary items can be entered
- Catalog items can be entered
- Inquiries include Interchange, Catalog, Customer Item, and Past Sales
- A Returns Authorization can be printed
- A Returns Acknowledgment can be printed
- Lost sales can be entered
- Items can be added on the fly during line-item entry
- During processing, the system automatically displays urgent notes for customers and items based on your settings on the Notes tab of SO Entry Options F/M. Refer to the Viewing/Entering Notes from Sales Order Programs topic for additional details. When the Customer Returns Entry program automatically creates purchase order such as for a direct ship sales order, FACTS determines if Vendor and Item notes should import into the PO, based on the export options setup on the note, and the Notes pop up functionality is disabled. If a note is set to export or required, then FACTS automatically imports the note onto the PO.

Returns processing and replenishment

The Return document is created in Customer Returns Entry using the Quick Entry screen and the Invoice Search or with the regular line entry screen.

When you exit from Returns Entry the Return Authorization is printed.

When the goods are received, you can access the Order Entry suite of programs and select the menu option "CRS Entry" and enter the return document number. This will take the user to Returns Entry with the return document loaded.

In Returns Entry, enter the quantity that was received back from the customer for each item.

When done, the return goods credit memo and customer replacement sales order will be created and status flags for the vendor return and vendor replacement will be set.

As the return goods credit memo is processed through the Daily Sales Register (DSR), the status flags for the vendor returns are updated so the Buyer's Control Center can then process the returns to the vendor and create the negative PO. The Buyer's Control Center

also tracks any vendor replacements that are indicated by a customer return and creates the replacement PO. These purchase orders update back to the CRS files.

As the return and replacement POs are processed through the PO Receipt Register, the status flags on the CRS lines will again be updated. If the customer credit and customer replacement were waiting on vendor action, the credit memo and sales order will be created. The DSR updating these documents will again update back to the CRS line.

After the documents are initially created, you no longer need to access Customer Returns Entry to complete the return document. As the supporting documents are processed lines will be marked as complete. When all lines on the return document are complete the document will be marked complete.

In Returns Entry, you can also create the credit dollars CM and customer replacement SO before the items are actually returned, when the received quantity is zero. This is not the standard so it can only be done on a line by line basis using the Create Documents button in line entry. The wait vendor action flag must be No.

Temporary items

The Customer Returns Entry (SOE810) program also allows returns processing for temporary items.

In Customer Returns Entry, you can enter temporary items for returns processing for the following return options:

- Return to Warehouse
  - CRS temporary item returns may not have a consolidation warehouse that is different from the return warehouse.
- Return to Vendor for Credit
- Return to Vendor for Replacement
  - Note that the customer replacement option "Direct from vendor" is not allowed for temporary items.
- Scrap
- Repair

Temporary items created in CRS and passed through are not editable in the Buyers Control Center or the PO Entry Suite, but the temporary item flag is set to Y for them. Temporary items created in SO, which are imported into PO from a suggested PO or by F1 entry in PO Entry or PO Receipt Entry do not have the temporary item flag set to Y in PO.

The CRS Quick Entry program does not allow entry of Temporary Items.

PO returns processing for temporary items

You can process returns for temporary items in the Buyers Control Center (POE400), Purchase Order Entry (POE120), Receipt Entry (POE210) and Non-PO Receipt (POE220) programs. You can enter a temporary item having a negative quantity with no tie to any document.

In the PO Entry Program Suite the entry of purchase orders for >0 quantities is not allowed for temporary items. All quantities entered for temporary items must be negative quantities.

PO document lines tied to CRS cannot be edited; this includes lines for temporary items tied to CRS as well.

When processing a CRS temporary item that is a return action of "Repair" it is possible to enter a Unit of Measure that does not exist for the CRS Repair Item. When that repair is processed from the BCC (creating a PO), if the Unit of Measure entered in CRS is not a valid Unit of Measure for the CRS repair item, you will be prompted in the PO Entry Program Suite, to enter that missing unit of measure in UM Code F/M (ICF910) and then in Item UM F/M for the CRS repair before being allowed to continue with the PO.

Vendor return type (V-Type) records

Entry of a temporary item in the Buyers Control Center (POE400) program creates a CRS Vendor Return ("V") type document/line record just like for IC Master table (ICMAST) items. Entering a temporary item in the Customer Returns System in the Sales Order module also creates CRS Vendor Return ("V") type document/line records.

However, temporary item entry in the PO Entry, Receipt Entry and Non-PO Receipt programs does not create V-type document/line records. In order to track a temporary item return, it is necessary to create the return in Customer Returns Entry (SOE810) or via the Buyers Control Center (POE400).

PO to GL posting

The Nonstocked field in the PO line files refers to the item being a temporary item tied to a sales order, and not that the item is in the ICMAST (IC Master) table as a non-stock item. This is so the PO to GL posting table uses the Temporary/Nonstocked GL # selection. Truly temporary items entered in the PO Entry suite have the new Temporary_Item flag set to "Y" and use the Temporary/Nonstocked GL # selection too.

Returned goods credit memo processing

As the return goods credit memo is processed through the Daily Sales Register it will change the status flags for the vendor returns so the Buyer's Control Center can then process the returns to the vendor and create the negative PO. The Buyer's Control Center will also be aware of any vendor replacements that are indicated by a customer return and create the replacement PO. These will update back to the CRS files.

As the return goods credit memo is processed through the DSR it will change the status flags for the vendor returns so the Buyer's Control Center can then process the returns to the vendor and create the negative PO. The Buyer's Control Center will also be aware of any vendor replacements that are indicated by a customer return and create the replacement PO. These will update back to the CRS files.

For Returned Goods Credit Memo (allowance for credit dollars) there is no updating to inventory quantities. For a Returned Goods Credit Memo (return), the inventory quantities for

return warehouse will be updated and usage for the credit warehouse will be updated. The returned goods status is updated to complete.

If the vendor return status is N/A the and the return action is return to vendor for credit (dollars) or item return and the return warehouse is same as consolidation warehouse, change vendor return status to Ready for return to vendor (Transfer has been updated through the Receiving Register or return warehouse is same as consolidation warehouse)

If the vendor return status is N/A and the return action is return to vendor for credit (dollars) or item return and the return warehouse different from consolidation warehouse, the DSR will create a suggested transfer to the consolidation warehouse and change vendor return status to N/A. If this is also the Returned (for Credit) Credit Memo, the DSR also changes the returned credit status to complete and the Customer Replacement SO is changed to a customer replacement status of complete.

Usage updates from the Daily Sales Register

If the Update Usage field in Customer Returns Entry (SOE810) is set to No (unchecked) then usage will not be updated. If Update Usage is Yes (selected) and the Usage Period is blank then the current period usage will be updated and set to the current period. If Update Usage is Yes and the Usage Period is not blank then the usage for the indicated period will be updated.

MSDS

The Material Safety Data Sheet (MSDS) System allows you to maintain MSDS sheet information for hazardous items and to track which customers have received MSDS sheets and when the sheets were sent.

The Occupational Safety and Health Administration (OSHA) of the U.S. Department of Labor stipulates that distributors must provide an MSDS sheet for hazardous items. Therefore, distributors of hazardous items must be able to do the following:

- Keep track of MSDS sheets for hazardous items
- Send MSDS sheets to customers when they purchase hazardous items for the first time
- Send updated MSDS sheets when appropriate
- Maintain records of customers who have received an MSDS sheet and dates.

Program concepts

The MSDS subsystem contains the following programs:

MSDS On-Line Print (SOP350), which is used to print on-line MSDS sheets, summary sheets and optional cover letters. Use it to print on-line MSDS sheets, summary sheets and optional cover letters.

A summary sheet contains:

• customer number

• ship-to or order number

• MSDS IDs of sheets that were printed

• MSDS IDs of sheets that did not print due to an error

• general description of any errors that occurred.

The cover letter is maintained in the MSDS Cover Letter F/M Program (SOF986).

NOTE: This program is set to print in the following order: 1) cover letter, 2) MSDS sheet and 3) summary sheet. However, due to third-party software print queuing, it is not guaranteed that the documents will come out in this order.

A temporary file of MSDS sheets to print is generated during the SO Invoice Print program or the SO Pick Ticket program (whichever is defined in the MSDS Control F/M) and this program can be run after the appropriate SO print program.

You can print all MSDS sheets that have not previously been printed and reprint any sheets that have been printed but have not been updated during DSR to the MSDS History File.

MSDS On-Demand Print (SOP360), which is used to print MSDS sheets, cover letters and summary sheets on demand. You have three options for printing documents: by open Sales Order documents, by customer ship-to, by MSDS ID. If MSDS sheets for open SO documents or for a customer's ship-to print, an optional cover letter will accompany the MSDS sheets. If MSDS sheets for open SO documents print, an MSDS sheet will print for every line item on the SO document that requires an MSDS sheet.

MSDS ID Listing (SOR705), which is used to print a list of MSDS IDs with MSDS information and an optional list of items using each MSDS ID. The report may be run for any range of MSDS IDs.

For each MSDS ID, the report lists this information.

- MSDS ID number and description
- MSDS sheet literature location (if applicable)
- electronic MSDS file name
- MSDS print macro code
- MSDS revision date
- whether an MSDS sheet is required
- items with this MSDS ID (optional).

MSDS History Report/Reprint (SOR785), which is used to print a history report of MSDS sheets that have been sent to customers and reprint MSDS sheets previously sent (if the MSDS on-line print process is used). You can run the history report in either customer or MSDS ID order. If the report is run in customer order and the same customer number is entered for the beginning and ending customer, the prompts for beginning and ending ship-to will be displayed. Also, if the user is printing MSDS sheets on-line, this report will ask the user whether to reprint MSDS sheets already sent. Summary sheets and cover letters (if used) will also print at this time.

MSDS ID F/M (SOF905), which is used to maintain information for each MSDS ID. An MSDS ID must be assigned to each item in the IC Item F/M that requires an MSDS sheet as stipulated by OSHA standards.

MSDS History F/M (SOF987), which is used to maintain the historical information for MSDS sheets sent.

MSDS Cover Letter F/M (SOF986), which is used to enter and maintain an optional standard cover letter to be printed with a group of MSDS sheets. This program allows you to enter and maintain an optional standard cover letter to be printed with a group of MSDS sheets. Only one cover letter may be created. The printed cover letter includes the text entered through this program, with the customer and MSDS ID information needed to match the cover letter with the order/invoice and the MSDS sheets printed.

MSDS Print Code F/M (SOF988), which is used to maintain the MSDS print codes. Print codes are only used if the method for printing MSDS sheets is on-line printing. Use the MSDS Print Code F/M program to maintain the MSDS print codes. Print codes are used during on-line printing to print sheets that are stored on the disk and were either typed or scanned into third-party software such as an imaging package or a word processor, e.g., WordPerfect. Print codes are established with a default directory path where the MSDS sheets are stored. Print commands (see the section on the MSDS Print Command F/M Program) are then assigned to each print code by warehouse to instruct the system how to print the MSDS sheets through the third-party software. These print codes are then assigned to MSDS IDs in the MSDS ID F/M to direct the system on print instructions for the MSDS sheets, summary sheets and cover letters (if used). These instructions are used by the MSDS On-line Print and On-demand Print Programs.

MSDS Print Command F/M (SOF989), which is used to maintain the MSDS print commands for individual warehouses. Print commands are only used if the on-line print process is used for printing MSDS sheets. Use the MSDS Print Command F/M program to maintain the MSDS print commands for individual warehouses. Print commands are assigned to print codes by warehouse. Basically, a print command is a macro that initiates the third-party software and tells it which printer to use.

MSDS Control F/M (SOF985), which is used to control records, by warehouse, for the MSDS System. These records contain information and flag settings that the MSDS programs reference to perform various operations. For example, when printing MSDS sheets, the system checks the MSDS On-line Cover Letter flag before printing the cover letter. One record is required for each warehouse. These records contain information and flag settings that the MSDS programs reference to perform various operations. For example, when printing MSDS sheets, the system checks the MSDS On-line Cover Letter flag before printing the cover letter. One record is required for each warehouse.

MSDS History Removal (SOU930), which is used to delete MSDS history records for a specified range of customers and cut-off dates.

Inquiries

The Sales Order Inquiry Menu allows you to view sales order information by customer, item and document.

You can select the records for inquiry by using a filter in combination with an inquiry. The system then searches for records that match the conditions described by the filter settings and displays them for you to view. For example, you may want to view the records for customers that have made purchases from you after a specified date. For detailed instructions on setting up filters, see the FACTS Help file.

Information for each record you select is displayed in multiple views. Each view is grouped to provide detailed information on a particular topic or type of information. For example, Customer Inquiry includes the following views: Quotes, Ship-to Addresses, Open Sales Orders, Blanket Sales Orders, Past Invoices, MSDS, Past Sales, Customer Notes, and Customer Pricing.

Program concepts

The programs are selections from the Inquiries menu.

The SO Customer Inquiry Program allows you to view sales order information by the customer selected. Available screens include:

Quotes, which displays quote information including quote number, quote date, expiration date, warehouse, sales order number (if converted to a sale), the customer for whom the quote was made, who gave the quote and the quote total.

Ship-to, which displays alternate ship-to information from the created in the Ship-To F/M for this customer. This view lists the alternate ship-to numbers, location names, contact 1, and phone number 1.

Open Sales Orders, which displays sales order information including document number, document type (work order, invoice, credit memo, counter sale, etc.), document status (work order entered but not printed, work order printed, confirmed invoice, receipted invoice, deleted sales order, voided invoice), document origin, order priority, ship-complete status, invoice date, warehouse, amount, ship-to and reference number.

Blanket Sales Orders, which displays information on blanket sales orders including document number, hold status, warehouse, entry date, expiration date, completion date, ship-to number and reference number.

Past Invoices, which displays past invoices including SO document number, AR invoice number, order priority, ship-complete status, document type (work order, invoice, credit memo, counter sale, etc.), invoice date, warehouse, amount, ship-to and reference number. In the view area, select the line and choose the Line Detail button or double click on the icon at the beginning of that line. On the Line Detail screen for Past Invoices view of SO Customer Inquiry, there are 2 special buttons available above the line item browser. The GL Posting button is enabled when the transaction highlighted in the browser is one that allows for drill back from the source document to the GL posting that was created by the register. If the GL posting records can be found, then Journal Inquiry will display defaulting to showing

transactions for this document only. The AR Detail button is available to view the AR document associated with the invoice if it is still on file.

MSDS, which displays information on Material Safety Data Sheets (MSDS) that were sent to this customer. The information in the view consists of the MSDS ID and ID description, ship-to, date last sent, MSDS revision date and the invoice numbers with which the MSDS sheets were sent.

Past Sales, which displays past sales information for each item number and description. Listed information consists of invoice number and date, quantity sold and the corresponding unit of measure, price and the pricing unit of measure.

Customer Notes, which displays customer note information.

Customer Pricing, which displays customer pricing information on items. Listed information consists of item number, item description, quantity break information, the customer's default price, pricing unit of measure and item type. You can highlight an item line to and select Line Detail to access level pricing, contracts, and past sales information for the customer/item combination.

General, which displays general customer information: name, address, customer's price class, customer's price level, commission %, off-invoice discount, ship via, UPS zone, contact information, and Sales Order processing options for such as payments, ledgercards, past sales and invoices, back orders, required POs for sales orders, and credit information. This information display here is entered in Customer F/M (ARF910).

User-Defined, which displays data that appears on the User-Defined view Customer F/M (ARF910).

Doc Routing, which displays the document routing information, Listed information includes the account, document type and description, routes, fax number and email address.

The SO Document Inquiry program allows you to view quotes and sales order documents in detail by the type and status selected. The type options are: open work orders, backorders, invoices, credit memos, and counter sales. The various status codes include: work orders entered, but not printed, pick ticket printed, confirmed invoice, invoice printed, invoice released, deleted sales order, voided invoice. Inquiry information includes an overview of the document's current status, the actual document as it appeared at time of entry (with updated amounts and units) and as sales orders are line-item salable, each sale per line may also be displayed. You can inquire by document number. Displayed information includes document number, type, status, and entry date, customer number and name, ship-to number, document total, and designated warehouse salesperson, and order priority. In Past Invoice mode, the AR Disputed indicator and memo also display on the main screen. In Quote mode, there are also a few slight differences in the screen display.

The SO Items-in-Process Inquiry program allows you to inquire about the status of a sales order item. This inquiry displays in item order all the sales orders that contain the selected item. You choose the beginning item to view. Information includes item, document number, type, status, order amount, ship amount, backorder amount, unit of measure, cost and warehouse Inquiry information is displayed in item order and includes: item and description, document number, document type, status, entry date, customer number and name, warehouse, order quantity, shipped quantity, backordered quantity, inventory unit of measure, price and pricing unit of measure.

This inquiry has a multitude of uses, but is especially useful for determining all orders and invoices containing a given item. By selecting the correct document types and status codes to display, this inquiry provides information similar to the Order Status Report by item. Of course, if more detailed document information is desired the actual document may be displayed through the appropriate order entry program or through the Document Inquiry program.

You can specify:

• SO (sale order) or PO (purchase order) items in process for the inquiry.

• document type(s) to display: -open orders, direct entries or confirmed orders, credit memos, backorders, counter sale invoices for SO documents and open purchase orders, backorders, and non-PO receipts for PO documents.

• document status code(s) to display (stage in the sales orders or purchase order processing cycle).

• beginning item to display.

The SO Item Inquiry program allows you to display specific information for items in the Inventory File. Items may be displayed individually or sequentially. You have the option to display general information, packaging information, warehouse information, open purchase order information, , blanket sales order information, costing information, pricing information, interchange items, ledgercards, turn information for the past 12 periods, item notes, restocking, usage, receipt information, production, warehouse transfers, serial/lot information, vendor information, sales history information, item activity information, MSDS and DOT information. This inquiry is also found on the Inventory Control Inquiries Menu.

The Rejected Lines Inquiry is only accessible if the multiple warehouses on an order feature is being used. This program allows you, from the initiating warehouse, to view information about all items on hold or rejected for shipment by the shipping warehouse. It also provides quick access to the document in Order Entry to change/delete the line on the order. This program provides information about all items on hold or rejected for shipment by the shipping warehouse. It also gives you quick access to the document in Order Entry to change/delete the line on the order.

Use Catalog Item Inquiry to review information for catalog items within inventory. When you first access Catalog Item Inquiry, the upper portion of the screen contains a Go to field, which is used locate specific items. The Go to field is case sensitive. This means that if you enter i100 to lookup an item number when someone entered it as I100, the item record you are looking for will not appear in the browser.

There are two views available in the lower portion of the screen:

General--Displays the following information from the item's master file: item class; item price class; vendor; vendor item; interchange item number, weight, model number and standard package size associated with this catalog item and the date the item was established (entered) in the system.

Pricing--Displays pricing information including current and suggested list price and manual cost, the pricing unit of measure, the current and suggested standard price, current and suggested pricing for levels used by the system (1-6 as set in the IC Static Control F/M), and quantity break prices in both the default Pricing and Quantity Break UM (if available).

Disputed document indicator

The SO Doc Inquiry in view-only Past Invoice mode provides an indicator for disputed documents. If any of the corresponding open invoice records in AROPEN are disputed, the text "*Disputed Invoice*" and memo are displayed in the upper portion of the SO Doc Inquiry screen.. For example, if you have an open invoice with split terms and only one of the terms is in dispute, the drill to SO Doc Inquiry will display the disputed indicator for both continuation lines. The disputed memo (50 characters) is the first encountered memo for that invoice (first disputed continuation).

The AR Disputed indicator only appears in Past Invoice mode.

Price level information for line details

SO Doc Inquiry line detail contains a field labeled Price Origin. If Price Type is "P", the field contains the standard price description from the IC Static Control record. If Price Type is "L", the field contains the level price description from IC Static that corresponds to D3$(12,1) - Level field.

Ordered amount column

The Ordered amount column header displays as "Orig Ord" in Overview mode for Open Docs and Past Docs and displays the original ordered amount. In Current mode, the column displays as "Ordered' and displays the current ordered amount.

Source CRS/BSO number information

The source CRS/BSO number appears above the Customer number on the main screen and in the title bar of Line Detail for Open Docs, Past Docs, and Past Invoices. The Last CRS appears to the right of Invoice number in Line Detail of Past Docs and Past Invoices.

Searches

You can search open sales order documents, past sales order documents, blanket sales orders, quotes or past invoices.

Search quotes according to quote number.

When searching sales order documents:

- Search open or past documents by document number.
- Display documents in current or overview mode.
- Search open documents by type(s) (open work orders, invoices, credit memos, backorders or counter sale invoices).
- Search open documents by status code (stage in the sales orders processing cycle).
- Search in document number or in customer number order and determine beginning order choice to display.

When searching blanket sales order documents:

- Search blanket order by document number.
- Display documents in current or overview mode.
- Search in document number or in customer number order and determine beginning order choice to display

Note: In Blanket Orders mode only the Current view is available.

When searching past invoices:

- Search past documents by invoice number.

- Display documents in actual or overview mode.

- Search in document number or in customer number order and determine beginning order choice to display.

Note: In Past Invoices mode only the Current view is available.

UnForm archiving functionality

Documents that are archived in UnForm are available for viewing from literally hundreds of programs throughout FACTS. Throughout the Document Inquiry view, look for buttons or hyperlinks that refer to Archived Doc, Archived Pick, Archived Inv, and Archived BSO to view the archived document that contains a line in the inquiry browser.

Reports and prints

Most sales orders reports can be printed in different orders (depending on the information on the report). In addition to the order, you can choose the range to be printed. For example, on the Order Status Report, you may print in order number, item or customer order. If the order chosen is by item number, the beginning and ending item number is asked for.

Program concepts

The programs available in this subsystem are:

Quote Listing, which provides a report of quotes in quote, customer, or customer alpha order. You have the option to select: print order - quote number, customer number or alpha sort, beginning and ending order choice, beginning and ending quote date to print, warehouse(s) of quotes to print, route(s) of quotes to print. Information on this report is entered through the Quote Entry Program and can be removed through the Quote Removal Program.

Report totals include the total number of quotes on the report and the total dollar amount of quotes listed.

The report includes these formats.

- Summary: quote number, quote date, expiration date, customer number, customer name, ship-to name, quoted to, initiating warehouse code, total quote amount, and order number (if applicable).

- Detail: summary plus the reference number, line-item number, item number and description, selling quantity and selling unit of measure, shipping warehouse, price and pricing unit of measure, and the line extension.

- Detail with bill-of-material components: detail plus the items that make up each finished item on the quote, including the quantity per stocking unit of measure and any memo lines.

Order Status Report, which provides a report of orders in order number, item number or customer number order. You can select a specific warehouse to print for and the types of orders to print (open, backorders or all). This report is especially useful in spotting inventory shortages and potential shortages, as well as allocating available stock.

You can specify: print order - order number, customer number or item number, beginning and ending order choice and dates, item description(s) and warehouses to print, whether to print price information. You can print various order priorities, selecting any combination of normal, rush and service hold order priorities, print only open orders, back orders, or all orders, print the component items of bill-of-material (BOM) finished items, and print the report for a salesperson or all salespeople.

The report includes the following: document number, requested date, customer number, customer name, item number, item description, available quantity, on order quantity, backordered quantity, sales order quantities, amount ordered, committed, shipped, and backordered, selling and pricing units of measure, price, shipping and initiating warehouse, order type, and an extension of the total dollar amount ordered.

If the item is a special order then the PO/transfer information and status is printed. If you are printing component items for BOM finished items, they are denoted by an asterisk by the item number and include any memos. The order the information prints depends on the print order.

Daily Shipping Report, which prints a list of backorders and work orders that have the requested ship date on or between the dates specified. This report should be run daily after the Daily Sales Register has been run. It is run prior to confirming orders for a new day to inform the user what should be shipped for the next day. Orders which contain no line-items that are available for shipment do not print.

Important Note: In the Daily Shipping Report, even if a sales order line is tied to an open PO or transfer, if there is a quantity committed and the line is not ship complete, the sales order line prints on the report. The line is not excluded from the Daily Shipping Report if a PO or transfer is still open.

You can select these options.

- beginning and ending order numbers.
- shipping warehouse(s) to print.
- route(s) to print.
- item description(s) to print.
- beginning and ending dates.

Report information includes the following: document number, document type, initiating and shipping warehouse, requested date, customer name and number, routing (if the user utilizes routing), whether the order is on hold, item and selected description, the document quantities (ordered, committed, and backordered) and the selling unit of measure, the inventory quantities (on hand, on order, committed, backordered) and the inventory unit of measure and purchase order or warehouse transfer information. The total number of documents listed is also included.

Lost Sales Report, which lists lost sales by item. A lost sale is recorded when the ordered number is greater than the shipped number plus the backordered number; e.g., the sale was

lost because the merchandise was not available. Lost sales are recorded when the backordered quantity was zero but the user did not ship all the items ordered.

The Lost Sales Report is only available if the Use Lost Sales flag is set to Y in the SO Static Control Record.

Report information includes the following: item number, item description, number of times the item was a lost sale (number of requests), the reason code for the lost sale, total lost quantity of sales, selling unit of measure, total dollar value of lost sales, and whether usage is updated from the lost sale for the item. Report totals include total dollar value of lost sales for all items in the selected warehouse and printed on the report. The total number of items listed is also included.

Returns Report, which provides a listing of merchandise returns. The report prints the invoice number, returns code, items and cost of the items returned. This report is designed to track returns. It provides the user with the document information from the return, the item information and the return type. It also provides an optional removal.

You can specify: order to print — item or item class, beginning and ending order choice and date, warehouse(s) and return code(s) to print.

Report information includes the following: customer number and name, item number and description, shipping and initiating warehouse (item was returned to), returning document type, returns code, returning document number, return date, quantity returned and the corresponding unit of measure, the extended cost of the item(s) returned and whether the return was an allowance or return. If the return type and returns code is blank, this indicates the return was entered in an entry program other than the Credit Memo Entry, (i.e., Direct Invoice Entry, etc.).

Outstanding Deposits report, which provides a list of documents with deposits that have not been applied on account or earned. An outstanding deposit is one that has not been applied to an account, transferred to another order, earned by your company or refunded to the customer.

You can print a detailed report to see a breakdown of all the deposits customer orders or print a summary report if you just want know many deposits are outstanding on which documents and the value of those deposits.

After reviewing the report, you can determine whether you need to apply, transfer or earn the deposits so they can post to the Daily Sales Register.

The Sales Order Item Report program allows you to print a report of documents in the sales orders processing cycle that contain direct shipments or non-stocked items. Report information includes the following: the document number, document type, date entered, date requested, warehouse code, order type (direct or warehouse), customer number, customer name, item number, description, committed, shipped and back-ordered quantities, unit of measure, and ordered quantity, line discount amount, total cost (based on selected quantity, and subject to cost security), total price (based on selected quantity), Gross Margin (subject to cost security) and Gross Margin % (subject to cost security). The vendor, transfer or PO number, Line number and status, and the ship-to information are available in the order tier if you want to add that data to the report using Custom Report Layout.

Route Recap Report, which lists all the documents sold for the route, in route number order. This may be instrumental in approving routes so that they may be released. This report is only available if the Use Routes flag is set to Y in the Sales Orders Static Control Record.

You can specify: route(s) and document type(s) to print - open orders, direct entries or confirmed orders, credit memos and/or backorders, and status codes to print - order entered not printed, work order printed, order confirmed or invoice/credit memo entered not printed, invoice/credit memo printed and/or invoice/credit memo released. Report information includes route number, route description, invoice number, type, status, customer number, customer name and cash and credit amounts. Report totals include cash and credit amounts for each route. The total number of documents listed is also included.

Customer Price List, which prints a list of the least expensive prices of each item for the selected customer. The user may elect to print contract pricing only. You can specify: the order to print - item, alpha, vendor or item class, beginning and ending order choice, pricing unit of measure, customer, and whether to print contract prices only. Report information includes the following: the customer name, item number, item description, price, pricing unit of measure and basis (if selected). (If Q appears beside the price, it indicates that if pricing is set up by quantity breaks, the price is the best quantity break price.)

Unbilled Freight Report, which provides a list of all invoices billed with the freight flag set to B for bill later. The listing displays the ship via, invoice number, and weight for each document. Unbilled freight is recorded during the Daily Sales Register update when the freight code is set to Bill later on an invoice. An optional update following printing of the report allows removal of all records just printed. Report information includes the following: the ship via, invoice number, invoice date, customer number, ship-to name and weight.

Service Fill Report, which is used to measure your company's level of service by evaluating what percentage of line items are completely filled on the first shipment to a customer or transfer to another warehouse. Use the Service Level Report to measure your company's level of service by evaluating what percentage of line items are completely filled on the first shipment to a customer or transfer to another warehouse. Backorders are not considered by this report.

The report can be run for one or all warehouses with a range of ship dates. It can be printed as warehouse totals only, in summary, or with order and transfer ticket detail. The user can select to include orders, counter sales, transfers, or a combination orders and counter sales.

You also can select to print the documents by customer, customer class, salesperson or ship date and include a beginning and ending range. For warehouse transfers, since customer, customer class, and salesperson do not apply, transfer tickets print in ticket number order unless you select to print in ship date order. For service level processing, the system measures the request date against the shipping date entered in Order Confirmation to determine if the line item will fail for the report. This report is valid for item type S—stocking items only.

Use the Past Invoice Report to retrieve sales information for as long as invoices are stored. You can sort invoices by Invoice, Document, Customer, Customer Class or Salesperson/Territory and narrow your selection with by a beginning and ending range, and date range. You can select an Item, Vendor, Item Class or any combination of the above to print only the information you desire. You can also include Ship-to-information for past invoices.

Past Invoice Report limitations/exclusions:

Only lines that have non-zero shipped quantities print on the report. Additionally, the "Restrict By" settings only apply to lines with non-zero shipped quantities.

For this report to be useful, your system must store past invoices. Also, if past invoices were not stored previously but are turned on at a certain point in time, this report only displays information back to that point in time.

Printing ordered-by information on past invoices

Based on the value of Print Ordered By prompt on the Invoices tab of Document Print Control F/M (SOF950) and if and the ordered by field is not blank, the past invoice includes "Ordered by xxxxx" in the line region on the first page only.

DOT Code Listing, which provides a list of all DOT Codes in the system. The listing contains the following information: DOT Code, whether the material is hazardous, hazardous material entry, hazardous class, UN/NA identification number, packing group, freight class, shipping name and optionally additional descriptions. You can specify: beginning and ending DOT Codes to print, whether to print only those DOT Codes that are hazardous and any additional descriptions of the material.

The listing contains this information about DOT Codes.

- DOT Code
- Whether the material is hazardous
- Hazardous material entry (hazardous or reportable quantities)
- Hazard class
- UN/NA identification number
- Packing group
- Freight class
- Shipping name
- Additional descriptions of the material (optional)

SO Code List, which prints a listing of the various 50 codes including route and returns code. Each code above is entered into its own F/M program. Routes are assigned to each document in sales orders (if used). Returns codes are assigned to items when the merchandise is returned and defines why the merchandise is being returned. Return reason codes are assigned to items on a CR (Customer Return document) when the merchandise is returned and defines why the merchandise is being returned. Report information includes each code and the information stored with the code. The total number of codes listed is also included.

Ship Via Listing, which lists ship via codes, which are set up in the Ship Via F/M. The report consists of codes that meet the criteria entered in the program (see fields below), including whether the codes are active or inactive, and whether they are commercial or residential. The report also shows the freight GL number associated with the code and the handling charge amount, if any. All of the information provided in this list is derived from the Ship Via F/M.

Order Activity Cost Code Listing, which lists all the different types of order cost activities. The report lists the cost code, the cost type, the document type, the warehouses the cost applies to, the cost dollars, and whether it applies to direct ships, if applicable.

Customer Order Profitability Analysis Report, which applies the costs recorded in Order Cost Activity F/M to the customers by the volume of their orders. For backorders, the order level

cost will not be applied. Backordered counter sales will be treated the same as backordered sales orders for calculating costs.

Customer Order Profitability Analysis Report Details

• BOM items will be handled as a single item if it updated the finished item, and will be treated as multiple items if it the components were entered/updated on the Sales Order.

• Calculations for the report will include: gross profit, cost to serve (all document costs based on the cost codes defined above), and net profit contribution (gross profit less cost to serve). It is the net profit contribution that will be used to sort in descending order if selected.

• Gross Profit will be calculated by taking price minus cost times quantity on each line that qualifies to be included in the report. Then order costs will be applied. Order type costs will only be applied if the initiating warehouse is included in the warehouses list. Warehouse and line type costs will only be applied if the shipping warehouse is included in the warehouses list. All flags in the cost type file will be considered before applying the cost.

Order Booking Report, which is used to review booked orders and print them for tracking purposes of tracking. You must set the Order Booking flag on the Use tab of SO Static Control F/M to indicate how many months to store order booking information. To ensure additional accuracy, the Order Booking Report is based on the system date (not the FACTS date). The End-Of-Period Update (SOU890) program also uses the system date for Order Booking processing.

Order booking work flow

The system books orders in the following ways:

• Orders are booked through SO Order Entry.

• In Quote Entry, quotes can be converted to orders by setting the Conv Stat flag to "Y" for a line(s) and enter "Y" at the Convert quote to sales order prompt in the Order Entry footer.

• Recurring documents are entered in Recurring Document Entry with posting dates. When you run the Post Recurring Documents program, it creates orders for those source documents that are within the posting range.

• Blanket orders are entered in Blanket Order Entry. When you run the Blanket Order Release Register, it creates orders for the source documents that meet the specifications.

The system considers an order as edited if the initiating warehouse, document total, total cost, or primary/secondary/inside salesperson contains a net change. If you change an order and then change the order again in manner that does results not result in a net change of information, the system does not consider the edit for order booking tracking. For example if modify the document total, total cost, or primary/secondary/inside salesperson and then change the information back, the system does not record the change..

However, if an order is changed then deleted in the same session, the system tracks only the deletion.

The program provides many report criteria options to allow for tailoring the report. You can print booked orders, orders that have been entered through various methods in the SO

module (excluding direct invoices, credit memos, and counter sales) and edited orders, orders that have been changed and/or deleted.

The information and report selection available pertaining to Salesperson is determined by the Inside/2nd Slsp flag set in SO Static Control F/M. Information prints for the inside salesperson only if the Inside/2nd Slsp flag in SO Static Control F/M is set to "I" or "B". Information on second salesperson prints on the report if the Inside/2nd Slsp flag is set to "2" or "B". In addition, the report selection based on a salesperson only applies to the current salesperson at the time the report is printed.

Limitations/Exclusions

• The Order Booking Report does not report on direct invoices, credit memos, or counter sales where items can be committed and not shipped.

• The report does not reflect anything that takes place during or after confirmation of the original order.

• Once an order is confirmed, order booking no longer tracks the order, so changes to or deletions of backordered documents are not tracked.

• CRS-generated orders will not be included since they usually contain replacements and not new sales.

• The system does not track the original (source) entry of blanket orders and recurring orders. However, each order created by a source blanket or recurring order is included in the report.

• The report information is displayed by order, not by line-item.

• If the LIFO/FIFO costing method is used, the cost and GM at the time of the original entry prints on the report. The report is not updated by final cost.

• Order booking records will only be created for new documents. Changes made to orders that already existed before order booking was turned on will not be tracked.

End of Period

The End-of-Period Menu contains programs that should be run at the end of each Sales Orders period in order to close it correctly.

Program concepts

These programs are on the SO End of Period menu:

The Period Sales Register prints a recap of all the Daily Sales Registers run for the period listing a total for the period at the bottom. If used, the Daily Sales Registers recaps are also listed by salesperson, terminal, terms code, warehouse and/or department. The optional removal should be run to remove all registers for the start of the next period. An optional

update following register the register print allows removal of all records just printed. The data for this program is the Daily Sales Register totals since the last Period Sales Register update was run. This data is stored in the Sales Orders Period Sales File.

This program is only used if the Use pd sales register flag is set to Y in the Sales Orders Static Control F/M.

Period sales register information by Daily Sales Register includes register date, register number, number of invoices, merchandise amount, miscellaneous amount, discount amount, cost, margin, tax, freight, cash sales and total register amount. Totals are included for all fields for all Daily Sales Registers appearing on the report.

The End-of-Period Update zeros out the monthly recap figures and increments the current sales orders period by one. Use the End-Of-Period Update program to close the current sales orders period by resetting the current period and removing Daily Sales Register recap period-to-date information.

Order booking processing

When determining if a document's order booking records should be removed, the system only considers the document's create date. In other words, if the create date is within the date range, the system removes all of that document's order booking records—even if the edit dates are not within the date range. However, the system first checks to see if the sales order is still open. If the order type is "O" or the status is "E" or "W", then the system does not remove the document's order booking records

If the Order Booking flag is set to "Not used" in SO Static Control F/M, the next time the end of period update is run, the system purges all order booking records for the current company.

File maintenances and infrequent file maintenances

The File Maintenance programs allow you to enter, change and delete data. These programs are used to enter the initial data required to set up the system. You can also add, change and delete the records in a file.

File maintenance programs create the foundation of the FACTS system. They enable users to enter file information (such as customer, item and vendor files) and control how the system processes information, as in SO Static Control.

File Maintenance programs are also referred to as F/Ms for short, these programs often function the same way.

You will use some file maintenance programs, such as Vendor/Item F/M, more often than you use others. In fact, some file maintenance programs, such as SO Static Control F/M, are only used during installation. These programs are accessible from the Infrequent File Maintenances menu.

Infrequent file maintenance programs are used most often during initial system installation and setup; they primarily allow you to control overall operation of other programs in the Sales

Orders Modules. Once set up, these programs are often maintained by the system and rarely require editing. However, if you are not getting the desired results from entry programs, reports or inquiries, certain file maintenance programs may need to be modified.

Program concepts (file maintenances)

The following file maintenances can be accessed from this menu:

Past Sales F/M (SOF910), which is used to maintain records in the Past Sales History File during initial installation and setup. If past sales history is stored, three records are stored for each customer/item combination.

You should enter data manually in this program only when setting up the original customer and item information. Thereafter, it is updated by the Daily Sales Register update. Any changes you make via this program after the system is operational may compromise data.

NOTE: Entering original information into this file is optional. Past sales information may be displayed using the sales orders Customer Inquiry Program. Records may be removed from the Past Sale File using the Past Sales Removal Program.

Before using this program, the Use Past Sales flag the SO Static Control Record must be set to Y. The Store SO Sales history flag in the Customer File must also be set to Y for the customer selected.

Sales Register Recap F/M (SOF920), which is used to create and maintain records in the Sales Register Recap File. Initially, the system does not use this program, and the file is empty. Records are created depending on the recap settings in the SO Static Control Record. If the DSR Recap MTD flag is set to Y in the SO Static Control Record, information in this file is used to print the Period Sales Register and the period-to-date information on the Daily Sales Register.

Lost Sales F/M (SOF930), which is used to enter lost sales information during initial installation and setup. Thereafter, it is updated by the Daily Sales Register update. Any changes you make via this program after the system is operational may compromise data.

NOTE: Entering original information into this file is optional.

Lost sales are recorded during the Daily Sales Register update when the backordered quantity was 0, but you did not ship all the items ordered. For example, if the customer ordered 5 and the shipped quantity was 3 and the backordered quantity was 0, then the lost sales would record 2.

Lost sales information may be displayed by printing the Lost Sales Report. Records may be removed from the Lost Sales File using the optional removal at the end of the Lost Sales Report or through the delete option in this file maintenance.

Before using this program, make sure the Use Lost Sales tracking flag is selected or set to Y in the SO Static Control F/M.

Unbilled Freight F/M (SOF940), which is used to create records in the Unbilled Freight File during initial installation and setup. The program should only be used once to enter original start-up information. Thereafter, the Daily Sales Register updates this information. Any changes made to this program after live processing begins may compromise data.

NOTE: Entering original information into this file is optional.

Unbilled freight is recorded during the Daily Sales Register update when the freight code is set to B-bill later on an invoice.

Unbilled freight information may be displayed by printing the Unbilled Freight Report. Records may be removed from the Unbilled Freight File using the optional removal at the end of the Unbilled Freight Report or through the delete option in this file maintenance.

DOT Code F/M (SOF530), which is used to create and maintain Department of Transportation (DOT) Codes for hazardous materials. All materials that the DOT deems hazardous must have a DOT Code assigned to it. For more information on hazardous materials and regulations, please refer to the DOT's Hazardous Materials Guide.

Each DOT Code can be assigned to an unlimited number of items in Item F/M.

Remote Customer/User F/M (SOF540), which is used to maintain information of customers who use the Remote Order Entry System. This program provides crucial data identifying the remote user as a customer instead of a standard user as well as other information on the user. Enter all data relevant to your requirements for security and controlled access.

Note: It is not the responsibility of Infor to support, maintain or recommend any software or hardware to be used to maintain the connection between you (the distributor) and your remote customer's computer. Please consult with your hardware/software supplier for specific recommendations for your installation.

If you are inquiring on an existing remote customer, enter the customer's number and select the Customer Activity tab to view the following information:

• Month-to-date sales

• Year-to-date sales

• PYR sales

• Last sign-on date

• Last date an order was entered

Resetting Failed Logins: Remote user login attempts are tracked and processed using settings from System Control F/M just like all other user accounts. Select the Security tab of System Control F/M and set the Invalid Login Attempts field 0. Then select the General tab and deselect the Disable Login flag for this user.

Customer Item F/M (SOF545), which is used to set up cross-references for the item numbers that customers use to ID items and the item codes used in FACTS. Both the customer item descriptions and the standard FACTS item descriptions print on pick tickets and invoices.

eCatalog Note: When a customer item is added or the description is changed, the system adds a record to the eCatalog log file for the next update to the eCatalog database. There is currently no way to remove a Customer item record from eCatalog. However, when a Customer item record is deleted, any unprocessed records for this transaction will be removed from the log file. The system sends All customer items to eCatalog.

Companion Item Entry (SOE150), which is used to designate item to import when a specified item is entered in Order Entry, Quotes, Confirmation, Direct Invoices or Counter Sales. You

can indicate whether the import of items/memos is automatic or prompted for each Order Entry program type.

Companion item processing

In the Order Entry program suite when a line item is originally saved, the program checks to see if there is a Companion Item header record for the item number that has been saved.

The Companion Item Entry (SOE150) program allows you to select whether the import of items/memos is automatic, prompted, or not applicable to the entry program. If any companion items/memos are flagged as "Y-Default to Y" or "N-Default to N," you have the option to select any of the companion items/memos available. If any companion items/memos are flagged as "A – Automatic Add" then if any additional companion items/memos are flagged as Y or N, then all items/memos that are A, Y and N will be displayed in the Companion Item Selection (SOE151) dialog box. A for Automatic Add will always add automatically to the document. If all companions applicable for this order type are flagged as A and there are no Y or N flagged items/memos, then no dialog is displayed and those items/memos will be automatically imported into the document (unless there's an exception that requires user attention, like the item not being setup in a warehouse). If any companion items/memos are flagged as "X – Not Applicable" then they will not be displayed in this dialog and will not allow import into the actual document. Once the companion items/memos are selected the items will be imported into the document.

eCatalog Note: When a companion item is added and the Companions to eCatalog checkbox on Company Control F/M is selected, the system adds a record to the eCatalog log file for the next update to the eCatalog database. There is currently no way to remove a companion item record from eCatalog. However, when a companion item record is deleted, any unprocessed records for this transaction will be removed from the log file. Companion memo lines do not upload to eCatalog.

Limitations and exclusions

• Companion items will not be searched for bill of material components.

• Companion items will only be searched from Quote Entry, Sales Order Entry, Confirmation Entry, Direct Invoice Entry, and Counter Sales Entry.

• In the event of a substitution, the companion items for the substituted item will be used, not the originally entered item.

• Companion item selection will be single level only. If a companion item is selected and there are companion items for any of the selected companion items, the selection process will not include the companions to the companions.

• Companion items will not be searched when negative quantities are entered on the document.

• If companion items were selected on the save of a line item and the original line item is subsequently deleted, the companion items selected will not be automatically deleted.

• Companion items will only be searched when initially adding or inserting a line.

• Companion items or memos will not be able to be setup for memo lines.

• Temporary items may not be setup as companions.

Use Freight Schedule Entry to set up various freight rate schedules that can be used in FACTS to calculate the freight charges on an order. The freight rates can be calculated by total order weight, total order value or total item value

Use the Ship Via F/M program to create and maintain ship via codes. Ship via codes are used throughout the system to indicate which carrier will ship an order.

The codes are created according to warehouse to allow for the following:

• different warehouses posting freight to different General Ledger numbers

• different warehouses charging different handling fees or not charging them at all

Program concepts (infrequent file maintenances)

You can access the following file maintenance programs from the Sales Orders Infrequent F/M subsystem:

The Document Print Control F/M program allows you to set up and maintain the print parameters for quotes, pick tickets, packing slips, invoices, counter sale slips and bills of lading. It should be set up prior to using the Sales Orders system. Defaults in this program are set to accommodate the preprinted FACTS forms, which users can purchase separately from Infor Forms division. (Sample forms were included with the FACTS New User Packet.) If your company uses its own preprinted forms, modifications may need to be made to the various programs that affect quote, pick ticket, invoice and counter sales printing. If this is the case, contact your Affiliate. Preprinted forms are not necessary, however. Samples of non-preprinted outputs are included in the PDF Documentation Library. Also, contact your Affiliate to see if UnForm software meets your needs.

Route F/M, which is used to maintain delivery route information for use in various order and invoice headers. This feature is helpful to users who offer delivery services. If you offer delivery services, the Route F/M program enables you to create and maintain delivery route codes and corresponding descriptions. If routing is not used, (the Use Routes flag in the SO Static Control F/M is set to unselected), this program may be skipped.

If your system is set up for routing, each customer is assigned a default route based on the information set up in this file maintenance. That customer's default route appears on all quotes, orders and invoices created for that customer. Orders and invoices may then be printed according to routes. These orders or invoices are usually sent out with the merchandise on delivery trucks.

NOTE: Invoices sent out with deliveries do not print on the Daily Sales Register (that is, post to the Accounts Receivable File) until the route has been released (or approved) in the Route Release program (SOU310) under the Invoices menu. For example, on Tuesday, a truck goes out with TUE route invoices. When the Daily Sales Register is printed on Tuesday, TUE invoices do not appear because the Route Release Program has not been run for route TUE. This is because the TUE invoices are still on the delivery truck and some merchandise might be refused; some corrections may have to be made to the TUE invoices before updating

them to Accounts Receivable. Only after the truck has returned with the invoice slips and the corrections have been made to these invoices should the TUE route be released. Once released, the Tuesday invoices will print on the next Daily Sales Register and post to AR.

Use the Deposit Earned Reason Code FM program to set up one or more two-character reason codes, their descriptions and corresponding General Ledger numbers to handle instances in which deposits are earned (e.g., a customer cancels a special order after the order arrives). Reason codes work something like terms codes in that they provide a description of the transaction and indicate to which GL account the transaction should be posted. Deposit Earned Reason Codes are used in SO deposit entries, which can be accessed from several of SO entry programs.

Returns Code F/M, which is used to manage codes used in Credit Memo entries that determine whether goods sent back by the customer, should be entered as returns or allowances. Use the Returns Code F/M program to create and maintain a list of returns codes that the systems uses to determine if goods returned should be categorized as returns or allowances. Returns codes are entered in the Credit Memo Entry program.

If the goods are a return, then on-hand quantities are updated in the Credit Memo Entry program. If the goods are an allowance, no inventory quantities are updated. Both returns and allowances are posted to the General Ledger based on the GL numbers assigned to them in the SO to GL Posting F/M.

Package F/M, which is used to calculate and maintain dimensional measurements of shipping containers, based on UPS definitions. Use the Package F/M program to calculate and maintain dimensional measurements of shipping containers. The dimensional weight, as defined by UPS, is used when shipping packages measuring more one cubic foot via UPS Next Day Air or 2nd Day Air. If the dimensional weight is greater than the actual weight, the dimensional weight is used to calculate shipping charges.

The calculation used to determine dimensional weight is

length x width x height

194 (dimensional weight factor)

NOTE: If a package is a non-rectangular shape (such as a drum or sphere), use the dimensions of the smallest rectangular box in which the object can fit.

If calculated dimensional weight applies, it displays on screen.

Shipping Control F/M, which is used to set up the defaults used in Freight Entry and contains flags that affect C.O.D. label printing and UPS Weight F/M. The Shipping Control F/M program allows you to create and maintain the Shipping Control Record, which consists of UPS rates and weight limits.

The Shipping Control Record stores the defaults used in Freight Entry, the flags for the C.O.D. label printing and the UPS Weight F/M.

As UPS changes its rates and weight limits, use this enter the new amounts in this program.

If you have a package configuration (weight and value) that is used often, its information can be set up in this program as the defaults for weight and declared value in the Freight Entry.

NOTE: The Freight Subsystem has been approved by UPS as a host computerized manifest system. However, each user will have to contact the appropriate UPS representatives and

get their approval as well. Also, FACTS can use other carriers/freight companies; just enter their information instead of the information from UPS.

UPS Weight F/M, which is used to store UPS weight tables for users who wish to add UPS charges into freight. Use this program to create, maintain and view the UPS weight tables (if applicable). If UPS charges are not to be implemented into the freight, then this program may be skipped.

The weights table chart is given to the user by UPS. The user is responsible for creating and maintaining the UPS weight tables with this program by entering the charge assigned by UPS for the selected zone and displayed weight. The weight tables should be entered directly from the UPS weights table. Charges for air letters are also entered in this program.

FACTS ships with the weights and zones for the 48 contiguous states current as of February 8, 1999. Users outside the 48 contiguous states must enter the rates that apply to them.

UPS Zone F/M , which is used to set up UPS zones by warehouse for users who wish to add UPS charges into freight. The UPS Zone F/M program allows you to create and maintain the UPS zones (if applicable) by warehouse location. The UPS zone determines the cost of shipping a package from the warehouse to the desired location. You can skip this program if you do not include UPS charges in the freight.

To create zones in this program, enter the beginning and ending zip code (first three characters) and the zone for the codes as assigned by UPS. The zones should be entered directly from the zone chart provided by UPS.

Entries are only applicable for ground and 2nd day air zones in the domestic United States (2-8, 12, 14, 15, and 16). A note displays at the bottom of the screen indicating the proper setup for Alaska, rural Alaska, Hawaii and Puerto Rico.

Lost Sales Reasons Code F/M, which is used to manage user-defined reason codes used in order entry to track lost sales. Use the Lost Sales Reason Codes F/M program to enter, change, and delete lost sales reason codes. A Lost Sales Reason Code is a three-character code that indicates why merchandise was not sold (e.g., out of stock, extended lead time, found better price, etc.). The purpose of this code is mostly informational. It does not affect the General Ledger.

Warehouse Code F/M, which is used to indicate which users can access the initiating or shipping warehouse in the Order Entry Program. The Warehouse Code F/M is a security program that gives warehouse managers control over who has access to their warehouse stock. It is one of several programs used to set up multi-warehousing capabilities and controls. See also Warehouse F/M and Warehouse/Item F/M.

By default, the approval process for releasing an item so that it can be shipped from a warehouse is enabled for all users, unless the option to allow items shipped from other warehouses is set to unselected or the SO Static F/M flag Use Multiple Warehouses in SO is set to unselected.

Users can be authorized to initiate orders from a warehouse, and they can be given rights to ship from warehouses. Users without initiating rights in a warehouse will not be able to create orders, invoices or perform counter sales from that warehouse. Users without shipping rights in a warehouse will not be able to confirm orders in that warehouse.

Once line items have been entered in a sales order, the initiating warehouse may not be changed regardless of authorization level. You can access this program from the Users button in Warehouse F/M (ICF970) or from SO Infrequent File Maintenances menu.

Terms Code Order Setup, which is used to manage the display of multiple terms codes in the ending routines of direct invoice and counter sale entries. Many of the SO Entry programs allow you to enter multiple payments. The Terms Code Order Setup program allows you to create and organize the list of terms that you want to appear in the footer of invoice, counter sale, order confirmation, service order and credit memo documents.

The six two-character terms codes must already be set up in the Accounts Receivable Terms Code F/M program (Accounts Receivable > Infrequent F/M > Terms Code F/M). The descriptions that follow the codes are user defined (up to 10 characters). Once entered, terms codes and their descriptions can be inserted, moved or deleted. Press F3 to save changes and exit, or press F4 to abandon changes before you exit the program.

Order Activity Cost Code Entry (SOE620), which is used to enter cost codes; you can use cost codes to associate cost activities with orders, shipping warehouses, or order lines. The Order Activity Cost Code Entry program allows you to enter cost codes. You can use cost codes to associate cost activities with orders, shipping warehouses, or order lines. A cost activity is an activity that requires the resources of the company and is not included in the cost of goods. Examples of cost activities are picking orders, expediting orders, collection calls, and so on.

After you enter cost code, use the Order Cost Activity Report to list all the different types of order cost activities and the Customer Order Profitability Analysis report to identify and rank customers by cost activities to examine the net profit contribution each customer is associated with.

SO Entry Options F/M, which is used to define which header prompts users can edit in SO Order, Credit Memo, Invoice and Confirmation Entry programs. This file maintenance builds on flags formerly available in the SO Static Control F/M in FACTS 6.06 and earlier. SO Entry Option settings are not user-specific; they affect all SO Order Management Suite users.

In this program, you define whether header, line item entry and footer inputs are:

• required to complete a document and whether they should appear on the main screen.

• not required.

• can be initially skipped, but can be edited later if necessary.

You can also select which totals appear on the entry screen, set item browser flags to indicate backordered items, temporary items, non-stock items, as well as direct ships and items shipping from alternate warehouses, and set the notes pop-up display for item and customer notes.

Programs that can be modified through this file maintenance are

• Quote Entry

• Order Entry (also modifies Service Order Entry)

• Credit Memo Entry

• Order Confirmation

• Direct Invoice Entry

• Counter Sales

The Quote Entry option to recalculate user-overridden costs for items when a quote is imported to another quote or converted to a sale order is controlled through the SO Static Control F/M

Ship Via F/M, which is used to create and maintain ship via codes.

Document Import Control F/M program, which is used to set up and maintain a record for each importable document type, including Quote, Open Order, and Past Documents.

SO to GL Posting F/M, which is used to determine how the Daily Sales Register posts to the General Ledger? The SO to GL Posting F/M program enables you to determine how sales orders, via the Daily Sales Register (DSR), post to general ledger (GL), if at all. It contains information (such as journal and account numbers) that the system references in performing the automatic posting of SO Daily Sales Register data to the General Ledger during the Daily Sales Register Update. This program only allows you to use General Ledger numbers that are already set up in the General Ledger Account F/M program. Do not make changes to this program without the approval of your company's Accounting Manager or Controller.

Static Control F/M, which is used to control how Sales Order programs process information for you. For example, you can set up or disable the system's ability to use contract pricing, invoice history or line discounts, or allow backorders in order entry programs. The information in the Static Control F/M stays the same. The Static Control F/M consists of many flags and entries that activate or deactivate many of the features available in the Sales Order module. For instance, from this program you can determine whether or not to use job costing, past sales, cash drawer handling and quick customer creation, just to name a few of the possibilities. This program also enables you to show or hide certain header and line-item entry prompts for during entry in Blanket Sales Orders, Recurring Invoices, and the Customer Returns System.

CAUTION! It is strongly advised that a password be employed on the Nonstatic Control F/M and Static Control F/M programs. Changes should be made only with extreme caution and under the supervision of your Affiliate.

Nonstatic Control F/M, which is used to maintain flags that the system updates periodically, such as the current Sales Order period, last quote number and date of last release register. The SO Nonstatic Control Record is critical to the proper functioning of the SO System. The record contains information that the SO System references in performing various functions.

Remote orders

The Remote Order Entry (ROE) subsystem is an optional feature of the FACTS system. The ROE subsystem provides a way to allow customers to log onto the system and enter their own orders directly, using their own item numbers. Remote users can also inquire upon the status of their quotes, open orders, past invoices, and other historical sales information when applicable.

Program concepts

You can access the following programs from the Remote Order Entry menu:

Remote Order Entry, which is used to enter new sales orders and edit pending orders. Note: Orders that have been accessed by the distributor cannot be changed or deleted. You must call your distributor (system administrator) to have these orders changed or deleted.

The Remote Order Entry screen consists of three sections:

• header, containing order number, request date, etc.

• line-item detail, containing the items, quantities, etc.

• footer, which consists of the final fields prior to completion of the order.

Remote Customer/Item File Maintenance., which is used to create and maintain item numbers to be used in the Remote Order System. Use the Remote Customer/Item File Maintenance program to create and maintain links between the standard system item numbers and the item numbers to be used in Remote Order Entry. Linking the customer item numbers to a standard system number makes it easier to search for items by using item numbers that are easily recognizable versus item numbers that the distributor uses.

Customer Inquiry, which is used to perform system inquiries for quotes, open sales orders, past invoices, past purchases, pricing, ship-to's, notes, and MSDS information (when applicable).

Sales Analysis Customer Inquiry, which is used to perform system inquires into sales analysis information for customer/item numbers month-to-date and year-to-date activity.

General Message Entry, which is used to send messages to your distributor's contact. Remote users can use the General Message Entry program to communicate to with the distributor via the mail message system. Accessibility to this system may be restricted depending on how your distributor set up its system.

Note: It is not the responsibility of Infor to support, maintain or recommend any software or hardware to be used to maintain the connection between the host system (the distributor's computer) and the remote user.

Chapter 3 Transaction Procedures

<div style="text-align: right">**3**</div>

Standard Sales Orders Procedures

This section covers standard procedures to be followed for Sales Orders. These procedures may vary depending on how the company's business is conducted. The following three sections of standard procedures are provided as a guideline:

Recommended Operating Procedures for Sales Orders

An outline is provided of routine procedures on a daily, weekly, period (month, if 12 periods are used) and yearly basis.

* indicates the procedure is required and must be performed in the time period designated

Daily Procedures (or as needed)
1. Print Daily Shipping Report
2. Run Commit Backordered Quantities Program or run whenever new inventory is received into the system.
3. Enter/print quotes
4. Enter/print blanket sales orders
5. Print/update BSO Release Register
6. Enter/print work orders (picking tickets, packing lists)
7. Confirm orders
8. Enter/print invoices, credit memos
9. Enter/print counter sales
10. Enter shipping information through Freight Entry/Print necessary shipping labels/ Print/ Manifest update after packages have been shipped.
11. Run Route Release Program
12. Maintain contract prices
13. Run Post Recurring Documents Program

14.   Print/update Daily Sales Register.

Weekly Procedures (or as needed)

1.   Print Unbilled Freight Report

2.   Print Order Status Report

Period Procedures (or as needed)

1.   *Post Recurring Documents through last day of period (if applicable)

2.   *Print/update last Daily Sales Register

3.   Print/update Period Sales Register

4.   *Run End-of-Period Update

Yearly Procedures

1.   *Run the End-of-Period Update (already covered in period procedures - do NOT run twice

General Procedures

Creating document numbers

The system automatically creates a document number once you complete the header. At that point, the document number appears in the title bar along with the customer's name. You can also assign a document number manually if you prefer.

To assign document numbers manually:

1   Open the Sales Order Entry program.

3   Click **File>New Document Number** from the menu.

4   Specify up to six characters to create a document number. Click **OK.**

5   Begin entering the order, starting with the **Customer Number**.

Opening existing documents

Access an existing document before you begin entering a new one. Once you begin entering header information, the system does not allow to you open a document in the same window.

You can also start another session of FACTS if you need to open a document while you are in the middle of entering one.

To open an existing order:

1   Specify the document number in the **Customer Number** field and press **Enter**. If the document number is on file, the customer number appears in the field and the document number appears in the title bar.

OR

1   Click **File>Open Existing Document**.

2   Use the Document Search window to find the document you want to edit or review.

3   Click **OK** in the search window to select the document and return to the main entry window.

Deleting an order

When you delete a sales order document, the document is not technically deleted from the system until the next Daily Sales Register Update. Until then, the header status changes to *Deleted* and the system removes all line items. This procedure enables the system to keep an audit trail of all the order numbers used.

To delete an order before the header is complete:

Press F4 to back up to the Customer Field.

To delete an order after the header is complete:

With the document open on screen,

Click *File>Delete Document* from the menu.

To edit an existing line item

Use your mouse or arrow keys to highlight the line in the item browser and press **Enter**.

OR

Highlight the line and click **Line Detail** to access fields that do not appear in the line-item entry section.

To delete a line

Use the mouse or arrow keys to highlight the line in the item browser.

Press the **Delete** key on the keyboard;
or
click **Delete**

or
click **Edit>Delete Item** from the menu.

At the prompt "Delete this line?" click "YES – Delete".

If the Lost Sales is selected on the Use Features tab of SO Static Control F/M (SOF980), you have the opportunity to post to lost sales if the item is inactive and the quantity is greater than the available amount.

Select from the following options to indicate how to record and process the lost sale:
N-No to indicate that you do not want to record the lost sale, R-Review to display the Lost Sales Entry (SOC420) screen and modify the lost date, update usage, quantity, price, cost, reason, and/or notes, Y-Yes to record the lost sale using the default lost sale reason code entered SO static Control F/M, the quote date as the lost sale date and usage defaulting to "no update". You can also specify a different lost sale reason code.
Click OK to delete the line or Cancel to exit without deleting.

Inserting a line item or memo line

Use the mouse or arrow keys to highlight a line. The program inserts the new line item above the selected one.

Click **Insert**
or
click **Edit >Insert Line** from the menu.

The program stays in Insert mode until you press F4 from the **Item Number** field or click **Cancel**.

Finding an item in the item browser

This feature may be helpful when you need to find an item you entered on a long order. It eliminates the need to scroll up and down in the list browser.

Click **Edit>Find Line Item** from the menu.

Enter the item number you want to locate. Press **Enter** to go to the first occurrence of that item in the item browser on the main screen. Press **F2** to find a different item or F4 to exit the Find Item window.

Adding line items (Using the Line-Item Entry fields)

1   Click **Add**.

2   The program automatically switches to add mode once you complete the header. This means the cursor appears in the **Item Number** field after you exit the last header field.

    (The program stays in add mode until you press F4 to back out of the line-item entry section or click **Cancel**.)

Quick entry tip: Specify the item number, the ordered quantity and then press the down arrow key. The program inserts the default information in the rest of the line-item entry fields and returns to the **Item Number** field.

Complete this information.

Field	Options
Item number	Enter an item number manually or press F2 to select one from the Item Search. When you enter an item number, the system displays the Gross Margin for the item in the GM% field. If you modify the pricing and unit cost for the item, the system updates this value.
	Enter M to enter a memo line.
	Choose the Options menu to access Catalog Item Search, Customer Item Search, Past Sales Search, and several other searches.
	Choose the View menu to access Item Interchanges.
Exceptional Sales	Select the Exceptional Sales check box to indicate that this line item should not be included usage for replenishment calculations.
Usage Date	For line items that should have their usage included in replenishment calculations, enter the date to use or press F1 to enter the system date in the Usage field.
Ship Direct or DS	Select the Ship Direct or DS check box or press F3 to indicate, that this item is shipped directly to the from the vendor.
Ordered	Enter the customer's requested quantity.
	Press F2 to change the unit of measure on the ordered quantity.
	Press F3 to indicate this item is a direct ship. Enter or search for a vendor code. Later in the order you can press F3 again to toggle back to a warehouse ship.
	If the quantity entered exceeds the available inventory in the selected warehouse, the

program gives you the option to accept the quantity anyway or press F2 to search other warehouses.

The Search Warehouses window displays the warehouses that have the item, along with the available, on hand, committed, on order, backordered and surplus quantities for the unit of measure selected.

Select a warehouse. This creates a suggested warehouse transfer. Make sure you backorder the item.

Shipped	Enter the quantity shipped to the customer.
Committed	Enter a quantity to commit in the warehouse or accept the default.
	This field defaults to the quantity ordered, if that quantity is available in the selected warehouse.
Backordered	Enter a backordered quantity if the quantity ordered is greater than the available quantity in the selected warehouse.
	When you enter a backordered quantity, Sales Order Entry programs base suggested document creation on the Stock, NonStocked, Uninventoried, and Temporary prompts in Sugg PO/TR by Type section on the Line Prompt tab of SO Entry Options F/M (SOF915). Use these settings to indicate whether you want to have the system ask to create suggested purchase orders or suggested transfers by item type during Order Entry line processing. Refer to the Suggested Transfer/Purchase Order Creation from Sales Order Entry Programs topic for detailed information about creating suggested warehouse transfer or purchase orders for backordered quantities.
	The program skips this field if:
	The customer does not allow backorders (Allow backorders flag not selected in AR Customer F/M).
	Your company does not allow backorders (Allow backorders flag not selected in SO

	Static Control F/M).
	The item is a direct ship.
	The selected warehouse has enough inventory to fill the order.
	If the backordered and committed quantities do not add up to the ordered quantity, the entry program resets the ordered quantity to the sum of the committed plus backordered.
Price	Enter a price or press F3 to select one from the Price Search window.
	A letter appears after the pricing UM to indicate which pricing option you selected. Press F2 to change the pricing unit of measure.
	If the Price Options window is open enter once of the following in the Price field to import the corresponding price:
	S-Standard, C-Contract, D-Default, T-List, L-Last, L#-Price level, Q#-Quantity break, U-user override – you keyed in a price.
	The T column in the browser refers to the price type for the item.
	The values in this column represent the following price types: List Price: T, Level Price: L#, Qty Break Price: Q#, Standard Price: S, Contract Price: C, User Override Price: U,
	where # gets replaced by the level number or the quantity break level number.
	To access the Price Options window, select View and make sure a check appears next to Price Options.

If the item is designated as having companion items, the system displays the Companion Item Selection (SOE151) screen. Refer to the Companion Item Selection (SOE151) topic for details.

3   Click **Save**.

Accessing Lost Sale Entry (SOC320)

1 You can access the Lost Sale Entry (SOC320) program three ways.

From Order Entry Quote Entry, Direct Invoice Entry, Counter Sale Entry, Confirmation Entry, Purchase Order Entry, and Contract Item Entry you can select Options>Lost Sales Entry, if the Lost Sales checkbox is selected on the Use Features tab of SO Static Control F/M (SOF930).
-OR-

You can right-click to access Lost Sale Entry from the same entry screens listed above except, providing you have the proper security and the system has Lost Sale ability enables in SO Static Control F/M.
-OR-

The Lost Sale Entry option can be triggered automatically. If you reset the ordered quantity from the original order quantity entered, but the shipped, backordered and committed quantities do not equal the new order quantity. The program prompts you to indicate whether to post the difference (original order quantity minus new reset order quantity) to lost sales. Select R-Review to display the Lost Sales Entry (SOC320) screen and modify the lost date, update usage, quantity, price, cost, reason, and/or notes. Note that you must have the proper security code clearance as entered for SO Static Control F/M (SOF930) to select the R-Review option and display this program. If a password is required for SO Static Control F/M (SOF930) then the password prompt will display before allowing you to continue. If you select Cancel on the Password prompt, a lost sale will automatically be recorded.

Posting lost sales

1 Access Lost Sale Entry (SOC320) using one of the methods listed in Accessing Lost Sale Entry (SOC320).

2 (Optional) In the **Customer**, **Ship-To**, and **Slsp/Terr** fields enter the information. Default values are available when Lost Sale Entry is called from SO Entry programs.

3 Enter the item, quantity, price, and cost values in the **Quantity**, **Price**, and **Cost** (if cost is shown) field. Default values are available when Lost Sale Entry is called from SO Entry programs. Note: The Cost field does not display if you do not have the cost security code, and the Cost column in the list box will also be hidden. Items not on file can be entered.

4 The **Warehouse** field value defaults from the user profile.

5 (Optional) In the **Description 1** and **2** fields, enter the description for only items not on file. (Only items-not-on-file can have their description entered/changed.)

6 After you enter information in the above fields, matching or near matching records already on file are displayed in the lower list box.

7 Update the **Reason Code** as needed. The Reason Code will default to the SO Static value entered for default reason code.

8 Specify whether to **Update Usage**. The default setting is based on the value for the Reason Code in Lost Sale Reason Code F/M.

9   (Optional) In the **Notes** field, specify any notes for the lost sale entry.

10   Click **Save** to record the lost sale.

11   (Optional) Click **Reset Filter** to clear the list box of any values and reset the header field
     values on the screen to enter more lost sales information.

12   Click **Done** to exit the program.

Processing deposits or payments

Use Deposit/Payment Entry (SOC718) to enter customer deposits or payments on SO
documents. You can access this feature from any of the SO Order Management programs
(Order Entry, Service Order Entry, Confirmation, Direct Invoice Entry, Credit Memo or
Counter Sale Entry) by click **Deposits** or **Payments**.

Tips:

If an invoice contains a zero balance payment or deposit with a transaction (i.e., transfers,
apply on account, refund, etc.) against it and you attempt to delete the document, the system
displays a message indicating that the financial transaction will remain in effect. You can
delete this document, or, you can back up to the Payment dialog box and delete the
transaction if necessary.

When a deposit is transferred to another order, the system applies the same deposit settings
from the Daily Sales Register to the order that receives the deposit.

Entering deposits and payments

1   Click **Deposits** or **Payments** from the main screen of the entry program or from the
     footer window. This opens the Deposit/Payment Entry window.

2   In the browser, click **Add**.

3   Click **Deposit** or **Payment** from the drop down list in the popup window.

     In Order Entry, **Deposit** is the only option. Payments cannot be entered on sales orders
     until they are converted to invoices.

     In Credit Memo Entry, **Payment** is the only option.

4   Specify the cash type terms code.
     Deposits and payments must use AR terms codes types 1, 2, 3 or 4. These should be
     set up in the AR Terms Code F/M. Press **F2** to search terms codes. **Tip:** Refer to the
     Type column to see which codes are type 1, 2, 3 or 4.

5   Specify the amount of the deposit or payment.
     Credit Card processing users: If you entered a credit card terms code, the credit card
     transaction pop-up window is displayed after you click **Save**.
     Deposits and payments cannot exceed their document totals. If FACTS detects an

overage, it asks to either refund the overage or apply it to the customer's account before it lets you complete the document.

6   If applicable, specify the check number or credit card number.
    If the **Use Last 4 Digit Security** flag is selected in the Credit Card Control F/M, the system displays only the last four digits of the customer's credit card number in this prompt.

7   Add any notes about the payment or deposit. Notes are optional. Notes can include check numbers, short memos, etc.

8   Click **Save**.
    Credit card processing users: Swipe the credit card or manually enter credit card information.
    Cash drawer users: When you complete the deposit or payment entry, the system checks to see if you are signed into a cash draw. If you did not sign in through the Update Shift program, the system prompts you for a drawer ID. Press **F2** to search for available cash draws.

Editing deposits and payments

1   Access the Deposit/Payment Entry window from an entry program.

2   Click the payment or deposit line in the browser.

3   Click **Edit**. You can make changes to terms codes, amounts, notes.

    Credit card transactions that have been forced or have been approved by the processing company cannot be changed. You must void the credit card transaction or perform a refund back to the credit card and then enter a new deposit or payment.

    Transferred deposits cannot be modified. Cash payments, meaning payments made with a type C cash terms code from the footer window, cannot be edited in the Deposit/Payment Entry window. If you need to make a change to a cash payment, delete it or refund it first and then add another payment.

4   Click **Save** to return to the Deposit/Payment Entry window.

Deleting deposits and payments

1   Access the Deposit/Payment Entry window from an entry program.

2   Click the deposit or payment line in the browser.

3   Click **Delete**.

    If the deposit or payment has been acted on — applied, earned, transferred, etc. — you must delete the transaction first and then delete the original deposit or payment.

    Transferred deposits cannot be deleted.

    If a deposit or payment was made by a credit card, you cannot delete it. You must void the transaction or refund the payment.

4   Click **OK** to confirm.

Clearing outstanding deposits from SO documents

You cannot complete a Confirmation, Direct Invoice or Counter Sale document with an outstanding deposit. A deposit entered on a document is considered an outstanding deposit until you perform one of the following actions:

Earn the deposit (in the event that a customer forfeits the deposit)

Refund the deposit to the customer

Apply the deposit to the customer's account

Transfer the deposit to another of the customer's documents

Deposits cannot be applied to a sales order document until the document is converted to an invoice.

Use the Outstanding Deposits Report (*Sales Orders>Reports>Outstanding Deposits Report*) to generate a list of outstanding deposits. You can run this report at any time during the Sales Order process. It does not affect the DSR.

To apply a deposit to a customer's account:

1   Access the Deposit/Payment Entry window from an entry program.

2   Click the deposit line in the browser. Click **Apply Trx** button.

3   In the popup window, select *O-On Account* in the **Transaction Type** dropdown list.

4   Click **Balance** to apply the total amount of the deposit to the customer's account. Apply part of the deposit by manually entering an amount. If you enter a partial amount, you must clear the remainder of the deposit before you complete the order, invoice, counter sale or credit memo.

5   Click **Save** to return to the Deposit/Payment entry window.

To earn a deposit:

1   Before you can earn deposits, reason codes must be set up in the Deposit Earned Reason Code F/M (*Sales Orders>File Maintenances>Infrequent File Maintenances>Deposit Earned Reason Code F/M*).

2   Access the Deposit/Payment Entry window from an entry program.

3   Click the deposit line in the browser and click **Apply Trx**.

4   In the popup window, choose E-*Earn* from the **Transaction Type** dropdown list.

5   Specify the reason code. Press **F2** to find a reason code. The reason codes enable you to track why the customer forfeited the deposit and indicate to which GL number the earned deposit should post.

6   Specify the amount being earned. Click **Balance** to enter the entire amount.

7   Click **Save** to return to the Deposit/Payment entry window.

To refund a deposit:

1   Access the Deposit/Payment Entry window from an entry program.

2   Click the deposit line in the browser and click **Apply Trx.**

3   In the popup window, choose *R-Refund* from the **Transaction Type** dropdown list.

4   In the **Terms Code** field, indicate how the payment is being refunded – cash, check, credit card, etc. The terms code must be a cash type 1-4. Press **F2** to search terms codes.

    Check refunds must be processed through the AP Manual Check Entry program. A note to this effect appears in the Daily Sale Register, but the amount does not affect the register totals.

5   Specify the amount of the refund. Click **Balance** to refund the entire amount.

6   If applicable, specify the **AP check** number, if you are refunding the payment by check, or specify the customer's credit card number.

7   Click **Save** to return to the Deposit/Payment Entry window.

To apply a deposit to the same document (create a payment):

1   Access the Deposit/Payment Entry window from an entry program.

2   Click the deposit line in the browser and click **Apply Trx.**

3   In the popup window, choose *A-Apply* from the **Transaction Type** dropdown list. This option is not available if you're in Order Entry. Applied deposits are the same as payments, which can only be made on invoices, counter sales and credit memos.

4   Specify the amount to apply on the customer's account. Click **Balance** to apply the entire amount.

5   Click **Save** to return to the Deposit/Payment Entry window.

To transfer a deposit to another document for the same customer:

1   Access the Deposit/Payment Entry window from an entry program.

2   Click the deposit line in the browser and click **Apply Trx.**

3   In the popup window, choose *T-Transfer* from the **Transaction Type** dropdown list.

4   Specify the document to which you want to transfer. Press **F2** to find the document. It must belong to the same customer. The document number appears under the **Notes** column header in the browser on the main Deposit/Payment Entry screen.

5   Specify the amount to apply on the customer's account. Click **Balance** to apply the entire amount.

6   Click **Save** to return to the Deposit/Payment Entry window.

Using payment options

Payments made on a document are automatically applied against the document's total unless you apply the payment to the customer's account or refund the payment back to the customer.

To apply a payment to a customer's account:

1   Access the Deposit/Payment Entry window from an entry program.

2   Click the payment line in the browser and click **Apply Trx.**

3   In the popup window, choose *O-Apply on Account* from the **Transaction Type** dropdown list.

4   Specify the amount to apply on the customer's account. Click **Balance** to apply the entire amount.

    Check refunds must be processed through the AP Manual Check Entry program. A note to this effect appears in the Daily Sale Register, but the amount does not affect the register totals.

5   Click **Save** to return to the Deposit/Payment Entry window.

To refund a payment to the customer:

1   Access the Deposit/Payment Entry window from an entry program.

2   Click the payment line in the browser and choose **Apply Trx.**

3   In the popup window, choose *R-Refund* from the **Transaction Type** dropdown list.

4   In the **Terms Code** field, indicate how the payment is being refunded – cash, check, credit card, etc. The terms code must be a cash type currency (type 1-4) or cash. Press **F2** to search terms codes.

5   Specify the amount to refund. Click **Balance** to apply the entire amount.

    If applicable, enter the AP check number, if you are refunding the payment by check, or enter the customer's credit card number.

6   Click **Save** to return to the Deposit/Payment Entry window.

Using the multiple payments section (Sales Orders)

The multiple payments section is part of the SO Entry document footer and enables you to enter more than one type of payment on a document, if for example, a customer wants to pay for part of the order by credit card and part of it by check.

It also serves as a shortcut since it enables you to set up the six most frequently used cash-type payments on SO Entry footers so you don't have to access the Deposit/Payment Entry window.

Order Confirmation, Direct Invoice Entry and Counter Sales Entry each provides a multiple payment section. You can define up to six payment options and determine the order in which they appear.

Defining the multiple payment options

1   Use the Terms Code Order Setup program *(Sales Orders>File Maintenance>Infrequent File Maintenance>Terms Code Order Setup)* to determine which payment types appear and in which order they appear.

2   Terms codes must be defined in this program before you can use Order Confirmation, Direct Invoice Entry or Counter Sale Entry.

Entering a payment through the multiple payments section

1   Specify that payment on the appropriate line or lines. If you click **Balance**, the program automatically enters the document balance.

2   Use the **Notes** field to specify check numbers, notes, etc. In credit card transactions, the last four digits of the credit card number appear in the **Notes** field.

3   Click **OK** when the document balance is zero.

4   Choose whether to print the invoice now or print it later.

Entering payments with payment options that don't appear in multiple payments section

1   Click **Payment** while the cursor is in any of the payment lines to access the Deposits/Payment Entry program.

    Payments and deposits can only be made with cash type terms codes 1-4, such as credit cards, checks, debit cards, etc. Press **F2** to search the available terms codes and look for those with Type 1, 2, 3 or 4. Type C terms codes cannot be used in the Deposits/Payment Entry window.

2   The payment amount that you specify in the Deposits/Payment Entry window appears on the OTHER PAYMENTS line when you exit the payment entry program. F4-Backup takes you back to the **Tax $** field after you exit the Deposits/Payment Entry window. You cannot edit entries in the multiple payments section.

Editing payments from the multiple payments section

Once you specify payments,…

1   Click **Payments** to return to the Deposit/Payment Entry window.

2   Using your mouse or the arrow keys, highlight the line you want to edit and click **Edit** to the right of the screen.

You cannot change the terms code while you are in edit mode. Instead, delete the transaction and start over.

Deleting payments from the multiple payments section

1   Click **Payments** to return to the Deposit/Payment Entry window.

2   Use the mouse or the arrow keys to select the payment you want delete.

3   Click **Delete**.

Credit card handling procedures

Setting up credit card handling for manual processing

1   Set up a *cash* type terms code in the Accounts Receivable Terms Code F/M program. Credit cards must be cash type payments, not an A/R type. The General Ledger Number you choose must be a cash G/L account number.

2   Navigate to the Company Control F/M in System Management File Maintenances. Click "**Manual**" or "**Manual do not collect information**".

Processing credit cards manually

1   If you chose **Manual** in Company Control F/M, when you enter a credit card payment, FACTS opens a pop-up window, which displays the amount of the purchase and whether the transaction is a sale, void sale, credit or void credit.

2   In this window, enter the customer's **credit card** number and the **expiration date**.

3   The system then asks whether it is OK to process a sale.

4   The credit card will be checked by FACTS to ensure it is a valid credit card number but will not communicate to a credit card processor to validate whether the card is authorized for the amount charged or even if the account is active.

5   If you chose "**Manual do not collect information**" in Company Control F/M, credit card payment types will not display a window to collect the credit card information.

Processing credit cards with PayflowPro

When processing for PayPal using the PayflowPro client, FACTS uses the credit card VeriSign Processing (SOC611) program to gather all information (according to the selections chosen in SM Credit Card Control F/M).

1   The system displays the amount, but it cannot be changed on this screen.

2   You can enter the Credit Card Number manually, or by a swipe by pressing the **Swipe** button, or **F1.** When you press the **Swipe Card** button, FACTS displays a message indicating that it is waiting for the card to be swiped. You can press **F4** to cancel. The system remembers the last mode the system was in when the credit card information was successfully gathered (swiped or manually entered), and stores this in the SMT record so that the next time you access the Credit Card Information screen, it is in the same mode as last time. Note: This only applies to "Sale" type transactions.

3   The program displays the credit card number in the **Credit Card Number** field, and other track data into the appropriate fields.

4   The system disables the **Credit Card Number** and **Expiration Date** fields after you swipe the credit card.

Configuring FACTS to work with PayflowPro

1   Click **System Management>File Maintenances>Company Control F/M**. Choose PayflowPro in the **Credit Card Processor** field.

2   Set up a credit card terms code in the Accounts Receivable Terms Code F/M (**Accounts Receivable>File Maintenances>Infrequent File Maintenances>Terms Code F/M**) if you have not already done so. Credit cards must be set up as a *cash* type —that is, Type 1-4 — so the General Ledger number you choose must be a cash G/L account number.

3   Edit the Credit Card Control F/M . (**System Management>File Maintenances>Infrequent File Maintenances**).

4   Choose TCP/IP Manager for the **PayflowPro Communication Agent**. This is the only choice available at this time.

5   Enter the **Host Address** (the IP address or the host name) and **Port number** of the communication agent (where the TCP/IP manager is located). Also enter the desired timeout in seconds.

6   Enter the **Host Address**, **Port**, and **Response Timeout** (in seconds) for the machine that has the PayflowPro client.

7   Enter the **Vendor**, **Partner**, and **Password** for PayPal. This will be assigned to you when you register for a PayPal account. The default verbosity is "Low". The verbosity level dictates the amount of information that is received from PayPal. "Medium" verbosity returns the same information as "Low", but also includes bank specific responses not normalized by PayPal.

8   Set the **Use Address Verification** flag to Y or N. If this flag is set to Y, then anyone running a credit card transaction will be required to enter the customer's address after swiping their card. Many CPCs give discounts to companies that use this security feature. Note: This only applies to "Sale" type transactions.

9   If the system is set to Use Address Verification, set the **Automatically Decline on AVS Failure Flag**. If Automatically Decline on AVS Failure is set to Y and the address is not correct, FACTS will tell you the card was declined. If set to N, the user will be given the message that the address is incorrect and be asked if they want to process the

transaction anyway. If the cardholder's bank does not support AVS Verification, you will be told and given the chance to decline the transaction regardless of this setting.

10 If you want to require entry of the Card Security Code, set the **Use Card Security Code** flag to Y.

11 If **Automatically Decline on CSC Failure** is set to Y and the CSC is not correct, FACTS will tell you the card was declined. If set to N, you will be given the message that the CSC is incorrect and be asked if they want to process the transaction anyway. If the cardholder's bank does not support CSC Verification, you will be told and given the chance to decline the transaction regardless of this setting.

12 Set the **Use Voice Authorization** flag to N. Set the **Transmit to PayflowPro** flag to Y.

13 Enter the number of columns over which you want the credit card receipts to print. The available range is between 30 to 80 (30 columns will produce a 2½-inch wide receipt).

14 Enter the **message** you would like printed on the receipts. This entry is optional.

15 (Optional) To print credit card receipts, set up SOP610 in Program F/M. Then select the printer usage and normal printer for each terminal (the entries for fields 2-8 are arbitrary) so credit card receipts will print. This allows you to have one credit card receipt printer for all terminals, or a different printer for some terminals, as necessary.

16 The **Test Settings** option allows you to communicate with PayPal without having to create a transaction to ensure the communications are set up properly. If the settings fail, the machine that has the TCP/IP Manager installed on it may have a more descriptive message regarding the failure.

17 Click **Save**; click **Exit**.

Setting up credit card handling for voice authorization

1 Set up a *cash* type terms code in the. Credit cards must be cash type payments, not an A/R type. The General Ledger Number you choose must be a cash GL account number.

2 Click *System Management>File Maintenances>Infrequent File Maintenances>Credit Card Control F/M*.

3 Select the **Use Voice Authorization Only** flag.

4 Select the **User Address Verification** flag (optional). If set to Y, the system requires that you enter the customer's address and Zip code on all transactions.

5 Select the **Use Last 4 Digit Security** flag (optional). Credit card transactions work with this flag set to N;

6 Enter the number of columns over which you want the credit card receipts to print. The available range is between 30 and 80 columns (30 gives you a 2½-inch wide receipt).

7 Enter the **message** you would like printed on the receipts. This entry is optional.

Working with automatic credit card transactions

1   After entering the terms code and the purchase amount, you can choose **F1** to swipe the card or enter the card information manually.

2   Choose **Process** when you are ready to process the sale.

3   A mini dialog box will appear, telling you the system is waiting for recognition and then a response.

4   If the credit card processing company does not answer or respond within the time set in the Credit Card Control F/M, the system gives you either a recognition timeout (if the card processing card cannot connect to the provider's system) or a response timeout (if the provider's system answers but does not approve or decline within the established response time).

    Recognition timeouts. You can wait again or cancel the transaction. Canceling a document after a recognition timeout creates no problems because the processing company is not aware of the transaction.

    Response timeouts. You have the option to wait or hold the document. If you choose to hold, you must call the processing company to determine whether the transaction has been approved or declined.

5   If for some reason the swipe device is not working, the CPC is offline or the **Voice Authorization** flag in the Credit Card Control F/M is set to Y, the person entering the credit card transaction will need to call the processing company and enter the provided authorization code.

6   At the end of the transaction, FACTS checks to see if you are signed on to a cash drawer. If not it asks you to do so. Press **F2** to search.

Processing pending transactions

In cases where the processing company is offline or PayflowPro client is unavailable, you can still force sales and reconcile the transactions later.

At the end of the shift or day:

1   Switch the **Transmit to PayflowPro Y** flag back to 'on' in the Credit Card Control F/M.

2   Click **Sales Orders>Invoices>Process Pending Transactions**. If transactions are pending, press **Enter** to begin processing. *This program must be run before the Daily Sales Register is updated.*

3   If the CPC accepts all transactions, the system tells you the "Batch Processing of Pending Transactions Is Complete," and you can press **Enter** to return to the Invoices menu.

4   If a transaction in the batch is declined, it must be resolved (e.g. with another method of payment), and the Process Pending Transactions program must be run again.

5   As with single credit card transactions, recognition and response timeouts sometimes occur. If you get a recognition timeout, you can wait or press **F3** to stop processing.

6 If you are faced with a response timeout, you can either wait or abort the process. Be advised that when you abort the process, you will need to call your processing company and verify which transactions they received. Those they did not receive will have to be settled through the PayflowPro software.

Configuring FACTS to use CenPOS

1 Click **System Management>File Maintenances>Company Control F/M**.

2 Choose CenPOS in the **Credit Card Processor** field.
   Set up a credit card terms code in the Accounts Receivable Terms Code F/M (Accounts Receivable>File Maintenances>Infrequent File Maintenances>Terms Code F/M) if you have not already done so. Credit cards must be set up as a cash type —that is, Type 1-4 — so the General Ledger number you choose must be a cash G/L account number.

3 Click **System Management>File Maintenances>Infrequent File Maintenances>Credit Card Control F/M**.

   - Specify the URL for the CenPOS interface as the **Base URL**. The default is https://www3.cenpos.net/POSintegration/posintegration/default.aspx.

   - Specify the **Merchant account ID** for CenPOS and the CenPOS **password**.

   - Enter the **user id used with cookies** to allow processing without logging in each time.

   - Select **Validate Cookies** to allow connecting to CenPOS without requiring logging in each time. If checked, CenPOS ignores any stored cookie and uses login info provided in the request. If no info is provided, the user will be prompted to log in.

   - Select **Use Last Four Digit Security** to require the entry of the last 4 digits of the credit card when swiping a card. If unchecked, the last four digits field is disabled and does not require the last four digits to be entered when swiping a card.

   - The last credit card receipt number used will display in this field, once the CenPOS credit card processor is operational. (display-only)

   - Specify the number of columns over which you want the credit card receipts to print in **Columns for Credit Card Receipt**. The available range is between 30 to 80 (30 columns will give you a 2½-inch wide receipt). This sets the width of your credit card receipts, which can range from 30 to 80 columns wide. Enter 0 if you do not want a receipt to print.

4 (Optional) To print credit card receipts, set up SOP610 in Program F/M. Then select the printer usage and normal printer for each terminal (the entries for fields 2-8 are arbitrary) so credit card receipts will print. This allows you to have one credit card receipt printer for all terminals, or a different printer for some terminals, as necessary.

Processing credit cards with FACTS and CenPOS

After entering the credit card amount, the CenPOS Credit Card Entry pop-up window appears with the Amount and document number from FACTS:

Note: The required fields on the screen are marked with an asterisk *and highlighted in red.

1   Enter the **credit card number** or swipe the card through the reader.

2   Enter the **expiration date**. If you swiped the card, the system automatically enters this data.

3   Enter additional information as needed, based on your settings in CenPOS.

4   Click **Submit** to process the transaction.

   A mini dialog box will appear, telling you the system is waiting for a response.

   If there is no internet connection, the system will give a recognition timeout. If the card processing company does not answer or respond within the time set in CenPOS, the system gives you a response timeout. In both cases, the transaction is cancelled and nothing will have been charged on the user's credit card.

   Voice Authorization is not supported at this time.

5   At the end of the transaction, FACTS checks to see if you are signed on to a cash drawer. If not it asks you to do so. Press F2 to search.

Importing notes

The system displays the Importing Notes screen when SO document header or line notes are available for addition to the sales order, purchase order or item transfer document. SO, PO and TR Document and line notes are available to view/edit (according to the user's security) for all open documents.

You also have the option to print the note on the sales order (for order or backorder type documents only), credit memo, counter sale or invoice, purchase order or transfer. When you run the Daily Sales Register, the system copies SO document notes to the past invoice.

You can export sales order line notes to associated purchase orders or inventory transfers and print the exported sales order line notes on the PO or transfer ticket. When an Order Entry program automatically creates purchase order such as for a direct ship sales order, FACTS determines if Vendor and Item notes should import into the PO, based on the export options setup on the note. If a note is set to export or required, then FACTS automatically imports the note onto the PO.

1   At the top of the screen, the system displays the Note **Type**, **document number**, and **Note Category** for the note displayed for import.

2   You can modify the following fields:

   Subject

   Enter or modify the subject for the note.

   Urgent

   Indicates the note should be classed as urgent. Notes marked urgent automatically display in Sales Order Entry programs for customers, document header records, document line records, and items.

Note

Enter or modify the text for the note.

Print on [PO/SO Document]

This field depends on the document type being entered or edited.

Print on Pick Ticket

For sales orders, indicate whether to print this note on the pick ticket.

Print on Purchase Order?

For purchase orders, indicate whether to print this note on the PO.

Print on quote?

For quotes, indicate whether to print this note on the quote.

Print on pick ticket when quote is converted?

During quote entry, indicate whether this note should print on the pick ticket.

Print on invoice when quote is converted?

For invoices, indicate whether to print this note on the invoice when the quote converted to a sales order is confirmed.

Print on PO/transfer when quote is converted?

For sales orders, indicate whether to print this note on the PO or warehouse transfer when the quote is converted to a sales order.

3   **You can:**

Click **OK** to import the note to the current sales document or **Skip** to stop the note import. You can click **Export** to export the SO document note to the purchase order to which it is tied.

Designating items for direct ship

Direct ships, or drop ships, are items that are sent directly to the customer from the manufacturer. You may need to flag an item as a direct ship if the item is: currently out of stock, a temporary item, which is an item you don't normally stock but are willing to order for the customer, or a catalog item

To flag an item as a direct ship:

1   Check the **DS** box in the line item entry section.

2   Specify the **vendor** from which this item should ship in the popup box. **F2** allows a search.

Direct ships automatically set the ordered quantity to backordered.

Entering freight and handling (Sales Orders)

1   To enter freight and handling charges in the document footer, click **Done** in the main Order Confirmation screen.

2   Select the **Freight $** field in the document footer to enter or update freight and handling charges for the selected order. Press **F2** to access the Freight Totals Display window.

3   You can enter freight and handling manually in the **Freight $** field or you can import freight and handling charges from another shipping software system, such as UPS software.

   Automatic Freight Calculations and Quoted Freight: In Order Entry, Confirmation Entry and Direct Invoice Entry, FACTS provides automatic freight calculations using freight schedules or quoted freight, based on control settings in Ship Via F/M, AR Customer Maintenance and SO Static Control F/M (SOF980). Refer to the Automatic Freight Calculations and Quoted topic for details.

   To charge freight in SO entry programs, the **Charge Freight** flag in the Sales Order Static Control F/M *(Sales Orders>File Maintenances>Infrequent File Maintenances>SO Static Control F/M)* must be selected (set to Y).

4   If the system does not allow manual entry in this prompt, the **Allow Manual Freight** flag in IC Warehouse F/M may be deselected (set to N).

Quoted freight processing

1   Press F2 in the **Freight $** field to open the Quoted Freight Entry Dialog box.

2   During Confirmation Entry and Direct Invoice Entry, you can modify the **Quoted Freight Amount** and the **Invoice Billed Freight Amount**. The system also displays the Calculated Order Freight Amount and the Calculated Invoice Freight Amount in the Quoted Freight Entry Dialog box. When a new invoice is added in Direct Invoice Entry and the customer is set to use Quoted freight and the Quoted Freight is not set to be automatically filled with the calculated freight and the Billed Freight is set to default to the Order Quoted Freight in SO Static Control F/M, then when the Quoted Freight Entry (SOC504) window is opened and an amount is entered in the Order Quoted Freight field, this amount will then also default into the Invoice Billed Freight field.

3   Click **Freight** at the **Quoted Freight Amount** field to access the Freight Totals Display window to review and calculate freight.

Reviewing and calculating freight

1   Press **F2** in the **Freight $** field to open the Freight Totals Display window.

2   In the browser the system displays the warehouse code and name, ship via and freight and handing charges.

3   Highlight a warehouse line and select **Process Frt** and the system calculates freight per warehouse based on the shipped quantity on the order document lines.
   Automatic Freight Calculation Details:

Freight will be calculated per warehouse based on the shipped quantity on the lines. This value is accumulated and stored in the Invoice Calculated Freight Amount field of the header. The system sets the Invoice Billed Freight Amount based on the "How to Default Billed Freight in Confirmation" setting in SO Static Control F/M. It will either be the Order Quoted Freight Amount (charge all on first shipment) or the Invoice Calculated Freight Amount (recalculate for every invoice). This is calculated when you click **Done** to advance to the footer in Confirmation. If you back up to the document lines and then return to the footer the field will again be set based on the How to Default Billed Freight in Confirmation" setting in SO Static Control F/M. If you changed the invoice billed freight amount manually when you first accessed on the footer you must re-enter the value. The Invoice Billed Amount cannot be greater than the Order Quoted Freight Amount. You must also change the Order Quoted Freight Amount you add document lines and then return to the footer in order to bill for those lines.

4   Click **Chg Frt/Hdlg** to modify freight and handling charges.

Changing freight and handling:

1   Click **Chg Freight**.

2   Specify the freight amount, and if applicable the handling amount, and click **OK** to return to the document footer.

   The program skips directly to the handling field if the Allow Manual Freight flag is not selected (set to N) on the Main tab of Warehouse F/M (Inventory Control>File Maintenances>Infrequent File Maintenances>Warehouse F/M).

3   Using default handling charges: To import a default handling charge from SO Ship Via F/M, click **Import**.

4   Complete the footer and click **OK**.

5   Indicate whether you want to print an invoice at this time or batch print it from the Invoice & Credit Memo Print program later.

Assigning freight with the FACTS shipping system

If you use the FACTS Shipping System (*Sales Orders>Shipping*) you can get freight totals based on the information entered in the UPS Weight Table F/M, UPS Zone F/M and Package F/M.

These totals are only as accurate as the annual February UPS rate updates.

For carriers other than UPS, enter freight totals manually. The FACTS Shipping System is based on UPS rates.

The FACTS Shipping System is not UPS approved. This means the manifests and labels cannot be used.

To assign freight totals from the FACTS Shipping System:

1   Access the footer and tab to the **Freight $** field.

2   Press **F2** to access the Freight Totals Display.

3   Press **F3** and enter the following information:

 UPS Zone. UPS Zone codes, which are related to zip codes, are maintained in the UPS Zone F/M. The program defaults to the zone entered in the Accounts Receivable Ship-To profile for this customer.

 Com/Res. If the UPS Zone entered in the previous field is greater than 8, this field is not accessible and defaults to **NA.** Enter whether this delivery is a **C** - commercial or **R** - residential UPS ground delivery. UPS charges different rates for commercial and residential deliveries. Press **Enter** to accept the default value for this ship-to address.

 Weight: The program defaults to the next highest whole pound from the weight entered in the Inventory Control Item F/M for this item. A different weight can be entered if necessary.

 Freight: The program defaults to the freight calculation derived from the information entered in the previous three prompts. You may enter a number (+/-9999.99) if you need to override the system's calculation.

If the item is designated as having companion items, the system displays the Companion Item Selection (SOE151) screen. Refer to the Companion Item Selection (SOE151) topic for details.

4   Click **Save**.

Using the Job Costing Entry window

1   If there is a job number in the header, the Job Posting Entry window appears after you finish editing or adding a line to a document.

2   Complete the following:

Price message	If the job is a fixed contract or time and materials contract, this field is skipped. If the job is a cost plus (+) contract or a no charge contract, a message is displayed indicating the price that must be billed for the item on this job. Press Enter to continue. Then press F4 to backup to the price field to enter the correct price.
Cost code	Enter a valid cost code (up to 4 characters). Entering a valid cost code displays the cost code description and the cost type. **F2** enables to search for a cost code.
Memo	Enter the memo to post to job cost (not used for printing purposes). The memo can contain up to 30 characters. The program initially defaults to blanks.
Print Memo	This field is skipped in Sales Orders. (When billing through Sales Orders the billing, i.e., invoices printed, does not take place in Job

Cost.)

Using the price search feature

Use the price search program to find an item's default price as well as alternate prices, which may include customer contract prices, pricing levels, quantity breaks and prices from past sales. The price search is available in Order Entry, Order Confirmation, Direct Invoice Entry, Credit Memo Entry, Counter Sale Entry and Service Order Entry.

Administrators can turn off the price search feature in the SO Entry Options F/M (on the Line Prompts tab).

Access the price search in one of the following ways:
Press F3 while the cursor is in the **Price** field.
Click **Price Search** next to the **Price** field.
Select **View>Price Search** from the menu bar.

The Price Search window displays available pricing information for the selected item, quantity and customer, if a customer is selected. An asterisk denotes the default price for a select item and customer.

When you select a price for a line item, the system returns the pricing UM to line item price in Order Entry.

Price Search options

In the main search window, you have these options.

Item/Qty to view prices on another item. This option is available if you access Price Search from the View menu in one of the SO Order Management programs.

Whse Qtys to view item availability in the warehouse the selected item is set to ship from. If you do not have an order open, the system uses the default warehouse for this terminal. This option is disabled when you access Price Search from the Price field.

Contracts to view the Contract Entry (SOE560) program in view-only mode. The contract price details are available for the selected item and customer.

GM Entry to calculate a new price based on the GM percent you enter. To use this feature, first select a price in the browser. The gross margin percentage is based on the cost of the item selected and the price you selected. Change the GM % to create a new price. If you accessed Price Search from the Price field, choose OK to select the new price you created.

Change UM to see prices based on a different unit of measure.

To search on a price from the View menu:

1   Click View>Price Search from the menu bar in any of the SO Order Management Suite programs.

2   Click Item/Qty.

3   In the Item/Quantity window, choose the item and the quantity on which you want to find price information. Press F2 in the Item field to find an item.

4 Click OK to continue to the main Price Search window.

Factors that affect default pricing in the Price Search feature

These factors are included in determine the default price feature.

ordered quantity (for quantity breaks),

selling and pricing units of measure on the sales order line item,

types of prices available for the item being sold, and

status of the Default Price control (SO Static Control F/M; Inventory tab) and Use Default Prices flag (IC Item F/M; Sales tab.

Setting the Default Price control in SO Static Control F/M

Use this control to define which prices FACTS should default to when it is searching for prices. The default price appears in the price field once you select an item.

The price options are:

S-Standard

L-Level Pricing

Q-Quantity Breaks

C-Contract Price

X-Lowest Price

For example, if you want the system to default to contract prices when they exist, enter C first. If FACTS cannot find a contract price for the item and customer selected, it looks for the next price set.

Use Default Price flag

FACTS also looks at the use default prices flag defined in the Item F/M.

This flag may be used for items that have multiple pricing units of measure that, when converted to the default pricing unit of measure, convert to the same price.

If this flag is set to Y, then you only have to set up prices for the default pricing UM. Pricing for other units of measure for the item may be calculated by the system.

Entering serial/lot items

Serial/lot entry is only available if the OE Serial/Lot Entry control in SO Static Control F/M is set to either M-Assign Number in either Entry or Confirmation or Y-Assign Number in SO Entry.

Use the Serial/Lot Entry window to assign serial numbers or lot numbers for items you are entering.

Serial/Lot costing options

You have the ability to cost serial and lot items by the system cost (costing method for the module). The feature provides for GAAP compliance. For the FACTS SO, IC and MC modules, you can decide if the cost for serial and lot items will be averaged actual (as it has always operated in the past) or system cost (costing method for the module). The default setting for each Static Control F/M is A-Averaged Actual (same behavior as they have before the monthly is applied). Users who want to take advantage of this change will need to change the option to S-System Cost for each of the applicable modules. The net result of selecting S-System Cost is that serial/lot items will be costed like non-serial/lot items.

The window appears automatically when you enter item numbers flagged as serial or lot (see Item F/M, Main tab).

Over-commitment of serial/lot items

The over-commitment of serial/lot items is not allowed in Order Entry and Confirmation Entry. If the OE Serial/Lot# Entry flag in SO Static Control is set to "M" or "N" then you can under commit serial/lot items.

The system recalculates quantities if:

- The Serial/Lot shipped amount does not equal the order's shipped amount,

- The OE Serial/Lot# Entry flag is set to "Y" and the Serial/Lot committed quantity does not equal the order's committed,

  -OR-

- The OE Serial/Lot# Entry flag in SO Static Control flag is not "Y" and the Serial/Lot committed quantity is greater that the order's committed amount.

- The system displays the message "Improper ser/lot assignment. Quantities changed for line XXX" then recalculates as follows:

- The order's shipped amount is set to the Serial/Lot shipped amount.

- The committed amount is set to the Serial/Lot committed amount.

If the "new" sum of the shipped and committed amounts is greater than the ordered amount, the system sets the ordered amount to the sum of the shipped and committed amounts. The system recalculates the order's backordered amount with the new quantities to equal the ordered amount minus the shipped amount minus the committed amount.

In the Daily Sales Register, if the Serial/Lot shipped amount doesn't match the order's shipped amount the system now displays a message and return to the menu and no longer displays an error 40. The system also displays a message if the Serial/Lot committed amount is greater than the order's committed amount and returns to the menu.

When the system displays the Serial/Lot Entry (SOC145) window, the item number automatically displays in the Item field and the document number displays in the Document field.

Calculating commissions

Use Company Control F/M to setup the proper prioritization of the contract price's commission % and to set the commission flag for use highest/lowest/priority commission.

As a line is being entered/edited in the Sales Order module, the default commission % values for customer, salesperson, item, and price are saved and used in the commission calculation processing detailed below.

Processing details

Throughout FACTS, commission percentage processing is as follows when the price selected has a commission % assigned:

There are five commission percent sources: customer, salesperson, item, price and current line commission. The system maintains a user override flag and a price type to designate if the user overrode the line's commission during order entry.

When calculating commissions, the system first checks the value of the Commission Flag. If the Commission Flag is set to H- always choose the Highest commission in the hierarchy, the system returns the highest commission %, excluding the line's commission %, after replacing the item's commission with the price's commission if necessary. If the Commission flag is set to "L- always choose the Lowest commission in the hierarchy", it returns the lowest, non-blank, commission %, excluding the line's commission %, after replacing the item's commission with the price's commission if necessary.

If the value of the Commission Flag is set to X-calculate (always choose the commission that the hierarchy determines), the system checks the Commission Basis for the first priority to determine which commission percentage to use. As the system navigates the priority string, it returns the first entry that has a commission other than "No Priority" (or blank) as the correct commission %.

For example: If the commission hierarchy is set to SCIP the system would calculate the commission using the percentage assigned to the salesman who sold the merchandise. If no priority is assigned to the salesman, the second priority is checked. The system would then calculate the commission using the percentage assigned to the customer the merchandise was sold to. If no priority is assigned to the customer, the third priority is checked. The system would then calculate the commission using the percentage assigned to the item that was sold.

If the price type is not a contract price, the position of the Price's Commission % in the hierarchy will be ignored, and if a Price Commission is present, it will replace the Item's Commission % (regardless of whether the Item's Commission was "No Priority").

If the user override flag is set for the line-item during order entry processing, the system returns the Line's Commission as the correct commission %.

Using the Past Sales Search feature

Use the Past Sales program to lookup all items sold to this customer in the past. When you select an item from this search, the system sets quantity ordered to what the customer ordered in the past sale.

This option is available at the item prompt and only if the Use Past Sales flag is selected in SO Static Control.

The past sales search is available in Order Entry, Order Confirmation, Direct Invoice Entry, Credit Memo Entry, and Counter Sale Entry.

For details about using the Go to and filters options, refer to the Search Features topic in FACTS Basics.

From the Past Sales Search screen, click Temp Items to display the Temporary Past Sales Search window, which contains a list of temporary items for the specified customer. If an item is selected from this window, the system closes both search windows populates the following fields in the Order Entry Line item section of the screen: Item number, Description 1, Description 2, Vendor, Class, Weight, selling Unit of Measure, Cost, cost Unit of Measure, Price, and price Unit of Measure.

Creating suggested transfer/purchase orders from Order Entry programs

When you create/edit a sales order line and it has a back-ordered quantity greater than zero, you can create a suggested purchase order for the primary vendor, a suggested purchase order for another vendor, a suggested transfer from the item's restocking warehouse or a suggested transfer from another warehouse depending on the item type. The Sales Order Entry programs can also be set to automatically create/update the suggested PO or transfer as necessary. The system bases suggested document creation on the prompt in the Sugg PO/TR by Type section of the Line Options tab of SO Entry Options F/M (SOF915). When the Sales Order Entry programs are evaluating a line item with a back-ordered quantity to determine whether to prompt you to create a suggested transaction, the system looks at the item type and uses the SO Entry Option prompt associated with that type. Use these settings to indicate whether you want to have the system ask to create suggested purchase orders or suggested transfers during Order Entry line processing, automatically create suggested purchase orders or suggested transfers during Order Entry line processing or never create suggested documents. When the items are received, you can run the Transfer Fill Report prior to the Receiving Register to advise warehouse personnel of what back orders are to be filled with the incoming merchandise.

Create Suggested Transaction window

If the Stocked and Nonstocked prompts in the Sugg PO/TR by Type section on the Line Options tab of SO Entry Options F/M (SOF915) are set to R Always Ask Defaulting to a Suggested PO or A Always Ask Defaulting to Restocking Path, the system displays the Create Suggested Transaction Window when you create/edit a sales order line and it has a back-ordered quantity of greater than zero.

Use these fields to create a suggested transaction.

1 Create

Select the type of suggested transaction to create: P-Create a suggested PO, T-Create a suggested transfer or N-neither.

If the ship warehouse is not the same as the initiating warehouse, the T-transfer option is not available. If only one type of suggested document is valid on the sales order line, the Create prompt only allows you to create the valid document type or to not create any suggested document. **For** example, if the item is temporary and so a suggested transfer is invalid, then the Create prompt would display the option to P-Create a suggested PO or N-neither.

2 Vendor

Specify the vendor for the suggested transaction. Press F1 to use the primary vendor, press F2 to search or F4 to backup to the Create prompt.

This field is disabled if the Create field is not set to "P"-Create a suggested PO.

3 Warehouse

Specify the warehouse for the suggested transfer. Press F1 to use the restocking warehouse, **F2** to search or **F4** to backup to the Create field. This prompt is disabled if the Create field is not "T"-Create a suggested transfer.

If you press **F2**-warehouse search, the system displays the Warehouse/Item window (SOC070), which displays all warehouses (other than the shipping warehouse) and the warehouse quantities. You can select a warehouse from the search and the "Select Wh" option is available to return the warehouse number to create suggested document.

Quotes procedures

Converting a quote to sale or service order

1   From the Quote Header section of quote entry, click the **Bring in Another Quote** checkbox to bring in another quote, then enter the quote number. Press **F2** to search. You can establish some standard quotes so that there is no need to enter them each time. By using the **Bring in Another Quote** function, the line-items automatically transfer from the quote selected to the quote being entered. The quote selected to be brought in is not affected by the transfer. It stays in its original form. If you enter **No**, the system continues without additional quote information.

    When you import a quote into a new quote, the system recalculates the cost of each item to the current cost. For items that contain a user-overridden cost, the system recalculates the cost based on a setting on the Quotes tab of the SO Static Control F/M. The setting allows you to indicate whether you want the system to recalculate a user-entered item cost when the quote is imported to a new quote or converted to a sales order.

2   When you convert a quote to a sale when using source document pricing all prices come in as user override prices. The system sets the price's commission % to "No Priority" and calculates the default commission. Refer to the Calculating Commissions topic for processing details about commission percentages.

3   If multiple warehouses on an order are being used:
    If the initiating warehouse of the line-item being transferred is different than that of the

quote, the line-item's initiating warehouse is automatically changed to match that of the quote's.

The system verifies the security on the shipping warehouse and if you do not have security, the system displays the message: "QUOTE LINES SKIPPED BECAUSE USER CANNOT SHIP FROM WAREHOUSE XX" where "XX" is the shipping warehouse.

Creating BOM items (Kitting, On-the-fly) for Quotes

You can create Bill of Material (BOM) items in Quote Entry if:

- You purchased and activated the Manufacturing Control module.
- You set the **Update in SO** option in the Manufacturing Control BOM Entry program to C, A or O.

Creating finished items

1   At the **Bill of Material** (BOM) field that appears when you enter a BOM item, select from the following options: Y-Update and Change Components, A - Update Components automatically and initially skip change, or F- Update the finished item. The options Y- Update and Change Components and A - Update Components automatically and initially skip change, available if the **Update in SO** option for this BOM item is set to C (Update Components, Entry and Change of Components Allowed) or A - Update Components automatically and initially skip change) in the BOM Entry program. To simply update the finished item and not modify or update its components, select F- Update the finished item.

2   The **Y-Update and Change Components** option provides access to the Component Entry window, which displays the component items and descriptions and asks for the number of units needed to complete one finished item.

3   The Create/Review component lines one at a time option provides access to the BOM Component Entry window, which displays the components and asks for the number of units needed to complete one finished item.

4   In the **Units/ea** field, enter the number of **units** — in stocking units of measure — required to make the one finished item. You can accept the default from the BOM Entry program by clicking **OK**. Click **Skip** to skip the item. Click **Accept All** to accept the default entries for the remaining components on this BOM item.

5   The program uses the number of units needed to build one finished item and determines the quantity that should be shipped or backordered.
    For example, a customer orders 5 units of BOM Item 1, which requires two units of Component A and 1 unit of Component B to make one finished unit.

    When you choose to create component lines automatically, the system "ships" 10 units of Component A and 5 units of Component B (assuming all quantities are available).

    If you changed the ordered quantity for the finished item in the main window, the system automatically updates the quantities of components needed.

6   The program defaults to the component **descriptions** entered in the BOM Entry program.

7   Enter the number of **units** — in stocking units of measure — required to make one finished item. You can accept the default from the BOM Entry program by pressing **Enter**. Press **F2** or **Skip** to skip the item. Press **F3** or **Accept All** to accept the default entries for the remaining components on this BOM item.

The program uses the number of units needed to build one finished item and determines the quantity that should be shipped or backordered. For example, a customer orders 5 units of BOM Item 1, which requires two units of Component A and 1 unit of Component B to make one finished unit. When you choose to *create component lines automatically*, the system "ships" 10 units of Component A and 5 units of Component B (assuming all quantities are available).

If you change ordered quantity for the finished item in the main window, the system automatically updates the quantities of components needed.

8   The program defaults to the component **descriptions** entered in the BOM Entry program.

9   Click **OK** to accept the line.

10 When the system displays the Memo screen for the component, edit memo lines associated with the component item, if necessary and select the **Print on Invoice** checkbox to indicate you want to include the memo on the invoice. You can select **Skip** to not add a memo, **Acpt Memos** to select and include memos for all components, or **OK** to accept the memo for the current component only.

11 Repeat these steps for each component line.

12 When the system displays the message, *Create component lines automatically*, FACTS looks at the stocking units required to make one finished item (defined in the BOM Entry program) and multiplies that number by the quantity ordered. Note that the Component Entry for Quote (SOE113) screen does not automatically appear when you select this option.

13 When all component lines are created, the system displays the Component Entry for Quote (SOE113) screen, where you can change components, as long as the BOM item allows editing. The Component Entry for Quote (SOE113) screen also displays if you choose to edit the components after the line item has been saved.

14 You have these options.
Edit - to make changes for the highlighted component item and modify the **Description** or **Units** fields.
Add a component line. Then enter the **item number** and **units** for the component.
Delete the highlighted component line.

15 **Save** your changes (when editing a line).

Click **Stop** to stop working with component lines.

16 Click **Done** when you are ready to return to Quote Entry.

Creating or changing quotes information

1   Click **Sales Orders>Quote Entry**.

    Complete steps 2 and 3 to enter quote header information.

2   In the **Doc/Cust** field, specify the quote number or specify the customer number and press **Enter** to automatically assign the quote number when you complete your header information.

3   Specify this information.

    Ship-to

    (Optional) Modify the ship-to code (this code displays from the customer's default information) where the order should be shipped.

    Quote Date

    (Optional)The system displays the current date as the default; you can modify this field.

    Effective Date

    Specify the date the quote is effective. This field is available based on the Eff Date field setting on SO Entry Options (SOF915), Header view.

    Expiration Date

    Specify the date this quote expires or press Enter to default to the value already displayed.

    Reference #

    (Optional) Specify the reference number, if required.

    Salesperson

    Specify the salesperson for the quote.

    TIP: More prompts may appear depending on the settings in SO Entry Options F/M. Once the header is complete, the program automatically goes into Add mode, which means the cursor moves to the Item Number prompt in the line entry section where you can begin entering line-item information. Use the line entry section to specify the item numbers, the quantities ordered, committed and/or back ordered; the price; and the extension (prices multiplied by the quantity ordered). More prompts may appear depending on the settings in SO Entry Options F/M.

Complete Steps 4-11 to specify line items on a quote.

4   In the **Item** field, specify the item number for the quote line. Press **F2** to search for items. For Catalog or temporary items numbers refer to the Fields For Temporary and Catalog Item Entry section. You can also specify service and equipment on quotes. Service items can be imported and converted to service orders.

5   After you specify an item, the item class, package size, item weight and its unit of measure, available quantity, on hand quantity, on-order quantity, and bin location are displayed.

6   (Optional) Select the **Ship Direct** check box to indicate, that this item is shipped directly to the customer ship-to address.

7   (Optional) In the **Whse** field, the system displays the default warehouse for the item. You can modify this value or search for a different warehouse.

8   In the **Quantity** field, specify the quantity to quote. If this is a BOM finished item that can be assembled in SO, you may be able to specify component items. If the item has multiple selling units of measure you can press **F2** to change the unit of measure on the ordered quantity. Press **F3** to change the shipping warehouse if you are using multiple warehouses. Specify a **back-ordered quantity** if the quantity ordered is greater than the available quantity in the selected warehouse.

9   (Optional) The **Cost** field is available if the **Change by Ln Cost** flag in the SO Static Control Record is set to Y or B. If the **Change by Ln Cost** flag is set to B, you can press F4 to back up to this field. This field is also available if the item is temporary. Specify the cost per displayed costing unit of measure.

10   In the **Price** field, specify the price per displayed pricing unit of measure. Specify L and a level number for a price level if applicable. Press **F2** to change the unit of measure for pricing if more than one is set up for this item. Press **F3** to select another price. This field defaults to the pricing default UM for this item.

Repeat steps 4-9 to add additional items.

11 To end line entry, click **Cancel**.

Complete steps 12-13 to enter footer information for a quote

12 Click **Done** to display Footer for Document dialog box; specify this information.

Disc %
Specify the discount percent (maximum of 100) or dollar discount (maximum equals merchandise total) of the merchandise total for the document. This field only appears if % or $ was entered at the Use Invoice Discounts flag in the SO Static Control Record.

Freight $

Specify the freight amount (+/-9999.99). Press Enter to default to 0 or, if this ship via is UPS, to the freight calculated for the UPS zone.

If the Ship Via code is UPS, refer to the UPS Ship Via Information topic for additional fields.

Tax Code

Specify the tax code for this ship-to customer. The entry must be a valid tax code. This field is not available if the Charge Tax flag in the SO Static Control Record is set to N. Press Enter to default to the currently displayed value (initially the customer's ship-to tax code). Press F2 to search.

NOTE: If you back up to this prompt and do not press F1 - skip after changing the tax rate or the tax amount, the system recalculates the charges to reflect the tax code and the changes to the Tax Rate and Amount fields are lost.

Tax $ (Amount)

This field is only available if the Charge Tax flag in the SO Static Control Record is set to O. Specify tax amount.

The system displays the total amount for the quote that is taxable, quote subtotal, discount amount, freight, tax and document totals.

Memo

Specify the memo to print on the quote. Press Enter to default to the displayed value, initially the standard memo set up in the Document Print Control Record. If no memo is needed, you can press the space bar before pressing Enter.

13 Click **OK**.

14 The system displays the message: *Print Quote Now?*

If the quote has been printed once, this field is skipped. Check the Print Quote Now? check box to indicate to print the quote immediately. If do not select the check box or if the quote has already been printed, you can print/reprint the quote through the Quote Print program. Click **OK**.

The system still prompts you to print quotes even if the customer fails the credit check and your system is set in AR Static Control to place the document to Hold status. The system uses the credit check to determine whether the quote will be converted into a sales order.

If the Lost Sales is selected on the Use Features tab of SO Static Control F/M (SOF980), you have the opportunity to post to lost sales if the item is inactive and the quantity is greater than the available amount.

15 The system displays the message: *Convert quote to a sale?*

16 Click **N - do not convert and skip to the end of the ending routine**, **A - convert all line-items to a sale or contract**, or **F - convert the flagged line-items to a sale or contract**. Press **Enter** to default to N.

17 (Optional) If you selected **A** or **F** for the Convert quote to a sale? option, complete the Convert Quote Lines screen.

18 The system returns you to the **Doc/Cust** field, where you can specify another quote or select **Done** to exit the program.

Orders procedures

Importing quote lines to sales, service, or counter sale orders

1 Access Order Entry or Counter Sale Entry.

2 Complete the header information.

3 Add an item, equipment or service to the sales, service or counter sale order.

4 If there are quote lines for the same customer/ship-to/item you are entering on a sales, service or counter sale order, the Import Quote window displays the quote lines.

5 Select the quote line you want to import and click **Import**.

6   When you import a quote line, the required line fields are displayed with default information from the quote.

7   You can modify information as needed.

8   Complete the header information. (For service and equipment the Service Order Entry screen is displayed.)

9   Click **OK**.

10 The import of the quote line is completed and you are returned to Order Entry or Counter Sale Entry.

Creating sales order headers

1   Click **Sales Orders>Order Entry**.

2   In the **Doc/Cust** field, specify the sales order number to assign to this document or the customer for the sales order.

3   (Optional) In the **Ship-to** field, modify the ship-to code (this code displays from the customer's default information) where the order should be shipped. The system displays the full ship-to address. If a customer requests to have an order shipped to an address other than its usual shipping address, use the Temporary Ship-to feature to facilitate this request.

4   (Optional) In the **Ordered** field, the system displays the current date as the default for the date on which the order was placed; you can modify this field.

5   (Optional) In the **Requested** field, the system displays ASAP as the default for the date on which the customer wants the order to arrive. You can change the value in this field to ASAP.

6   (Optional) The system displays a dialog box of additional fields. You can update the following information:
    Ship Via-The ship via code indicating the method of shipment the customer requested. Click **Edit** to modify warehouse to change the ship vias for all existing lines for a particular warehouse.
    Click **Ship Complete** to enter a new ship complete status for the specified warehouse.

    Ordered By-The name of the person who placed the order.
    Terms-The code representing the payment terms extended to this customer.
    Freight code-Indicate how the customer will pay for freight on this order. The options are P-Prepaid, C-Collect freight, B-Bill later, or A Prepay/Add.
    Salesperson-The salesperson code assigned to this customer.
    Inside Salesperson-The salesperson code to indicate who is entering the order on the primary salesperson's behalf. To access this field, *the* Inside/2nd slsp flag in SO Static Control must be set to I-Inside Salesperson or B-Both. Commission cannot be split with an inside salesperson in FACTS.

7   Click **OK**.

8   If this customer requires a **reference number** for the sales order, the system displays a message: *Reference # required for this customer.* Click **OK** to display the Header Detail

screen to enter the reference number. At this time you can also modify values for many of the available fields. Refer to the Header Detail topic for field description information.

9   Once the header is complete, use the line entry section to enter the item numbers, the quantities ordered, committed and/or back-ordered; the price; and the extension (prices multiplied by the quantity ordered). More prompts may appear depending on the settings in SO Entry Options F/M. Refer to the Adding items to sales orders for step-by-step instructions.

Converting quote lines

1   Use the Convert Quote Lines program to convert a quote to a contract or sales order.

Processing Notes

For Contracts: If all lines on the contract have been converted to a sales order or to a contract then that option (either sales order or contract) will not be available in the drop down box. If all lines have been converted to both, then the conversion window will not display. If the SO Static Use Contracts check box is not selected then the conversion window will remain unchanged. If a contract has been created from a line on the quote and there are no conflicts with other lines and no conflicts with the contract's settings since the contract was created (for example the contract is still active and not expired) then a prompt will appear allowing the user to merge any quotes lines being converted now to that existing contract. Selecting the check box will add the new line (or lines) to the existing contract, otherwise the quote lines will create a new contract. If the merge check box is selected all other field for contract conversion are disabled and ignored during the conversion. If you do not have the ability to review contracts then the check box for creating the contract as approved will not be available and you will also not be presented the option to copy a quote line to a contract that has already been reviewed. Any contract will be created as not-approved. The description will default to the customer number, name, and the quote number. This can be changed.

2   Click **OK** to process the request. If a contract is created then that contract number will display. If merging lines to a contract then this alert will not show. A tally of lines that were converted will display. If no lines were created then the following will tell the user: (This can happen when selecting to convert only flagged quote lines and no quote lines in fact were flagged.)

Adding items to sales orders

1   Click **Sales Orders>Order Entry**.

2   Access the sales order document or complete the Creating sales order headers procedure.

3   Specify the **item number** for the sales order line.

Item Entry Notes:

If the Display Quotes check box on the Use Features tab of SO Control F/M (SOF980) is selected, the Quote Import screen is displayed with any active (not expired) quotes on

file for the specified Customer, Ship-to, Item, and Warehouse are displayed during item entry. Select the quotes you want to include and click Import to add the quote line to line entry in during sales order or counter sale entry.

If you enter a temporary item or a catalog item, the system displays additional field fields. Refer to the Temporary and Catalog Item Entry topic for field details.
For detailed information about entering serial/lot items refer to the Entering serial/lot items topic.
Over Commitment of serial/lot items: The over-commitment of serial/lot items is not allowed in Order Entry and Confirmation Entry. If the OE Serial/Lot# Entry flag in SO Static Control is set to "M" or "N" then you can under commit serial/lot items. Refer to the Over Commitment of Serial/Lot Items topic for more information.

4   Check the **Ship Direct** check box to indicate that this item is shipped directly to the customer ship-to address. Then specify the Vendor and click **OK**.

5   In the **Wh** field, the system displays the default warehouse for the item. You can modify this value or search for a different warehouse.

6   In the **Ordered** field, specify the customer's requested quantity. You can change the unit of measure on the ordered quantity.

TIP: If the quantity entered exceeds the available inventory in the selected warehouse, the program gives you the option to accept the quantity anyway or to search other warehouses. The Search Warehouses window displays the warehouses that have the item, along with the available, on hand, committed, on order, back ordered and surplus quantities for the unit of measure selected. Select a warehouse. This creates a suggested warehouse transfer. Make sure you back order the item.

7   In the **Committed** field, enter a quantity to commit in the warehouse or accept the default. This field defaults to the quantity ordered, if that quantity is available in the selected warehouse.

8   In the **Backordered** field, enter a back ordered quantity if the quantity ordered is greater than the available quantity in the selected warehouse. The program skips this field if the customer or your company does not allow back orders (Allow back orders flag not selected in AR Customer F/M and SO Static Control F/M), the item is a direct ship, or the selected warehouse has enough inventory to fill the order. When you enter a back-ordered quantity, Sales Order Entry programs base suggested document creation on the Stock, NonStocked, Uninventoried, and Temporary prompts in Sugg PO/TR by Type section on the Line Options tab of SO Entry Options F/M (SOF915). Use these settings to indicate whether you want to have the system ask to create suggested purchase orders or suggested transfers by item type during Order Entry line processing. Refer to the Suggested Transfer/Purchase Order Creation from Sales Order Entry Programs topic for detailed information about creating suggested warehouse transfer or purchase orders for backordered quantities.

9   You can add additional line items or click **Cancel** to exit out of Add mode.

If the item is designated as having companion items, the system displays the Companion Item Selection (SOE151) screen. Refer to the Companion Item Selection (SOE151) topic for details.

10 You have these options.

Edit - to make changes for the highlighted line item.

Add a line.

Delete the highlighted line.

Insert a line item above the highlighted item in the browser.

Save your changes

Header-to access the Header Detail for Documents screen, which is used to view (inquiry-mode) and/or modify warehouse, shipping information, request and order dates, and salesperson, freight, terms and ship via codes.

Deposits-to access to the Deposit/Payment Entry window.

Highlight a line item and click **Line Detail** to access the Line Detail for Documents screen, which is used to view and/or modify item descriptions, quantity and shipping information, costing, and PO information

Access Note Entry (SME710) for the customer, item, header or line record specified in the program.

11 Click **Done** to display Footer for Document dialog box. Refer to Completing sales order footers for step-by-step instructions.

Completing sales orders footers

1 Click **Sales Orders>Order Entry**.

2 Specify the **order number** and click **Done** to display Footer for Document dialog box. Refer to Creating sales order headers and Adding items to sales orders for step-by-step instructions.

3 (Optional) In the **Memo** field, enter the memo line that prints on the pick ticket.

4 (Optional) Click **Backup** if you need to change any items or header information or Deposits to access to the Deposit/Payment Entry window.

5 Choose **OK** in the Footer window to finish the order.

6 In the **Frt Method** field, the system displays the Document Freight Method (Q/C) for this customer– this value defaults from AR Customer Maintenance and is modifiable based on the Allow Method Change check box on the Invoicing tab of AR Customer Maintenance. Based on the setting, you can select from: Quoted Freight or Calculated Freight.

7 In the **Freight $** field, the freight value can be entered freight, quoted freight or automatically-calculated freight, based on control settings in Ship Via F/M, AR Customer Maintenance and SO Static Control F/M (SOF980). You can modify the entered freight, quoted freight amount but the calculated freight is determined by the system. You cannot

modify this value from within Sales Order Entry. The **Discount Percentage**, **Tax Code** and **Rate** display and are not modifiable.

8   Click **OK** to access the Print Ticket Window.

9   Complete this information.

Print Pick Ticket – You have these options. **N-Do not print pick ticket now.** , **Y-Print pick ticket now.** , **P-Print pick ticket and pack list now.** or, **H-Place document on hold**, which may be necessary if the order put the selected customer over its credit limit. Documents put on hold can be released in the SO Hold Selection program (Sales Orders>Orders>Hold Selection). Click **Save** to make your Print Pick Ticket response the default answer for the next pick ticket you create.

Multiple warehouse users: If you select Y-Print pick ticket now and no print ticket exists for the initiating warehouse, a message appears to the effect. Items shipping from other warehouses are added to the Item Ship Approval File for those shipping warehouses. You must approve the items in Item Shipment Approval before the ticket can print.

Orders with direct ships: The program asks you if you create or update a purchase order if the Create POs for Direct Ships control in SO Static Control F/M is set to Y-Create POs or M-Operator Selection of PO Creation.

(Optional) **Bill of Lading** – Check the box to print the bill of lading now also. Click **Save** to make your selection the default.

Print Acknowledgment– Check the box to print the acknowledgment as well. Click **Save** to make your selection the default.

Print Prices-– Check the box to print the item pricing information on the acknowledgment. Click **Save** to make your selection the default.

Click **OK**.

10 The system returns you to the **Doc/Cust** field, where you can enter another sales order or click **Done** exit the program.

Creating BOM items (Kitting, On-the-fly)

You can create Bill of Material (BOM) items in Order Entry (SOE210) if:

You purchased and activated the Manufacturing Control module.

You set the Update in SO option in the Manufacturing Control BOM Entry program to C, A or O.

1   To create finished items, click **Sales Orders>Order Entry**.

2   Specify the order header information and specify a component item that composes the BOM item. (Refer to Creating sales order headers and Adding items to sales orders for instructions.)

3   At the **Bill of Material (BOM)** field that appears when you enter a BOM item, select F-Update the finished item to simply update the finished item and not modify or update its components.

4   In the **Units/ea** field, specify the number of units — in stocking units of measure — required to make the one finished item. You can accept the default from the BOM Entry program by clicking **OK**. Click **Skip** to skip the item. Click **Accept All** to accept the default entries for the remaining components on this BOM item. The program uses the number of units needed to build one finished item and determines the quantity that should be shipped or back ordered. For example, a customer orders 5 units of BOM Item 1, which requires two units of Component A and 1 unit of Component B to make one finished unit. When you choose to create component lines automatically, the system "ships" 10 units of Component A and 5 units of Component B (assuming all quantities are available).

5   If you changed the ordered quantity for the finished item in the main window, the system automatically updates the quantities of components needed.

6   The program defaults to the component descriptions entered in the BOM Entry program.

7   Click **OK** to accept the line.

8   When the system displays the Memo screen for the component, edit memo lines associated with the component item, if necessary and check the **Print on Invoice** check box to indicate you want to include the memo on the invoice. Click **Skip** to not add a memo, **Acpt Memos** to select and include memos for all components, or **OK** to accept the memo for the current component only.

9   Repeat these steps for each component line.

10 When all component lines are created, click **OK** to return to the main Order Entry window to continue with the order. Using the A- Create component lines automatically option, the system looks at the stocking units required to make one finished item (defined in the BOM Entry program) and multiplies that number by the quantity ordered.

Approving shipments of on-hold document lines

1   Click **Sales Orders>Orders>Item Shipment Approval**.

2   Specify the **shipping warehouse**.

3   In the **Enter Password** field, specify the password, as necessary.

4   Specify the **initiating warehouse**.

5   In the **Display By** drop down, specify whether to display by D - Document or I - Item.

6   (Optional) If displaying by document, information about each document is displayed including number, type, status code, date created, initiating warehouse, customer number and name, salesperson, number of lines rejected and number of lines on hold.

Highlight a line then click Show Items for this Document to display document line items. If there are no rejected or on-hold line for a document, the system displays a message.

7   You have these options.

Hold-Places all items on hold for the selected document. Once a line is placed on hold, the shipment status displays 'On Hold'.

Approve-Approves lines on the highlighted document. Once a line is approved, the shipment status displays 'APPROVED' and the line cannot be placed on hold or rejected.

Reject-Rejects lines on the highlighted document. Once a line is rejected, the shipment status displays 'REJECTED'.

Done-Ends processing

Doc Inquiry-Displays line details Information, including item number, descriptions 1 and 2, shipping warehouse, ship via, shipment status, original order amount, invoiced ordered, committed, shipped and back-ordered amounts, total amount shipped, selling unit of measure (UM), picking status, price, pricing UM, cost, costing UM, discount, location, commission percentage, whether the item is taxed, GL department number, weight and vendor.

8   (Optional) If displaying by item, each item is displayed with the item number, description, committed amount, selling UM, number of line-items rejected and number of line-items on hold. Also displayed are the available, on-hand, on order, back-ordered, and committed amounts for this item and warehouse. Use the arrow keys to highlight and select a line. Once a line is selected, you have these options.

Approve-Approves all items. Once lines have been approved, the numbers in the rejected and/or on-hold columns become 0.

Reject-Rejects all items

Done-Ends processing.

6   After you approve/reject a line on a document or view details, click **Done**.

Placing/releasing document credit holds

1   Click **Sales Orders >Order Review**.

2   Specify the **warehouse**.

3   In the **Hold Status** drop-down list, specify whether to display documents that are H-on hold, N-not on hold or A-all documents. The program defaults to H.

4   In the **Type** field, specify the types of orders to display. You can select from open orders, back-orders, invoices, credit memos and/or counter sales.

5   In the **Status** drop-down list, specify the order status to display: E-Entered, W-Pick Printed, C-Confirmed, I-Invoice Printed, R-Register Ready, or A-All.

6   In the **Origin** drop-down list, specify the origin of orders to display: N-non-remote, W-web, R-remote or A-all documents.

7   In the **Priority** drop-down list, select the orders priority to display: N-normal, R-rush or B-both.

8   In the **Salesperson** drop-down list, specify the salesperson type: salesperson; second salesperson or inside salesperson to display. Once you specify the salesperson/territory type, specify the salesperson.

9   In the **Req. cutoff** field, specify the request date to display through.

10   You have these options.

Svc Hold-Places the highlighted documents on service hold. The selected document is placed on hold until the user releases it.

Credit Hold-Places the highlighted documents on credit hold. The selected document is placed on hold until the user releases it.

Release-Releases the highlighted document. The selected document is no longer on hold. The system re-displays the sales order documents in the browser.

Display Document-Accesses SO Document Inquiry (SOI620) for the selected document.

Aging-Displays aging for the highlighted document 's customer. Shown is the customer's aging as of the current system date. Displayed information includes: credit limit, balance, and current aging for the number periods (set in Accounts Receivable Static Control Record).

Payment History-Displays payment history for the selected customer's document. Shown is the customer's payment history. Displayed information includes last payment date, days grace and history.

Header-Displays the Change Filters dialog box which is used to modify the selection criteria in the upper portion of the screen.

Access **Note Entry (SME710)** for the customer or sales order header record specified in the program. Tip: At the List From field, specify the beginning document number to list in the browser or display the first document selected or next available document.

11   When you have managed the document holds, click **Done**.

Committing back-ordered quantities

1   Click **Sales Orders> Orders>Commit Backordered Quantities**.

2   At the **Include** field, indicate whether to commit stock for S-sales orders, T-transfers or B-both.

3   Select the **order** in which to print the report.

4   At the **Beginning** and **Ending** prompts, specify the beginning and ending orders choices to update.

5   In the Properties section of the screen, complete this information:
Warehouse-The Warehouse information varies, depending on the Include option you selected above:

For S-sales orders, specify the shipping warehouse to update for.

For T-transfer only, specify the from warehouse to update for.

For B-both sales orders and transfers, specify the shipping warehouse or from warehouse to update for.

Beginning and **Ending Date**-The beginning and ending dates for the update. Route-The three-character route codes (entered side by side) for which orders are to be updated. If the Include prompt is not "S" for sales orders or "B" for both, the Route prompt will be disabled. Of course the existing check for Use Routes from the SO Static will be maintained.Doc Type-Indicate whether to commit O-open orders, B-backorders or A-all orders.

Priority-The priority to use when committing items: N-normal, R-rush and/or H-service hold orders.

Press **F3** to default to All.

Print Status-Specify the print status to use for the commit quantities scope: Commit quantities on documents that have Not been printed, commit quantities on documents that are Ready for reprinting, commit quantities on documents that are TR-already printed, commit quantities on documents that are Ready for reprinting, or commit quantities on All order/back order documents that are ready for reprinting. The program defaults to N-documents that have not been printed.

6   In the Pick Ticket section, complete this information.
Print Pick Tickets-Indicate whether to print pick tickets for orders being committed.
Printer-Specify the code for the printer to use. If the Print Pick Tickets prompt is set to "No", this prompt is disabled. A printer is the only valid option for this field; you cannot select viewer, fax or file for printing.
Note: If the Print Pick Tickets prompt is "No", this prompt is disabled. If the pick ticket quantity is "Ordered" in the SO Static Control file, this prompt is not displayed. If the new "Allow Print if not Complete" field from SO Static Control file is "No", this field is set to "N" and disabled.
Print if Not Ready-Indicate whether to print orders that are not yet available to ship.
Print Packing Slips-Indicate whether to print packing lists for orders being committed.

7   In the Transfer Ticket, section of the screen, complete this information.
Print Transfer Tickets-Indicate whether to print pick tickets for orders being committed.
Printer-Specify the code for the printer to use. If the Print Pick Tickets prompt is set to "No", this prompt is disabled. A printer is the only valid option for this field; you cannot select viewer, fax or file for printing.

8   Click **OK** to run this program using the defaults.

Blanket Sales Orders procedures

Processing Blanket Sales Orders (Overview)

1   **Create the Blanket Sales Order.** Generate the blanket order document number and complete the customer information in the header section document entry. Add line items,

memo lines, release request dates and complete the Blanket order by entering the document memo.

2   **Acknowledge the customer's order.** From within BSO document entry or from the BSO menu, print the order acknowledgment for the customer to use as confirmation of the order.

3   **BSO Document Inquiry and/or Report Analysis:** Check the status of current and completed BSO documents through SO Customer Inquiry, SO Quick-Look Inquiry, Item Inquiry, and Blanket Sales Order Inquiry. Use the BSO Inquiry to obtain the associated Sales Order Document # as releases are processed. Use the SO Inquiry to check the status of individual Sales Orders.

4   **Run the Blanket Order Report** to list release requests on open blanket orders and determine if any releases need to be processed. This report can also be used to determine which Sales Order documents are related to BSO release requests and the status of those releases.

5   **Run the Blanket Order Release Register**. The release register will print a list of items ready for processing. If you choose to update the Blanket Order Release Register, sales order(s) will be created for each BSO, containing all items scheduled to be released. As the order is shipped, the Daily Sales Register will update the BSO document.

6   **Remove the Completed Blanket Order Document**. Run **Blanket Order Removal** as needed to remove completed BSO documents that do not need to remain on the system.

Creating or updating blanket order headers

1   Click **Sales Orders>Orders >Blanket Sales Orders>Blanket Order Entry**.

2   In the **Doc/Cust** field, enter an existing blanket order document number (up to 6 digits) or press Enter to have the system assign a new document number or the customer for the blanket sales order.

Tips:

When you press **Enter** or **Tab**, the additional fields that appear, such as Ship to code, an inside salesperson code, etc., depend on the settings selected in SO Static Control F/M SOF980, the AR customer record, and the Ship Via F/M. This procedure details all possible entries. Most of these entries already display default information.

3   Click **Defaults** to accept the default values for the remaining fields. If the program stops at an entry field, this means that the system could not find a valid default for the required field and a valid value must be entered before continuing.

4   Modify the **ship-to** code (this code displays from the customer's default information) where the order should be shipped. The system displays the full ship-to address.

5   Specify the date the order expires in the **Expires** field. Press Enter or F1-None to default to NONE.

6   In the **Completion** field, specify the date all releases on the order have been completed.

Tip: When all line-items are released and shipped this field is updated by the Daily Sales Register. You can specify a date to manually cancel an order. All documents which

contain a completion date are considered complete and will not be processed any further.

7   (Optional) Check the **Blanket Order On Hold** check box to indicate you want to place the document on Hold status. The system does not process releases for any document placed on hold.

8   In the **Release Basis** field, the system defaults to SO Static control value for Release Basis. The basis is used to determine when a sales order will be created for specific release requests per BSO document, by the item which has the Longest lead time, a Fixed number of days, or whichever represents the Greater of, longest lead time and fixed number of days.

9   In the **Fixed Days** field, specify the predetermined number of days to be used in the release calculation.

10   In the **Add Days** entry field, specify the number of days to allow adding pad to the longest lead-time for an additional margin of safety, or to cover the order processing and shipping time.

11   This completes the blanket order header information. The system displays the system displays the line-item detail screen. Refer to Adding line items on blanket sales orders for step-by-step instructions.

Adding items to blanket sales orders

1   Click **Sales Orders>Orders >Blanket Sales Orders>Blanket Order Entry**.

2   Complete the Creating or updating blanket order headers procedure or specify the document number.

3   Specify the **Item Number**. After entering a valid item the program displays item description 1 and 2, the item class, package size, item weight and its unit of measure, available quantity, on hand quantity, on order quantity and bin location.

     TIP: F3-Defaults Option Use this option to accept the system defaults on file for the remaining fields (after you enter the item number). If the program stops at an entry field, this means that the system could not find a valid default for the required field and a valid value must be entered before continuing. For example, you are entering blanket order detail and you choose F3 at the **Add Days** entry field. The system enters all default information until it reaches the Sugg PO entry field. At this point, you must decide whether or not to create suggested PO when insufficient available to commit? (Y/N).

4   (Optional) If the system determines that the item number entered is not in standard inventory, it will prompt you to enter temporary and/or catalog information for the item number.

5   The warehouse code for the item displays in the **Wh** field.

6   (Optional) Check the **Direct Ship** check box to ship the item directly from the vendor. Then, specify the **Vendor**.

7   In the **Total Qty** field, specify the total quantity to release over the life span of this BSO, up to 11 digits.

8   Specify a cost plus percentage in the **Cost + %** field. Cost plus pricing allows price to be set as a percentage over cost. Price will then be determined from the cost at the time of the release register. An asterisk (*) displayed to the right of the extended amount denotes a line-item price that contains a cost plus percentage. Press **F2-Change UM** to change the pricing unit of measure.

9   In the **Price** field, the system displays the default price from file. You can modify the price.

10 The line-item extension is calculated (price less any discounts multiplied by the quantity ordered multiplied by the conversion factor) and displayed in the **Extension** field.

11 The system displays a message asking: Specify release requests now for this item?

12 Click **Yes** to access the Blanket Sales Order Entry Release Requests (SOE711) to release requests for an item on the blanket sales order. Refer to Releasing blanket sales order requests for step-by-step instructions.

13 Click **No** to enter another line item and repeat the entry steps.

14 When you have finished adding items, click **Stop**.

15 You have these options.

   Archived BSO to access to the Unform Archive window to review archived blanket sales order documents.

   Doc Distrib to access to the Change Document Distribution window.

   Release Req to access to the Blanket Sales Order Entry Release Requests (SOE711) to release blanket sales order requests for an individual line item or all line items on a document.

   Header to access the Header Detail for Documents screen, which is used to view and/or modify warehouse, shipping information, request and order dates, and salesperson, freight, terms and ship via codes.

   Highlight a line item and click **Line Detail** to access the Line Detail for Documents screen, which is used to view and/or modify item descriptions, quantity and shipping information, costing, and PO information.

16 Click **Done** to access the Blanket Sales Order Footer screen. Refer to Completing blanket order footers for step-by-step instructions.

Completing blanket order footers

Once the blanket order item information is complete and you click **Done**, the system displays the Blanket Sales Order Footer screen.

1   In the **Document Memo** field, specify the memo to be added to the pick ticket and the sales order.

2   This system performs an initial credit limit check. You can enter a blanket order document for a customer who has exceeded their credit limit, however, the system performs another credit limit check on the sales order document that is generated from the blanket order.

3   (Optional) Check the **BOL Print File** check box to indicate you want to add the document to the Bill of Lading print file when it is released.

4   (Optional) Check the **Print Blanket Order Acknowledgment Now?** check box to indicate you want to print the blanket order acknowledgment at this time.

5   Click **OK**, and the system completes the blanket order processing and returns you to the **Doc/Cust** field.

6   To exit the program, click **Done**.

Releasing blanket sales order requests

The system displays this dialog box when you click **Yes** on the asking: *Specify release requests now for this item?*, while adding items to a blanket sales order. Complete the Adding items to blanket sales orders procedure first.

1   In the **Request Date** field, specify the date the order is requested at the ship to location.

2   Specify the **quantity** to be released on the specific release date.

3   Check the **Immediate Release** check box to indicate the line is flagged for immediate release; the system will not release all other requests with the same request date.

4   Repeat this process for each line.

5   When you have finished adding line items for release, click **Stop**.

6   You have these options.

   Immediate Release-releases the highlighted line.

   Line Distrib-accesses the Change Document Line Distribution window for the highlighted line.

   SO Inquiry-accesses Sales Order Document Inquiry for the associated SO doc.

   Invoice Inq-accesses to Sales Order Document Inquiry--Past Invoices view for the associated sales order.

7   To return to the Blanket Sales Orders screen, click **Done**.

Printing the Blanket Order Release Register

1   Click **Sales Orders > Orders >Blanket Sales Orders>Blanket Order Release Register**.

2   In the **Date** field, enter the date from which the system will calculate the scheduled releases. The date must be on or after the current system date. Press F1 to default to the system date.

3   In the **Scope** field, select whether to process Printed documents only or All documents. The program defaults to Printed

4   In the **Memo** field, select whether to include memo lines on the report. The program defaults to No.

5   Enter **Yes** to print the register, or press F4 to backup. The system prints the register for the selected documents.

Automatically removing completed BSO documents

1   Click **Sales Orders > Orders >Blanket Sales Orders>Blanket Order Removal**.

2   The Blanket Order Removal program displays the following default field values:

Order-Customer

Beginning-First

Ending-Last

Warehouse-The warehouse assigned to the current terminal

Cutoff Date-The date stored in GL: Company Periods and Ending Dates F/M, Last Period

3   You have these options.

Enter to run this program using the defaults.

F1 to access template information for this program.

F3 to change the default field values listed in step 2.

F4 to exit without running the removal program.

Invoices procedures

Confirming invoices

1   Click **Sales Orders>Invoices>Order Confirmation**.

2   In the **Document** field, specify the number of the order you want to confirm.

3   (Optional) If multiple warehouses exist on the order, you must select the **warehouse** or **warehouses** to confirm before you can select a confirmation method. Select a warehouse to confirm if more than one warehouse appears on the order.

4   The **Assume Shipment** window is displayed after you open a document in Order Confirmation. Select the shipping options for confirmation. Refer to the Choosing a confirmation method topic for details.

Choose a confirmation method:

Assume shipment all committed quantities

Back order all committed quantities

Leave all committed quantities as committed

Confirm the order line by line.

5   (Optional) Based on settings for Confirmation in SO Entry Options F/M, the system
    displays a window for entry of the invoice date and ship date for the order you are
    confirming.

    In the **Invoice** field specify the confirmation date.

    In the **Shipped** field specify the date the order ships.

    In the **Ship-to** field, the system displays the ship-to code entered on the sales order
    along with the full ship-to address. Edit the ship-to code, if necessary. If a customer
    requests to have an order shipped to an address other than its usual shipping address,
    use the Temporary Ship-to feature to facilitate this request. You can press **F2** to search.

6   Based on the shipping option for confirmation, confirm the individual line items as
    necessary.

7   You have these options.

    Change quantity information by highlighting a line item and click **Edit**. Refer to the
    Editing line items in entry programs topic for details.
    Edit lines on the order as necessary by highlighting them in the item browser, and
    clicking **Line Detail** to make changes in the Line-item Detail Entry window.
    Click **Header Detail** to make changes in the Header Detail Entry window.
    Add line items or **insert** line items above the highlighted line in the browser.
    Refer to Adding line items in Order Confirmation Entry topic for details.
    Access **Note Entry (SME710)** for the customer, item, sales order header or line record
    specified in the program.
    Delete a line item by highlighting it and clicking **Delete**.
    Click **Stop Conf** to perform a partial confirmation – in other words leave some items
    unconfirmed, as in a multiple warehouse order – or to interrupt confirmation on a
    document. Refer to the Stopping confirmation topic for details.
    Click **Payments** if you need to place a deposit on the order or specify a payment. The
    Deposit/Payment Entry window can also be accessed from the footer.

8   Click **Done** to access the footer.

9   Complete or modify this information.

    (Optional) **Memo**-a memo for the credit memo.

    Ship-to-The ship-to code from the document header is displayed. You can modify this
    field.

    Freight code-Options are Prepaid, Collect, Bill Later and A Prepay/Add.

10 In the **Frt Method** field, the Document Freight Method (Q/C) for this customer defaults
    from AR Customer Maintenance and is modifiable based on the Allow Method Change
    check box on the Invoicing tab of AR Customer Maintenance and is not a back order.
    Based on the setting, you can select from: Quoted Freight or Calculated Freight.

    Unless the Freight Type is prepaid, specify or update freight and handling charges in the
    Freight $ field. Refer to the Entering Freight and Handling (Sales Orders) topic for
    details

Disc %-The discount percent (maximum of 100) or dollar discount (maximum equals merchandise total) of the merchandise total.

Tax code -The tax code assigned to the customer's ship to file.

Tax rate-If the Charge Tax flag in the Sales Orders Static Control F/M is not set to O-Override, you cannot override the tax code and this field is unavailable. Specify H-to use the high rate, L-to use the low rate, or X-to change tax status of this document to exempt.

Check, ATM, Debit Card, V,M/C, A, D, Coupon-Use this field to pay for the order using a customer's check, ATM, debit or credit cards.

Other-Use this field to pay for the order with other cash type payment methods.

Cash Terms-Use this field to specify a cash terms code. Specify the cash amount.

A/R Terms-This defaults to the terms code entered in the Terms Code setting for the customer.

11 Click **OK**.

12 Check **Print Invoice now** to print the invoice when you complete the footer, or batch print it through Invoice & Credit Memo Print program later. If you choose to print the now, select a printer in the dialog box.

13 (Optional) Check the **Sort by Shipping Whse** check box to print invoices in groups by shipping warehouse.

14 (Optional) Check the **Update Now** check box to create/update any purchase orders generated by the invoice.

15 Click **OK**.

16 Click **Done**.

Opening a document in Order Confirmation

1 Specify the **document** or **pick ticket** number in the Document field.

2 If you don't know the number, click **File>Open Existing Document** and use the search tools to find the document you want to confirm.

- You cannot create or delete documents in Order Confirmation.
- Delete unconfirmed documents in Order Entry.
- Delete confirmed documents in the Direct Invoice Entry.

Opening a document with multiple warehouses

1 Specify the **document** or **pick ticket** number.

2 Select the **warehouse** or **warehouses** for which you are confirming. The dialog box displays the warehouses that have not yet been confirmed. The program defaults to ALL if none of the warehouses on this order has been confirmed or ALL ABOVE if you are working in a partially confirmed document.

Changing header information in Order Confirmation

The Header Detail window can be accessed after you enter a document number and complete the header section of the main window. The header information that appears at the top of the screen also appears in Header Detail.

To access the Header Detail window:

1   Click **Header** or **Options>Header Detail** from the menu.

Main tab fields

Fields	Entry
Customer	This information is display only on this window.
	The customer number cannot be changed after the header is complete. If the customer number needs to be changed, delete the document and re-enter the order.
Ship-to	The ship-to code from the main screen appears along with the full ship-to address. Edit this entry here or on the main screen.
	If a customer requests a specific order ship-to an address other than the one to which you normally ship orders, you can enter a temporary ship-to address.
	Creating a temporary Ship-to:
	1. Press F3 or choose the Temporary button.
	2. In the Ship-to Address window, enter the new ship-to information.
	3. Click OK to return to the main entry screen. TEMP appears in the Ship-to field to indicate that this address is different from the normal shipping address.
Reference Number	Specify up to 15 characters of customer reference information, such as the name of the person who placed the order or the PO number generated on the customer's system.
	If the PO required flag is selected in Customer F/M. You must enter a reference number.
Initiating Warehouse	Specify the warehouse from which the items on this order are shipping. If your system uses multiple warehousing, enter the warehouse from which this order initiated. Press F2 or choose the Search button to see the list of warehouses.

Invoice Date	This is the date on which you are confirming the sales order and, in the process, turning it into an invoice. The program defaults to the system date. The system uses this date to determine payment schedules in Accounts Receivable.

Choosing a confirmation method

The Assume Shipment window is displayed after you open a document in Order Confirmation. If multiple warehouses exist on the order, you must select the warehouse or warehouses to confirm before you can select a confirmation method.

1   Several options are available in this window:

Y-Assume shipment of all committed quantities. This option sets all committed quantities to shipped. This is the default option and the most likely choice if the order was completely filled or almost completely filled.

For instance, say you receive a pick ticket with 15 items listed, but one of the items could not be picked. You can select the Assume shipment option to auto confirm and then change the one line item to back ordered.

If the program asks How should the committed quantity for this line be handled? It means:

A line is on hold or is rejected

Negative on-hand quantities are not allowed, and a BOM component in a line creates a negative on-hand quantity.

Specify **B** to back order the committed quantity or **C** to leave the quantity committed. The program defaults to back order.

This prompt only appears if you select the **Y**- assume shipment of all committed quantities and the Commit in Confirmation flag in the SO Static Control F/M is selected (or set to Y).

N - do not assume shipment of all committed quantities, instead backorder all committed quantities. This may be helpful for orders that may not be able to ship the same day the customer ordered the items.

Back-ordered quantities must be committed through the Commit Backordered Quantities program.

B - confirm shipment of committed quantities line by line. Use this option for orders that have a mixed bag of items that can ship or that need to be back ordered, you may want to confirm line by line to ensure accuracy.

2   A dialog box asks "Confirm Shipment for this line?" for each line on the document. Choose one of the following options:

Y - Ship committed quantity for this line. This option is only available if shipment of this line is allowed.

N - Do not ship the committed quantity, backorder this line. This option is only available if back orders are allowed.

C - Do not ship, leave quantity committed for this line. This option is only available if commitment in confirmation is allowed.

S - Ship the committed quantity for this and all remaining lines. This option is only available if shipment of this line is allowed.

B - Backorder committed quantity for this and all remaining lines. This option is only available if back orders are allowed.

L - Leave this line and remaining lines committed. This option is only available if commitment in confirmation is allowed.

In some cases, only one of these options is available in a confirm-line-by-line situation. If so, a message to this effect is displayed.

If none of these options are allowed (i.e., cannot ship this line, cannot leave quantity committed and cannot back order) the system forces the quantity to remain committed regardless of how the Commit in Confirmation flag is set.

C - do not assume shipment, leave all lines committed. This option only appears if the Commit in Confirmation flag is selected or set to Y in the SO Static Control F/M.

Use this option to set the shipped, committed and back-ordered quantities manually by editing each line on the main Order Confirmation screen. With this option, the system assumes nothing. You specify all quantities for each line.

Confirming serial and lot items

1   Serial/lot entry is only available if the OE/Serial Lot Entry control is set to M-Assign in either Entry or Confirmation or N-Assign in Confirmation in SO Static Control F/M.

2   If you choose Y, B or C in the Assume Shipment window on an order with serialized or lot items, the Serial/Lot Entry window is displayed automatically.

3   Use this window to assign serial numbers or lot numbers for items you are confirming.

Serial/Lot Costing Options

You have the ability to cost serial and lot items by the system cost (costing method for the module). The feature provides for GAAP compliance. For the FACTS SO, IC and MC modules, you can decide if the cost for serial and lot items will be averaged actual (as it has always operated in the past) or system cost (costing method for the module). The default setting for each Static Control F/M is A-Averaged Actual (same behavior as they have before the monthly is applied). To take advantage of this you will need to change the option to S-System Cost for each of the applicable modules. The net result of selecting S-System Cost is that serial/lot items will be costed like non-serial/lot items.

Over-Commitment of Serial/Lot Items

The over-commitment of serial/lot items is not allowed in Order Entry and Confirmation Entry. If the OE Serial/Lot# Entry flag in SO Static Control is set to "M" or "N" then you can under commit serial/lot items.

The system recalculates quantities if:

The Serial/Lot shipped amount does not equal the order's shipped amount,

The OE Serial/Lot# Entry flag is set to "Y" and the Serial/Lot committed quantity does not equal the order's committed,

-OR-

The OE Serial/Lot# Entry flag in SO Static Control flag is not "Y" and the Serial/Lot committed quantity is greater that the order's committed amount.

The system displays the message "Improper ser/lot assignment. Quantities changed for line XXX" then recalculates as follows:

The order's shipped amount is set to the Serial/Lot shipped amount.

The committed amount is set to the Serial/Lot committed amount.

If the "new" sum of the shipped and committed amounts is greater than the ordered amount, the system sets the ordered amount to the sum of the shipped and committed amounts. The system recalculates the order's back-ordered amount with the new quantities to equal the ordered amount minus the shipped amount minus the committed amount.

In the Daily Sales Register, if the Serial/Lot shipped amount doesn't match the order's shipped amount the system now displays a message and return to the menu and no longer displays an error 40. The system also displays a message if the Serial/Lot committed amount is greater than the order's committed amount and returns to the menu.

When the system displays the Serial/Lot Entry (SOC145) window, the item number automatically displays in the Item field and the document number displays in the Document field.

1 You can update the following:

   1 Ship Only

   Indicate whether you want to allow the entry of shipped amounts only in the lower portion of the screen.

   2 Auto Accept Quantities

   Indicate whether you want to automatically accept maximum amounts for quantities.

   3 Show

   Select the serial/lot items you want to display in the browser. You can select from L-All, A-Available, or S-Assigned.

   In the browser in the lower portion of the screen, the system displays the serial or lot numbers, the available, shipped and committed quantities and the date received. Select the serial or lot you want to use and press Enter .

   You can use the List From field to narrow the serial/lot items displayed in the browser.

-OR-

Click **Ship Max** to use the highlighted line to sip the maximum quantity available.

4 Shipped/Committed

Specify the quantity to ship or commit. The amount you need to distribute —referred to as the undistributed shipped amount — appears at the lower portion of the screen. This is the amount ordered, minus any back-ordered quantity.

7   **Save** your selection.

8   Click **Clear Qtys** to clear the Shipped quantity.

9   Click **Return to List after Entry** to return to the serial/lot browser and make further selections.

10 Click **Done** when you have completed your selections and return to the main Order Confirmation screen.

Creating BOM items in Order Confirmation (kitting, on-the fly)

You can create Bill of Material (BOM) items if:

You purchased and activated the Manufacturing Control module.

You set the Update in SO option in the Manufacturing Control BOM Entry program to C, A or O.

To create finished items:

1   Open the document you want to confirm and select a confirmation method in the Assume Shipment window.

2   At the **Bill of Material (BOM)** field select from the following options: Y-Update and Change Components, A - Update Components automatically and initially skip change, or F- Update the finished item. The options Y-Update and Change Components and A - Update Components automatically and initially skip change, available if the Update in SO option for this BOM item is set to C (Update Components, Entry and Change of Components Allowed) or A - Update Components automatically and initially skip change) in the BOM Entry program. To simply update the finished item and not modify or update its components, select F- Update the finished item.
The Create component lines one at a time option provides access to the BOM Component Entry window, which displays the components and asks for the number of units required to complete one finished item.

3   In the **Units/ea** field specify the number of units — in stocking units of measure — required to make the one finished item. You can accept the default from the BOM Entry program by clicking **OK**. Press **Skip** to skip the item. Click **Accept All** to accept the default entries for the remaining components on this BOM item.
The program uses the number of units needed to build one finished item and determines the quantity that should be shipped or backordered.

The program defaults to the component descriptions entered in the BOM Entry program.

4   Specify the **cost** associated with the component or accept the default cost. This field is disabled if the **Change by Ln Cost** flag is deselected (set to N) in the SO Entry Options F/M.

5   Click **OK** to accept the line.

6   In the **Memo** field edit or specify memo lines associated with the component item, if necessary. Select the **Print on Invoice** check box to include the memo on the invoice printout.

7   Repeat these steps for each component line.

8   When all component lines are created, click **OK** to return to the main Order Confirmation window.

9   Using the A- Create component lines automatically option, the system looks at the stocking units required to make one finished item (defined in the BOM Entry program) and multiplies that number by the quantity ordered.
For example, a customer orders 5 units of BOM Item 1, which requires two units of Component A and 1 unit of Component B to make one finished unit.

When you choose to create component lines automatically, the system "ships" 10 units of Component A and 5 units of Component B (assuming all quantities are available).

The BOM Component Entry window does not automatically appear when you select this option.

To change component lines:

1   Select the BOM item in the line item browser on the main window and **Edit**.

2   The system calculated the number of items committed and displays the Over-Commit Warning (SOC513) screen with any over committed items, as needed.

3   Click **Yes** in the Change Bill of Material Components window to display the Component Entry (SOE513) program, which is used to add or modify the component items or their descriptions and quantities for the specified finished item.

If you change the ordered quantity for the finished item in the main Order Confirmation window, the system automatically updates the quantities of components needed.

Opening existing invoices

You can open an existing document as long as you don't have another document open in the same window. Once you begin entering header information, the system does not allow to you open a document in the same window.

You can also start another session of FACTS if you need to open an existing document while you are in the middle of entering one.

To open an existing invoice:

Enter the **document number** in the Customer/document number field. If the document is on file, the customer number appears in the customer number field and the document number moves to the title bar.

OR

1   Click **File>Open Existing Document**.

2   Use the Document Search window to find the document you want to edit or review.

3   Click **OK** in the search window to select the document and return to the main entry window.

Printing invoices from Order Confirmation

When you complete confirmation on a document, the system gives you the option of printing the invoice immediately or printing it later from the Invoice & Credit Memo Print program.

This program enables you to batch print or reprint invoices converted from this program and entered through Direct Invoice Entry.

You may want to batch print invoices at a later time if:

1   You are partially confirming a multiple warehouse order and want to confirm additional warehouses. Once you print an invoice in documentation, the document is then closed for further confirmation. You must wait until the invoice is updated by the DSR until you can confirm the rest of lines for the other warehouses. Stopping confirmation

2   Click **Stop Conf** to perform a partial confirmation – in other words leave some items unconfirmed, as in a multiple warehouse order – or to interrupt confirmation on a document.

The stop confirmation feature offers two options:

1   Leave document as is, committing the shipped quantities. This options saves any changes you made to the document.

2   Restore original document. This option erases any changes you made since you last opened the document.

Direct invoice procedures

Creating direct invoices (process overview)

In many respects, entering a direct invoice is similar to entering a sales order; however, the footer of a direct invoice is the same as the one used in Order Confirmation.

1   Click **Sales Orders>Invoices>Direct Invoices**.

2   In the **Ship-to** field, the system displays the ship-to code from the sales order along with the full ship-to address or the default ship-to code for the customer. Edit the ship-to code, if necessary. If a customer requests to have an order shipped to an address other than its usual shipping address, use the Temporary Ship-to feature to facilitate this request.

3   In the **Invoice** field specify the confirmation date.

4   In the **Shipped** field specify the date the order ships.

5   (Optional) Select a **warehouse** to confirm if more than one warehouse appears on the order.

6   The header is automatically created by the system.

7   Specify the **item**.

8   (Optional) Check the **Ship Direct** check box to indicate that this item is shipped directly to the customer ship-to address. Then specify the **Vendor** and click **OK**.

    (Optional) Check the **Exceptional Sales** check box to indicate that this line item should not be included usage for replenishment calculations.

9   (Optional) For line items that should have their usage included in replenishment calculations, specify the **usage date**.

10 In the **Wh** field, the system displays the default warehouse for the item. You can modify this value or search for a different warehouse.

11 In the **Ordered** field, specify the customer's requested quantity. You can change the unit of measure on the ordered quantity.
    TIP: If the quantity entered exceeds the available inventory in the selected warehouse, the program gives you the option to accept the quantity anyway or to search other warehouses. The Search Warehouses window displays the warehouses that have the item, along with the available, on hand, committed, on order, back ordered and surplus quantities for the unit of measure selected. Select a warehouse. This creates a suggested warehouse transfer. Make sure you back order the item.

12 In the **Committed** field, enter a quantity to commit in the warehouse or accept the default. This field defaults to the quantity ordered, if that quantity is available in the selected warehouse.

13 In the **Shipped** field, enter a quantity to ship.

14 In the **Backordered** field, enter a back ordered quantity if the quantity ordered is greater than the available quantity in the selected warehouse. The program skips this field if the customer or your company does not allow back orders (Allow back orders flag not selected in AR Customer F/M and SO Static Control F/M), the item is a direct ship, or the selected warehouse has enough inventory to fill the order. When you enter a back-ordered quantity, Sales Order Entry programs base suggested document creation on the Stock, NonStocked, Uninventoried, and Temporary prompts in Sugg PO/TR by Type section on the Line Options tab of SO Entry Options F/M (SOF915). Use these settings to indicate whether you want to have the system ask to create suggested purchase orders or suggested transfers by item type during Order Entry line processing. Refer to the Suggested Transfer/Purchase Order Creation from Sales Order Entry Programs topic for detailed information about creating suggested warehouse transfer or purchase orders for back-ordered quantities.

15 You can enter additional line items or click **Cancel** to exit out of Add mode.

16 You have these options.

    Edit - to make changes for the highlighted line item.
    Add a line.

Delete the highlighted line.

Insert a line item above the highlighted item in the browser.

Save your changes

Header-to access the Header Detail for Documents screen, which is used to view (inquiry-mode) and/or modify warehouse, shipping information, request and order dates, and salesperson, freight, terms and ship via codes.

Payments-to access to the Deposit/Payment Entry window.

Highlight a line item and click **Line Detail** to access the Line Detail for Documents screen, which is used to view and/or modify item descriptions, quantity and shipping information, costing, and PO information

Access Note Entry (SME710) for the customer, item, header or line record specified in the program.

17 Click **Done** to display Footer for Document dialog box.

18 Complete or modify this information.

(Optional) **Memo**-a memo for the credit memo.

Ship-to-The ship-to code from the document header is displayed. You can modify this field.

Freight code-Options are Prepaid, Collect, Bill Later and A Prepay/Add.

In the **Frt Method** field, the Document Freight Method (Q/C) for this customer defaults from AR Customer Maintenance and is modifiable based on the **Allow Method Change** check box on the Invoicing tab of AR Customer Maintenance and is not a back order. Based on the setting, you can select from: Quoted Freight or Calculated Freight.

Unless the Freight Type is prepaid, specify or update freight and handling charges in the **Freight $** field. Refer to the Entering Freight and Handling (Sales Orders) topic for details

Disc %-The discount percent (maximum of 100) or dollar discount (maximum equals merchandise total) of the merchandise total.

Tax code -The tax code assigned to the customer's ship to file.

Tax rate-If the Charge Tax flag in the Sales Orders Static Control F/M is not set to O-Override, you cannot override the tax code and this field is unavailable. Specify H-to use the high rate, L-to use the low rate, or X-to change tax status of this document to exempt.

Check, ATM, Debit Card, V,M/C, A, D, Coupon-Use this field to enter payments to this order.

Other-Use this field to apply this pay the order with other cash type payment methods.

Cash Terms-Use this field to specify a cash terms code. Specify the cash amount.

A/R Terms-This defaults to the terms code entered in the Terms Code setting for the customer.

21 Click **OK**.

22 Check **Print Direct Invoice now** to print the direct invoice when you complete the footer. If you choose to print the now, select a printer in the dialog box.

23 (Optional) Check the **Sort by Shipping Whse** check box to print direct invoices in groups by shipping warehouse.

24 (Optional) Check the **Update Now** check box to create/update any purchase orders generated by the direct invoice.

25 Click **OK**.

26 Click Done.

Deleting an invoice

Invoices can be deleted at any time; however, they are not technically deleted from the system until the next Daily Sales Register Update.

Until then, the header status changes to Deleted and the system removes all line items. This procedure enables the system to keep an audit trail of all the invoice numbers used.

To delete an invoice before the header is complete:

Press F4 to back up to the Customer field.

To delete an invoice after the header is complete.

With the document open on screen,

1 Click **File>Delete Document** from the menu.

2 At the prompt "Delete this entire document?" click "**YES – Delete**".

3 If the Lost Sales is selected on the Use Features tab of SO Static Control F/M (SOF980), you have the opportunity to post to lost sales if the item is inactive and the quantity is greater than the available amount.

4 Select from the following options to indicate how to record and process the lost sale: N-No to indicate that you do not want to record the lost sale, R-Review to display the Lost Sales Entry (SOC420) screen and modify the lost date, update usage, quantity, price, cost, reason, and/or notes, Y-Yes to record the lost sale using the default lost sale reason code entered SO static Control F/M, the quote date as the lost sale date and usage defaulting to "no update". You can also specify a different lost sale reason code. Click **OK** to delete the document or **Cancel** to exit without deleting.

To delete a line

1 Use the mouse or arrow keys to highlight the line in the item browser.

2 Press the **Delete** key on the keyboard, or click **Edit>Delete Item** from the menu.

3 At the prompt "Delete this line?" click "**YES – Delete**".

4 If the Lost Sales is selected on the Use Features tab of SO Static Control F/M (SOF980), you have the opportunity to post to lost sales if the item is inactive and the quantity is greater than the available amount.

5   Select from the following options to indicate how to record and process the lost sale: N-No to indicate that you do not want to record the lost sale, R-Review to display the Lost Sales Entry (SOC420) screen and modify the lost date, update usage, quantity, price, cost, reason, and/or notes, Y-Yes to record the lost sale using the default lost sale reason code entered SO static Control F/M, the quote date as the lost sale date and usage defaulting to "no update". You can also specify a different lost sale reason code.

6   Click **OK** to delete the line or **Cancel** to exit without deleting.

Creating document numbers in Direct Invoice Entry

Invoice numbers (not to be confused with document numbers) are assigned just before each document is printed. Invoice numbers are not affected by reprinting.

The system automatically creates a document number once you complete the header. At that point, the document number appears in the title bar along with the customer's name. You can also assign a document number manually if you prefer.

To create document numbers manually:

1   Click **Sales Orders>Invoices>Direct Invoice**.

2   Click **File>New Document Number** from the menu.

3   Enter up to six characters to create a document number. Click **OK**. The document number appears in the title bar.

4   Begin entering the invoice, starting with the **Customer Number**.

Using the Direct Invoice Header Detail window

The Header Detail window can be accessed after you specify an existing document number or customer number. The header information that appears at the top of the screen also appears in the Header Detail window.

To access the Header Detail window:

1   Click **Header** or **Options>Header Detail** from the menu.

2   The Header Detail window contains all the possible fields for the Direct Invoice header. Any of the fields located in this window can be configured to appear on the main Confirmation screen. This can be done in the SO Entry Options F/M on the SO Infrequent File Maintenances menu.

Main tab fields

Fields	Entry
Customer	This information is display only on this window. The customer number cannot be changed after the header is complete. If the customer number needs to be changed after this point, delete and re-specify the document.
Ship-to	The ship-to code entered on the main screen appears along with the full ship-to address. Edit the ship-to code here or on the main screen, if necessary. The ship-to code from the main screen appears along with the full ship-to address. Edit this entry here or on the main screen. If a customer requests a specific order ship-to an address other than the one to which you normally ship orders, you can specify a temporary ship-to address. Creating a temporary Ship-to: 1. Click Temporary. 2. In the Ship-to Address window, specify the new ship-to information. 3. Click OK to return to the main Direct Invoice screen. TEMP appears in the Ship to field on the main screen to indicate a temporary address has been entered.
Reference Number	Specify up to 30 characters of customer reference information, such as the name of the person who placed the order or the PO number generated on the customer's system. If the PO required flag is selected in Customer F/M, this field is required and you must specify something before you can continue.
Initiating Warehouse	Specify the warehouse from which the items on this order are shipping. If your system uses multiple warehousing, specify the warehouse from which this order initiated. Press F2 or choose the Search button to see the list of warehouses.

| Invoice Date | This is the date on which you are entering the invoice into the system. The program defaults to the system date. The system uses this date to determine payment schedules in Accounts Receivable. |

Using the Direct Invoice Line Detail window

The Line Detail window provides information about the item selected in the item browser.

To access the Line Detail window:

1 Use the mouse or arrow keys to select an item in the browser. Click **Line Detail** or **Options>Line Detail** from the menu.

2 The Line Detail window contains all possible fields available for item entry. Item number, description, ordered quantities, committed quantities, back-ordered quantities and price always appear on the main screen. Other line detail fields can be set to appear in secondary windows or on the menu during item entry. Use SO Entry Options F/M to determine which fields should appear during line item entry. Access SO Entry Options by selecting Sales Orders>File Maintenances>Infrequent File Maintenances>SO Entry Options F/M.).

Quantities/Shipping tab fields

Field	Entry
Item	This information is display only in the Line Detail window.
	You can specify or change an item number in the line item entry section of the main Direct Invoice screen.
	Note: If an asterisk (*) appears after the item number on the main screen, it indicates that the line number is on hold because the user does not have authorization to ship items from the shipping warehouse. To ship the item, an authorized user must approve the line at the line approval dialog box that appears during line item entry or that user must approve the line in the Item Shipment Approval Program (SOE520).
From Order #	The source document type and number.

Description	Specify a new item description, if necessary.
Customer Item	Specify the customer's description or reference number for this item, if applicable.
Item notes	Choose the link the view any notes entered on this item. (Specify notes through the Item Inquiry program, access code ii).
Taxable	Indicate whether this item is taxable. The program defaults to the Taxable setting in the item's master file (see Item F/M).
Print on Forms	Indicate whether to print this item on acknowledgments, packing lists, and invoice forms.
Ordered	Shows the quantity of the item ordered.
	Press F2 to change the unit of measure. This can be used if, for example, the default UM is each but the customer wants to order a box.
	If the quantity entered exceeds the available inventory in the shipping warehouse, the program gives you the option to accept the quantity anyway or press F2 to search other warehouses.
	The Search Warehouses window displays the warehouses that have the item, along with the available, on hand, committed, on order, back-ordered and surplus quantities for the unit of measure selected.
	Select a warehouse. This creates a suggested warehouse transfer. Make sure you back order the item.
	Press F3 to indicate this item is a direct ship from the manufacturer.
UM	The unit of measure field is display only. For a standard part number, the system uses the unit of measure (UM) from the Standard Part Number record as the default selling UM instead of the default selling UM in the Item F/M record. If you select not to use the standard part number UM or the standard part number UM is blank or not a valid selling UM for the item, then the system uses the standard default UM for the item.

Creating credit memos

Entering a credit memo is not unlike entering orders or invoices. However, the quantities appear and print as negative numbers and you enter returns codes to indicate why items are being returned.

1   Click **Sales Orders>Invoices>Credit Memo Entry**.

2   In the **Doc/Cust** field, specify the customer number.

3   Specify this information.

   Ship-to-The system displays the default ship-to code for the customer. Edit the ship-to code, if necessary.

   (Optional) **Invoice**-The invoice number against which you are entering the credit memo.

   Memo Date-The date you created the credit memo.

   Invoice Date-The date you invoiced the credit memo.

4   The header is automatically created by the system.

5   Specify the **item** and complete this information.

   Exceptional Sales-Check to indicate that this line item should not be included usage for replenishment calculations.

   Usage Date-For line items that should have their usage included in replenishment calculations, specify the date to use or press F1 to enter the system date.

   Credit Usage Warehouse-Specify the warehouse to use to credit the usage for the item on the credit memo.

   Whse-The system displays the warehouse selected on the sales order. You can modify this value as needed.

   Unit Cost-The cost per 'each' of the item.

   Quantity-The quantity of the item the customer is returning.

   RC-The returns code for processing the return.

   Price-The return price.

   Extension-The price extension.

6   Click **Cancel** to end line entry.

7   You have these options.

   To change quantity information by highlight a line item and click **Edit**. Refer to the Editing line items in entry programs topic for details.
   To edit lines on the order highlight a line and click **Line Detail** to make changes in the Line-item Detail Entry window.
   To edit header information on the order, click **Header Detail** to make changes in the Credit Memo header detail window.
   Add or **insert** line items above the highlighted line in the browser.
   Refer to Adding line items in Credit Memo Entry topic for details. Delete a line item by highlighting it and clicking Delete.

Access Note Entry (SME710) for the credit memo header or line record specified in the program or for the item highlighted in line item browser.
Click **Payments** if you need to place a deposit on the order or enter a payment. The Deposit/Payment Entry window can also be accessed from the footer.

8   Click **Done** to access the footer screen.

9   Complete or modify this information.

(Optional) **Memo**-a memo for the credit memo.

Ship-to-The ship-to code from the document header is displayed. You can modify this field.

Freight code-Options are Prepaid, Collect, Bill Later and A Prepay/Add.

In the **Frt Method** field, the Document Freight Method (Q/C) for this customer defaults from AR Customer Maintenance and is modifiable based on the Allow Method Change check box on the Invoicing tab of AR Customer Maintenance and is not a back order. Based on the setting, you can select from: Quoted Freight or Calculated Freight.

Unless the Freight Type is prepaid, specify or update freight and handling charges in the **Freight $** field.   Refer to the Entering Freight and Handling (Sales Orders) topic for details

Disc %-The discount percent (maximum of 100) or dollar discount (maximum equals merchandise total) of the merchandise total.

Tax code -The tax code assigned to the customer's ship to file.

Tax rate-If the Charge Tax flag in the Sales Orders Static Control F/M is not set to O-Override, you cannot override the tax code and this field is unavailable. Specify H-to use the high rate, L-to use the low rate, or X-to change tax status of this document to exempt.

Other-Use this field to apply this credit to a customer's credit card or issue the credit with other cash type payment methods.

Cash Terms-Use this field to issue a cash credit to the customer. Specify the cash amount due to the customer. If the amount you enter is not the full amount on the credit memo, the remainder credits the customer's AR account, if they have one.

A/R Terms-This defaults to the terms code entered in the CM Terms Code setting on the Inventory tab of the SO Static Control F/M. In

10   Click **OK**.

11   Check **Print Credit Memo** now to print the credit memo when you complete the footer. If you choose to print the now, select a printer in the dialog box.

12   (Optional) Check the **Sort by Shipping Whse** check box to print credit memos in groups by shipping warehouse.

13   Click **OK**.

14   Click **Done**.

Opening an existing credit memo

You can open an existing document as long as you don't have another document open in the same window. Once you begin specifying header information, the system does not allow to you open a document in the same window.

You can start another session of FACTS if you need to open an existing document while you are in the middle of entering one.

To open an existing invoice:

Specify the document number in the Customer/document number field. If the document is on file, the customer number appears in the customer number field and the document number moves to the title bar.

OR

1   Click **File>Open Existing Document**.

2   Use the Document Search window to find the document you want to edit or review.

3   Click **OK** in the search window to select the document and return to the main entry window.

Before issuing refunds with Credit Memo Entry

Performing counter sale customer refunds with Credit Memo Entry works best when counter sale receipts are set up to print in the same format as invoices and credit memos. This eliminates the need to swap out forms in the printer; it cuts down on the number of separate pre-printed forms that have to be ordered.

Check with your System Administrator or local FACTS Affiliate to make sure this printer configuration is in place.

Deleting a credit memo

Credit memos are not technically deleted from the system until the next Daily Sales Register Update. Until then, the header status changes to Deleted and the system removes all line items. This procedure enables the system to keep an audit trail of all the credit memo numbers used.

To delete a credit memo before the header is complete:

Press F4 to back up to the Customer field.

To delete a credit memo after the header is complete:

With the document open on screen, click **File>Delete Document** from the menu.

From the Delete drop down list, click **YES-Delete**.

Printing the Daily Sale Register (DSR)

1   Click **Sales Orders>Invoices>Daily Sales Register**.

2   In the **Date** field, specify the sales register date.

3   In the **Warehouse** field, specify up to 20 two-character warehouse codes side by side to indicate the warehouse(s) for which register is to print.

4   In the **Department** field, specify as many GL department numbers as will fit in the field for which the register is to print. (GL department length is user-defined in the SM Company Control F/M.

5   In the **Scope** field, specify whether to print S-summary or D-detail information. The program defaults to Summary.

6   When the system displays: *Correct?*, indicate whether or not this is the correct date and GL and SA period for the sales register to post. The Daily Sales Register prints by reading through the Ready-For-Register File. Information about each document prints as the General Ledger Distribution File is built.

7   If you print the GL distribution, the following field displays: *Check register. OK to print GL distribution?*

8   After printing the Daily Sales Register, verify the printout. If there is a correction to be made, exit the program and make the necessary corrections. After the correction is made, the register can be rerun. If everything is correct, print the GL distribution. Once the GL distribution prints, proceed to: *Check GL distribution. OK to update?*

   After printing the GL distribution, verify the printout. If everything is correct, click **OK** to continue. The program proceeds with the update. If there is a correction to be made, click **Cancel** to exit the program. After the correction is made, the entire register process begins again.

   If you do not print the GL distribution, the following field is displayed: Check register. OK to update?

   After printing the Daily Sales Register, verify the printout. If there is a correction to be made, exit the program and make the necessary corrections. After the correction is made, the register can be rerun. If everything is correct, proceed with the register update.

   Click **OK** to print the register. The system prints the register for the selected documents.

9   The system displays the message: Invoice Receipt Register: OK to Update?

   After printing the Daily Sales Register, verify the printout. If you need to correct the register data, select **Cancel** to exit the program. After you make the correction, you can rerun the Invoice Daily Sales Register. If everything is correct, click OK to continue. The program then prints the GL distribution.

Counter sales procedures

Using the Counter Sale system (Overview)

1   At the beginning of a shift, open **Update Shift** to open a drawer, assign a tray to it and place an opening amount in the tray.

2   Have your sales clerks sign on to cash drawers in **Cash Drawer Sign On.** This program shows you which drawers are already in use and tells you which terminals (users) are signed on to them. If someone forgets to sign on in this program, the system will prompt them to do so when they enter a cash-type payment in Counter Sale Entry or Payment/Deposit Entry.

3   Begin entering sales in the **Counter Sale Entry**.

4   At the end of the shift, open **Update Shift** to remove trays from their respective drawers. Trays are actually removed by assigning *another* balanced tray to the same drawer. Once another tray is assigned, the first tray is automatically removed and ready to be balanced.

5   Open **Balance Cash Trays** to count out the trays and run Z-out reports, which are printouts of the transactions run through those trays. A currency calculator is available to help you keep an accurate count of currency, checks, credit card slips, etc.

6   Once a tray is balanced it can be assigned to another drawer.

7   At the close of a day, make sure all drawers are signed off by entering **Cash Drawer Sign On** and setting each drawer to NONE.

Creating counter sales

1   Click **Sales Orders>Counter Sales>Counter Sale Entry**.

2   In the **Doc/Cust** field, specify the customer.

3   In the **Ship-to** field, the system displays the ship-to code entered on the sales order along with the full ship-to address. Edit the ship-to code, if necessary. If a customer requests to have an order shipped to an address other than its usual shipping address, use the Temporary Ship-to feature to facilitate this request.

4   In the **Date** field specify the date for the counter sale transaction.

5   (Optional) In the **Initiating Warehouse** field specify the warehouse from which the items on this order are shipping. If your system uses multiple warehousing, specify the warehouse from which this order initiated. Press F2 or click **Search** to see the list of warehouses.

6   (Optional) The program automatically switches to add mode once you complete the header. Specify the **Item**.

7   Check the **Ship Direct** check box to indicate that this item is shipped directly to the customer ship-to address. Then specify the Vendor and click OK.

8   In the **Wh** field, the system displays the default warehouse for the item. You can modify this value or search for a different warehouse.

9   In the **Ordered** field, specify the customer's requested quantity. You can change the unit of measure on the ordered quantity.

10 In the **Committed** field, specify a quantity to commit in the warehouse or accept the default. This field defaults to the quantity ordered, if that quantity is available in the selected warehouse.

11 In the **Backordered** field, specify a back ordered quantity if the quantity ordered is greater than the available quantity in the selected warehouse. The program skips this field if the customer or your company does not allow back orders (Allow back orders flag not selected in AR Customer F/M and SO Static Control F/M), the item is a direct ship, or the selected warehouse has enough inventory to fill the order. When you specify a back-ordered quantity, Sales Order Entry programs base suggested document creation on the Stock, NonStocked, Uninventoried, and Temporary prompts in Sugg PO/TR by Type section on the Line Options tab of SO Entry Options F/M (SOF915). Use these settings to indicate whether you want to have the system ask to create suggested purchase orders or suggested transfers by item type during Order Entry line processing. Refer to the Suggested Transfer/Purchase Order Creation from Sales Order Entry Programs topic for detailed information about creating suggested warehouse transfer or purchase orders for backordered quantities.

12 You can add additional line items or click **Cancel** to exit out of Add mode.

13 You have these options.

    Edit - to make changes for the highlighted line item.
    Add a line.
    Delete the highlighted line.
    Insert a line item above the highlighted item in the browser.
    Save your changes

    Header-to access the Header Detail for Documents screen, which is used to view (inquiry-mode) and/or modify warehouse, shipping information, request and order dates, and salesperson, freight, terms and ship via codes.

    Payments-to access to the Deposit/Payment Entry window.

    Highlight a line item and click **Line Detail** to access the Line Detail for Documents screen, which is used to view and/or modify item descriptions, quantity and shipping information, costing, and PO information

    Access Note Entry (SME710) for the customer, item, header or line record specified in the program.

14 Click **Done** to display Footer for Document dialog box.

15 Complete or modify this information.

    (Optional) **Memo**-a memo for the credit memo.

    Ship-to-The ship-to code from the document header is displayed. You can modify this field.

    Freight code-Options are Prepaid, Collect, Bill Later and A Prepay/Add.

In the **Frt Method** field, the Document Freight Method (Q/C) for this customer defaults from AR Customer Maintenance and is modifiable based on the Allow Method Change check box on the Invoicing tab of AR Customer Maintenance and is not a back order. Based on the setting, you can select from: Quoted Freight or Calculated Freight.

Unless the Freight Type is prepaid, specify or update freight and handling charges in the **Freight $** field.   Refer to the Entering Freight and Handling (Sales Orders) topic for details

Disc %-The discount percent (maximum of 100) or dollar discount (maximum equals merchandise total) of the merchandise total.

Tax code -The tax code assigned to the customer's ship to file.

Tax rate-If the Charge Tax flag in the Sales Orders Static Control F/M is not set to O-Override, you cannot override the tax code and this field is unavailable. Specify H-to use the high rate, L-to use the low rate, or X-to change tax status of this document to exempt.

Check, ATM, Debit Card, V,M/C, A, D, Coupon-Use this field to specify payments to this order.

Other-Use this field to apply this pay the order with other cash type payment methods.

Cash Terms-Use this field to specify a cash terms code. Specify the cash amount.

A/R Terms-This defaults to the terms code entered in the Terms Code setting for the customer.

16 Click **OK**.

17 Check **Print Direct Invoice now** to print the direct invoice when you complete the footer. If you choose to print the now, select a printer in the dialog box.

18 (Optional) Check the **Sort by Shipping Whse** check box to print direct invoices in groups by shipping warehouse.

19 (Optional) Check the **Update Now** check box to create/update any purchase orders generated by the direct invoice.

20 Click **OK**.

21 Click **Done**.

Importing quote lines to sales order or counter sale orders

1 Access Order Entry or Counter Sale Entry.

2 Complete the header information.

3 Add an item to the order or counter sale.

4 If there are quote lines for the same customer/ship-to/item you are entering on a sales order or counter sale order, the Import Quote window displays the quote lines.

5 Select the quote line you want to import and click **Import**.

6 When you import a quote line, the required line fields are displayed with default information from the quote.

7   You can modify information as needed.

8   Click **OK**.

The import of the quote line is completed and you are returned to Order Entry or Counter Sale Entry.

Refunding Counter Sales (process overview)

Before issuing refunds with Credit Memo Entry

Use Credit Memo Entry to perform refunds on counter sales receipts.

Performing a refund:

1   If you are already in Counter Sale Entry, click **Go To>Credit Memo Entry** from the menu. Otherwise type the access code CM at a FACTS menu screen.

2   In Credit Memo Entry, specify the document header. Use the **Invoice** field in the header to apply the credit memo to an existing invoice.

3   When you complete the header, press **Enter** to add the returned item information on the document.

4   Specify the **item number**.

5   Specify the **quantity** being returned. You do not need to enter a minus; the program automatically inserts one.

6   Specify a two-character **reason code**.

7   Specify the **price** of the item being returned. Press F2 to change the pricing UM. Press F3 to use the Price Search feature.

8   Add additional items if necessary.

9   Click **Done** when you are finished entering items to access the credit memo footer.

10 Select a **Refund Type** in the footer.

11 To apply the refund to a customer's account, use the **A/R Terms** field.

12 Press F2 and select the CM A/R terms code in the search window. The CM, or credit memo, terms code uses no discounts or payment schedules. It simply tells FACTS to post the document to the Accounts Receivable module.

13 You can set CM as the default A/R terms code for all Credit Memo documents on the Inventory tab of the SO Static Control F/M.

14 To give the customer a cash refund, use the **Cash Terms** field.

15 Press F2 and select a Type C Cash Terms code from the search window. Specify the **amount** of the refund. Make sure you enter the amount as a negative number. For example, enter -50.50 if you want to give the customer $50.50 back in cash.

16 To apply the refund to the customer's credit card, click **Payments** to access the Deposit/Payment Entry window.

17 Press **Enter** in the Deposit/Payment Entry window or click **Add**.

18 Specify a credit card **terms code** or press F2 to search for the appropriate credit card terms code.

19 Specify the **amount** of the refund as a negative number, for instance -50.50, and press Enter.

20 Specify the **credit card number** and the **expiration date**, or swipe the card.

21 Specify **notes** (optional).

22 Click **Save**.

23 If you are not already signed onto a cash drawer, press F2 and select a cash drawer with a tray assigned to it from the search window.

24 Click **Done** to return to the Credit Memo Footer.

25 Make sure the document is zeroed out. Click **OK** to print the credit memo.

Deleting a counter sale receipt

A counter sale receipt is not technically deleted from the system until the next Daily Sales Register Update. Until then, the header status changes to Deleted and the system removes all line items. This procedure enables the system to keep an audit trail of all the counter sale numbers used.

To delete a counter sale receipt before the header is complete:

Press F4 to back up to the **Customer** field.

To delete a counter sale receipt after the header is complete:

With the document open on screen,

1 Click **File>Delete Document** from the menu. Click **Yes-Delete**.

2 If the Lost Sales is selected on the Use Features tab of SO Static Control F/M (SOF980), you have the opportunity to post to lost sales if the item is inactive and the quantity is greater than the available amount.

3 Select from the following options to indicate how to record and process the lost sale: N-No to indicate that you do not want to record the lost sale, R-Review to display the Lost Sales Entry (SOC420) screen and modify the lost date, update usage, quantity, price, cost, reason, and/or notes, Y-Yes to record the lost sale using the default lost sale reason code entered SO static Control F/M, the quote date as the lost sale date and usage defaulting to "no update".

4 Click **OK**.

Recurring invoices procedures

Creating recurring document headers

1   Click **Sales Orders > Recurring Invoices>Recurring Document Entry**.

2   Enter the **customer number** for the customer receiving the invoice. Press F2 to perform a customer search or F3 to perform a document search for recurring documents already on file. The system performs a credit check on this customer once you enter the number.

3   Enter the **sequence** number (0-99) for the document to be created. The sequence number is a counter that allows a given customer to have multiple recurring documents. Sequence 01 for example, can be considered the first recurring document for the customer. Press **Enter** to initially default to 01.

4   The system populates the remaining recurring document header fields with default information. At any point during the header fields through Reference Number, you can press F3-header defaults. Pressing F3 causes the program to display the defaults on file from that field forward and skip to Reference Number. Refer to the Recurring Document Header topic for field definitions.

    NOTE: If the program does not skip to Reference Number and instead stops at an earlier field, the system could not find a valid default value for that field, and the user must enter a valid value before continuing.

5   When you complete the recurring document invoice header information, the system displays the system displays the line-item detail screen. Refer to the Adding items to recurring document invoices for step-by-step instructions.

Adding line items to recurring document invoices

1   Complete the header information; refer to Creating recurring document headers for details. The system displays the command prompt at the bottom of the screen, you have these options.

    Line # Enter the line number to change.- Specify the line number to select. Specifying a line number sets the quantity default to the same amount sold the last time (displayed in the units column). Price is not affected. Press **Enter** displays more sales, if any.

2   You have these options.

    L List

    A Add a line

    D Delete the highlighted line.

    F2 Change header information.

    F3 End line-item entry.

    2. Specify the **Item**. You also have these options.

    I - To display items and their corresponding interchange.

A - Search catalog items

L - Allow a lost sales entry

P - Display past sales of all items in the selected warehouse. Item number, date sold, invoice number, quantity sold, price, and unit of measure.

C - Search customer/item numbers

- Specify an item number or an interchange number

M - Specify a memo

F1 - Enables the Quick Item Add (ICF020) program.

F2 - Allows an item search

F3 - Ends line-item entries

4   For a valid item, the item description 1 and 2, the item class, package size, item weight and its unit of measure, available quantity, on hand quantity, on order quantity and bin location are displayed. The Temporary, Vendor, Item Class, U of M, Weight, and Commission Percent fields are only displayed if the item is a temporary item.

5   Specify the **quantity** of the item to be sold per displayed unit of measure or select a display code. If this is a BOM finished item that can be assembled in SO, you may be able to enter component items. If this item has multiple selling units of measure, press F2 to change the unit of measure.

6   Specify the cost per displayed costing unit of measure. The **Cost** field is available if the Change by Ln Cost flag in the SO Static Control Record is set to Y or B. If the Change by Ln Cost flag is set to B, press F4 to back up to this field. This field is also available if the item is temporary.

7   Specify the **price** per displayed pricing unit of measure. Press **Enter** to default to the default price per the pricing hierarchy. Select the following (if available): S-Standard Price, C-Contract, T-List, L-Last, or enter L and a level number for a price level or enter Q and a quantity break level for a quantity break price.

8   (Optional) The system displays the Change Selling UM To Match Pricing UM prompt only displays if the pricing unit of measure entered in the previous field does not match the selling unit of measure. Specify Y or N to change the selling UM to match the pricing UM. Press Enter to default to Y. If Y is entered, the value in the Quantity field may change.

9   Headings for the line-item fields used are displayed, and if the Display g.M.% flag in the sales orders static control is set to A, the gross margin percentage is also displayed. The line-item extension is calculated (price less any discounts multiplied by the quantity ordered multiplied by the conversion factor) and displayed.

10   (Optional) Specify the **discount amount** or **percent** for this line. This field is only available if the Use Line Discount flag in the SO Static Control Record is set to % or $.

11   (Optional) Specify the percent of **commission**. Press **Enter** to default to 0. This field is only available if the Change by Ln Comm% flag in the SO Static Control Record is set to Y or B. Press F1 to set this field to Use Default when the user override flag is set. Calculating Commissions: There are five commission percent sources: customer, salesperson, item, price and current line commission. The system contains a user

override flag and a price type to designate if the user overrode the line's commission during order entry. Refer to the Calculating Commissions topic for processing details.

12 For the **Taxable** field, enter Y or N to indicate whether to charge tax for this line item. Press **Enter** to default to Y.

13 Specify the g**eneral ledger posting table** to use in the Daily Sales Register to post this line to general ledger. Press F2 to perform a search. This field is only available if the Change by Ln GL Table flag in the SO Static Control Record is set to Y or B. If B is entered at Change by Ln GL Table , press F4 to backup to this field.

14 Specify the **default ship complete status**, or press F4-Backup to return to the preceding field.
Note: The Ship Complete field is a warehouse- and line-level designation. Refer to the Ship Complete Feature Overview topic for details. You can select from the following options:
N Allow Partial--Indicates you want to allow the shipped quantity to be less than the ordered quantity for order the order line.
Y Ship Complete--Indicates you want to allow the quantity ordered must be the same as the quantity shipped on the order line item.
B Balance Complete—Indicates you want to allow the quantity shipped to be less than the quantity ordered on the first shipment, but the back-ordered quantities must be shipped complete for the order line. Once an order line is processed through the DSR, the line is changed to ship complete.

15 If the line is correct, press **End** to continue. If the line is not correct, select F4 to back up to change the field that is not correct.

16   Repeat this process for each line item you want to add to the recurring document invoice, then click **End Entries** to end line-item entry. Refer to the procedure, Completing recurring document invoice footers for step-by-step instructions.

Completing recurring document invoice footers

1 Once the recurring document invoice line item information is complete and you press F3-End, the system displays the footer fields.

2 (Optional) Specify the **memo** to print on the recurring invoice.

3 (Optional) Specify the **discount percent** (maximum of 100) or dollar discount (maximum equals merchandise total) of the merchandise total. This field only appears if % or $ was entered at the Use Invoice Discounts flag in the SO Static Control Record and is initially skipped if the total for the recurring invoice is zero.

4 (Optional) If UPS was entered in the ship via field, specify the **UPS zone** here; otherwise, this field is skipped. The entry must be a valid zone as set up in the UPS Zone F/M. The COM/RES field is skipped if the UPS zone is greater than 8. Specify whether this delivery is a C-commercial or R-residential UPS ground delivery. UPS charges different rates for commercial and residential deliveries.

5 Specify the **weight** of this package.

6 Specify the freight amount (+/-9999.99).

7   Specify the **tax code** for this ship-to customer. This field is not available if the Charge Tax flag in the SO Static Control F/M is set to N. This field is initially skipped if the recurring invoice total is zero.

NOTE: If you back up to this prompt after changing the tax rate or the tax amount and do not select F1 - skip, the system recalculates the charges to reflect the tax code and the changes to the Tax Rate and Amount fields are lost.

8   (Optional) For the **RT (Tax Rate)** field, specify H-to use the high rate, L-to use the low rate, or X -to change tax status of this document to exempt. The rates are set up in the Accounts Receivable Tax Table F/M. Press Enter to default to the displayed value. This field is initially skipped. If the Charge Tax flag in the Sales Orders Static Control Record is not set to O, you are not able to override the tax code and this field is unavailable.

9   (Optional) For the **Taxable (Amount)** field, specify the amount of sales tax to charge for this invoice (+/-99999.99). Press **Enter** to default to the displayed value. This field is initially skipped. If the Charge Tax flag in the Sales Orders Static Control Record is not set to O, you are not able to override the tax amount and this field is unavailable.

10 Click **OK**.

11 This concludes the ending routine of the Recurring Invoice Entry Program. Upon completion of the update, the screen is cleared of all field information and the program returns to the **Customer Number** field so you can specify more recurring documents or click **End** to exit the program.

Posting recurring documents

Start by selecting the **day** through which recurring documents are to post.

This program must be run in order to bill customers.

1   To post recurring documents, specify the **Post Through date** (date through which recurring documents are to be posted). The day entered must be greater than the day the recurring documents have already posted through; e.g., if recurring documents have already posted through the 10th of the month, and the 15th is entered, all recurring documents with post dates between the 10th and the 15th are to post. The program defaults to the system date.

2   Use the **Listing Run** check box to indicate whether or not a recurring document list has been run and checked.

3   Click **OK**.

Shipping procedures

Adding orders into the freight manifest system

1   Click **Sales Orders>Shipping>Freight Entry**.

2   Specify the **order number** for this shipment.
    Tip: You can specify 3 types of documents on this screen: a valid sales order, freight order or new freight document that is not a sales order. Create a new order number that is not on file when shipping packages that do not appear on sales orders.

3   (Optional) If this order is a multi-warehouse order, the Freight Totals Display window will display. This displays each warehouse that is on this order with the warehouse code, description, ship via and freight amount, as well as the total amount of freight for all warehouses on this order. Press **Enter**.

4   (Optional) If you specify an existing sales order or freight document, the system displays the document header information, such as the customer, ship via, zone, package total, charge information and freight line items for each package. For new freight documents complete steps 5-10. For existing freight or sales order documents, go to step 11.

5   (Optional) For new freight documents, specify the **customer code**. The system displays the customer's assigned ship-to number, the ship via in the Ship-To Record, the default zone from the Ship-To Record; you can modify these values.

6   (Optional--For new freight documents) In the **Com/Res** field indicate whether this delivery is a C-commercial or R-residential UPS ground delivery. The system displays the default value for the ship-to address.

7   (Optional--For new freight documents) In the **Dept** specify the valid general ledger department number that is approving this shipment as necessary. This field is initially skipped. Press **Enter** initially default to the general ledger department number assigned to the terminal. Press **F2** to perform a search.

8   (Optional--For new freight documents) In the line-item portion of the screen:

    In the **WGT** field, specify the weight of the package to be shipped (1-70). You can also specify L for letter service if the ship via is UPS RED, UPS 1ST, UPS BLU, or UPS 2ND or if the zone contains a Canadian air zone (87-89) or international zone (900-912, 921-932). Press **Enter** to initially default to the weight set up as the Default Weight in the Shipping Control Record.

    In the **Tracking/ID#** field, specify the tracking/id number. Press **Enter** to default to blanks.

    In the **DCLRD VALUE** field, specify the amount (0-99999.99) the user wants to declare as the value for the package. This amount is used to calculate insurance charges. If the carrier is UPS, there is no insurance charge for any value less than $100.00.

9   (Optional--For new freight documents) Press **Enter** to accept the new line on the freight manifest.

    The system displays the messages: *Print Shipping Label for This Line?* or *Print UPS C.O.D. label for this line?* only if the Label at Each Line Item flag of the Shipping Control F/M is set to M (maybe). Specify Y or N to indicate whether a shipping label is to be immediately printed for this line-item. If you specify Y, the program prints a shipping label, UPS shipping label, or a UPS C.O.D. label, depending on the ship via. The printer is defined in the SM Program F/M for the Shipping Label Print Program (SOP410), UPS Shipping Label Print Program (SOP450), or UPS C.O.D. Label Print Program (SOP420).

Press **Enter** to default to Y.

10 (Optional--For new freight documents) You can add more lines on the freight manifest then press F3 to end line-item entry.

11 You have these options.

- Changes a line-item

L - Lists line-items

A - Adds a line-item

D - Deletes the order (if created from a sales order, the sales order is not affected)

F2 - Changes the header

F3 - Ends entries and proceeds to the ending routine

12 The system displays the message: *Update freight on order?* if the freight entry order number is a current sales order. The total freight charge for the order is displayed in the bottom right of the header. The current freight charge for the sales order is displayed. Specify whether this amount should be up dated to the freight field on the actual order. You can specify N-no, do not update the sales order, A-add the total freight charge to the existing amount on the sales order, or R -replace the current freight amount on the sales order with the total freight charge. Press **Enter** to default to N.

13 The system displays the message: *Print Shipping Labels Now?* Specify **N** or **Y** to indicate whether to print the shipping labels for this order now. If you specify a Y, the program prints one label for each package. If the ship via is UPS the label printed is a UPS shipping label otherwise it is a general mail-shipping label. Press **Enter** to default to N.

14 The system returns you to the **Order** field so you can specify freight or press **F4** to exit the program.

Printing a freight manifest

1 Click **Sales Order>Shipping>Freight Manifest Print (SOP430)**.

2 Specify the **date** of the shipment that is to print on the manifest. This is the date the manifest was picked up by UPS.

3 Specify the **ship via** code for which the manifest is supposed to print. Ship Via codes are set up and maintained in the Ship Via F/M (Sales Orders>File Maintenances>Ship Via F/M). NOTE: The program reads through the Freight Orders File and gets the ship via from the document. If any of the letters in the document ship via are in the same order as all the letters in the entered ship via, the manifest prints. For example, if you specify UPS1ST, the system prints all freight orders with UPS1ST or UPSRED in the ship via. Also, if you specify UPS, the system prints all freight orders with UPS in the ship via. Press **F2** to perform a search.

4 Specify the **warehouse** that shipped the freight orders. Entering a valid warehouse code displays the warehouse description and the UPS shipper number that prints on the manifest. Press **Enter** to default to the warehouse assigned to the terminal.

5   Specify the **Pickup Record Number** (UPS-generated number that verifies that the carrier picked up the shipment). This can be helpful when tracking packages in the shipment.

6   Click **OK**.

7   (Optional) Removing the manifest from the system:

After the freight manifest prints, the program asks whether the manifest and its packages should be removed from SO Freight Orders system and transferred to a history file. Indicate whether to remove the manifest.
Tip: Remove the manifest after packages on that shipment have been entered. Otherwise, the system will continue to add freight orders to this document.

Displaying freight document information

1   Click **Sales Orders>Shipping>Freight Inquiry (SOI410)**.

2   Specify the **Document Type**: O-open freight orders or P-past freight orders. After you select a document type the appropriate display (OPEN or PAST) appears in the top center of the screen. Open documents are freight orders that have not been updated in the Manifest Print Program; past documents have been updated. Press Enter to default to O.

3   For past freight orders, specify the **date** of shipment for the display. For example, if June 1, 1989 were entered, only documents that were shipped on or after June 1, 1989 are listed for display. Press **Enter** to skip to field #5 (customer), and view documents for a selected customer. Press **F1** to default to the first date on file for the company and warehouse and displays the warehouse, date shipped, customer number, order number, ship-to number, ship via and address 1. Press **F3** to select another warehouse. If you enter O for the document type in field #1, the system skips this field.

4   Specify the **freight order** number to display. Entering a valid freight order number displays the document. Press **F2** to perform a search. Press **F3** to select another warehouse. If you enter P for the document type in field #1, the system skips this field.

If you press F2, the program prompts you for the **beginning document number** to search from. The system displays the warehouse, the order number, the customer number, the ship-to number, the ship via, address 1, and the number of packages on the order. Enter a freight order number that serves as a beginning point to list from, or enter the line number that contains the desired document to be displayed. Press **Enter** to default to the next screen of documents. If you are at the end of the file or at the beginning of the file, pressing **Enter** lists from the first on file.

5   The program displays the current warehouse code and its description. The current warehouse is the warehouse that determines which documents are displayed. If a document was not shipped from the current warehouse, you are only able to view the document after changing the current warehouse to match that of the document. Enter a valid warehouse code. Press F2 to perform a search. Press F3 to select ALL warehouses, and the system displays all documents. This field is skipped unless you press F3 at field #2 (Date) or #3 (Order).

6   Specify the **customer number** of the customer for which documents are to be displayed. Any document that was not shipped to the selected customer is not displayed. Entering a valid customer number displays the customer name, and prompts the user for a beginning document number to search from. The system displays the warehouse, the order number, the ship-to number, the ship via, address information, and the number of packages on the order. Enter a freight order number that serves as a beginning point to list from, or enter the line number that contains the desired document to be displayed. Press **Enter** to default to the next screen of documents. If you are at the end of the file or at the beginning of the file, pressing Enter lists from the first on file.

7   After selecting a document to display, you can enter another document number to display or press **Enter** to display the next document on file meeting the selected criteria (open/past, warehouse, and/or customer), or enter the beginning date from which to list.

Printing a Freight History Report

1   Click **Sales Orders>Shipping>Freight History Report (SOR410)**.

2   Specify the **earliest date** of shipment on a manifest to be included on the report. Manifests that were shipped before this date do not print.

3   Specify the **last date** of shipment on a manifest to be included. Manifests shipped after this date do not print.

4   Specify the **ship via** that manifest used. Ship Via codes are set up and maintained in the Ship Via F/M. NOTE: The program reads through the Freight Orders File and gets the ship via from the document. If any of the letters in the document ship via are in the same order as all the letters in the entered ship via, the manifest prints. For example, if you enter UPS1ST, the system prints all manifest packages with UPS1ST or UPSRED in the ship via. Also, if you enter UPS, the system prints all manifest packages with UPS in the ship via.

5   Specify the valid **warehouse code** that shipped the manifests. Entering a valid warehouse code displays the warehouse description. The program defaults to the warehouse assigned to the terminal.

6   Specify the **GL department** for which to print. Only manifests assigned to the GL department entered will print on the report. The entry must be a valid GL department.

7   Click **OK**.

8   When the report is complete, the message, *Remove documents just printed?*, is displayed. Indicate whether to remove the documents from the sales orders freight history.

NOTE: UPS requires that these records be kept on file for one year.

Printing shipping labels

1   Click **Sales Orders>Shipping>Shipping Label Print (SOP410)**.

2   Indicate whether you want to print an alignment (test print).

3   Specify the valid warehouse code that shipped the freight orders or sold the sales orders.

4   Specify the **document number(s)** for which to print labels. The entry must be a valid document number. If the document entered is deleted or voided, a message to this effect is displayed and the entry is not accepted. Press **Enter** to default to ALL, and prints one label for each package on every freight order for the selected warehouse.

5   Specify the **number of labels** to print for the order number entered in document number field. If the order number is a valid freight order number, the program defaults to the number of packages entered for the order in the Freight Entry Program. If ALL is entered in the document number field, this field is skipped.

6   Click **OK**.

Printing C.O.D. labels

1   Click **Sales Orders>Shipping>UPS C.O.D. Label Print (SOP420)**.

2   Indicate whether you want to print an alignment (test print).

3   Specify the **date** of shipment that is to print on the C.O.D. label. If using the manifest system, this date must match the manifest date.

4   Specify the **document number(s)** for which you need to print labels If the document entered is deleted or voided, a message appears to this effect and the entry is rejected. Press **Enter** to default to ALL, and prints one label for each package on every freight order for the selected warehouse.

5   Specify the valid **warehouse code** that shipped the freight orders or sold the sales orders.

6   If a valid **freight order number** is entered at field #4 this field is skipped and MANIFEST appears on the screen, which indicates that the amount comes from the line items on the order. Specify the C.O.D. **dollar amount** that should appear on the label; this is the amount the UPS delivery person needs to collect upon delivery. If the document is an invoice, press F1 to default to the document total.

7   Click **OK**.

Printing a UPS chart

1   Click **Sales Orders>Freight>UPS Chart Print (SOP440)**.

2   In the **Chart** field, specify whether to print Z -a zip to zone conversion or W-a rate chart for each weight in a selected zone. The program defaults to Zip to Zone.

3   If you enter **Z** in the Chart field (#1), specify a valid **Warehouse** and **Country code** for which to print. Entering a valid warehouse code displays its description. The zones for different zip codes differ depending on the location of the shipping warehouse. In this way, UPS can publish a rate chart for each zone that is good throughout the continental United States.
-OR-

If you enter W in the Chart field (#1), specify the **Beginning** and **Ending Zones** and the **Ground Delivery Type**: C-Commerial, R-Residential, B-Both

4   Click **OK**.

Contract pricing procedures

Creating contract headers (customer scope, item scope, shipment scope, pricing UM, effective date and expiration date)

1   Click **Sales Orders>Contract Pricing> Contract Entry**.

2   In the **Contract #** field, enter the contract number to assign to this document.
Tip: You can use the next contract number on file, search or copy a contract: The system displays a copy dialogue box where you can select the contract to copy, and enter a new description. The system loads the new contract for the user to edit. When you create a contract by copying it will force the **Awaiting Review** flag to default to Yes.

3   In the **Description** field, enter the contract description.

4   Specify the **effective date** of this contract price record.

5   Specify the **expiration date** of this contract price. When running this Remove Contracts program, a cutoff date is entered and expiration dates up to that cutoff are removed. On any date after the expiration date, the contract price is not eligible for the price search program in the sales order entry programs.

6   In the **Type** field, select a contract price type--Levels or Quantity Breaks. Refer to the Contract Pricing topic for details about contract price types.

7   The **Convert Fixed Prices** and **Qty Breaks** field is only available if the contract is for a specific item and a specific UM. For all other quantity break contract types (non-specific) the flag is automatically set to Y and this field is skipped. Specify N or Y to indicate whether the quantity break prices for this item and UM should be used as the default to calculate prices for other quantity break UMs that do not have contract prices set up. For example, a quantity break price is set up for $5.00 EA for a minimum of 10 (10 EA /BX). If on the sales order 1 BX is sold the system would calculate a price of $50.00 BX. Or, a fixed price is set for $1.00 EA , if there are 10 each per box, and a line is entered on a sales order with a UM of 'boxes' the system would calculate a price of $10.00 BX.

8   Indicate whether this contract is for all customers by clicking **All Customers**.

OR
Click **Customer** to access Customer Scope Entry (SOE561) to define the customers for the contract.

If the contract is marked as valid for all customers, the Customers button is disabled. If you enter any information on the Customer Scope screen, then the system changes the All Customers prompt to selected (flag to "Yes)", and the system displays a message prompting for whether to remove all entries from the Customer Scope screen. If you

select to not remove the Customer Scope information, the All Customers prompt will remain selected.

If you don't select the All Customers prompt and do not enter any information on the Customer Scope screen, the system will not allow you to exit.

9   Indicate whether this contract is for all items by clicking **All Items**.

    OR
    Click **Item** to access Item Scope Entry (SOE563) to define the customers for the contract.

    If the contract is marked as valid for all items, the Items button is disabled. If you enter any information on the Item Scope screen, then the system changes the All Items prompt to selected (flag to "Yes)", and the system displays a message prompting for whether to remove all entries from the Item Scope screen. If you select not to remove the Item Scope information, the All Items prompt will remain selected.

    If you don't select the **All Items** prompt and do not enter any information on the Item Scope screen, the system will not allow you to exit.

10 Indicate if the contract is valid for **warehouse ships**: If the Whse Ships prompt is set to Yes, you must enter the **shipping warehouses** that the contract applies to on the Shipment Scope screen. If it is set to No or All, individual warehouses cannot be entered on the Shipment Scope screen.

    To access the Shipment Scope Entry (SOE565) screen, click **Shipment**.

    If you enter any warehouse information on the Shipment Scope screen, then the system changes the Whse Ships prompt to Yes, and the system displays a message prompting for whether to remove all warehouses from the Shipment Scope screen. If you select not to remove the Shipment Scope information, the Whse Ships prompt will remain selected.

11 Indicate if the contract is valid for **direct shipments from vendors**. If the Direct Ships prompt is set to Yes, you must enter the **direct ship vendors** that the contract applies to on the Shipment Scope screen. If it is set to No or All, individual vendors cannot be entered on the Shipment Scope screen.

    To access the Shipment Scope Entry (SOE565) screen, click **Shipment**.

    If you enter any vendor information on the Shipment Scope screen, then the system changes the Direct Ships prompt to Yes, and the system displays a message prompting for whether to remove all vendors from the Shipment Scope screen. If you select not to remove the Shipment Scope information, the Direct Ships prompt will remain selected.

12 (Optional) Specify the **rounding code** to establish rounding rules for contract prices.

13 In the Excluded Items section of the screen you can select to exclude the following item types from the contract scope: **Stocked**, **NonStocked**, **Uninventoried**, and **Catalog**.

14 You have these options.

Add Choose this option to add contract pricing information for the first time to contracts. You must complete the contract header information before you can add pricing information to a contract. This option is available only if no contract pricing information is on file. Refer to the Adding pricing information to contracts or Adding quantity break price information to contracts procedure for step-by-step instructions.

Delete Choose this option to delete the highlighted contract price line.

Review Accesses the Price Contract Review screen where you can mark/unmark a contract as awaiting review. Contract awaiting review are not active.

Customers Accesses Customer Scope Entry (SOE561) to enter any number of individual customers (with or without ship-to's) and any number of customer classes.

Items Accesses Item Scope Entry (SOE563) to enter any number of specific items (with or without UM specifications), any number of item classes, and any number of primary vendors for a contract.

Shipping Accesses Shipment Scope Entry (SOE565) to specify whether the contract is valid for drop ship lines.

Header Accesses Price Contract Header Detail to allow you to modify contract information such as description, effective dates or contract scope details.

Done Completes the contract and returns you to the **Contract #** field so you can enter or modify additional contracts.

Editing existing contracts

1   Click **Sales Orders > Contract Pricing> Contract Entry**.

2   For existing contracts, specify the contract number in the **Contract #** field.

3   When you specify the contract number, the system makes available the editable fields on the screen.

4   To edit existing contract prices for this contract, select one of the options across the bottom of the screen. Highlight a **contract price** (for Q-quantity break contract types or L-price level contract types) in the browser in the lower portion of the screen and add pricing information. For Q-quantity breaks contract types you can specify a quantity break price and breaks 1-6. For L-price level contract types you can specify a standard price and price levels 1-6.

5   The following options are available, when a contract price record exists for the entered customer, item, shipping and UM scopes:

Review Accesses the Price Contract Review screen where you can mark/unmark a contract as awaiting review. Contracts awaiting review are not active.

Customers Accesses Customer Scope Entry (SOE561) to specify any number of individual customers (with or without ship-to's) and any number of customer classes.

Items Accesses Item Scope Entry (SOE563) to specify any number of specific items (with or without UM specifications), any number of item classes, and any number of primary vendors for a contract.

Shipping Accesses Shipment Scope Entry (SOE565) to specify whether the contract is valid for drop ship lines.

Header Accesses Price Contract Header Detail to allow you to modify contract information such as description, effective dates or contract scope details.

Done Completes the contract and returns you to the **Contract #** field so you can create or modify additional contracts.

Adding quantity break price information to contracts

1   Click **Sales Orders>Contract Pricing>Contract Entry**.

2   For new contracts, refer to the How to enter contract header information procedure for details. For existing contracts, specify the contract number in the **Contract #** field.

3   In the browser in the lower portion of the screen, highlight a **contract price** (for Q-quantity break contract types) and add pricing information. For Q-quantity breaks contract types you can specify a quantity break price and breaks 1-6.

4   (Optional) To specify a quantity break price, select the **Type**, Break 1-6 in the line browser.

5   Specify the minimum quantity that must be sold on a sales order document in order to utilize the price from the level. Quantity break is always defined in the selling unit of measure.

   For example, the standard price of I100 is $10.00 ea., the break 1 price is $9.75 and the break 2 price is $9.50. In order to receive a price of $9.75 the customer must purchase a minimum of 50. In order to receive a price of $9.50 the customer must purchase a minimum of 100. Therefore break 1's quantity is 50 and break 2's quantity is 100.

   If the contract is for a non-specific item, i.e., item price class, vendor or all items, the quantity break will apply to any item in that group of items regardless of UM. For example, if 10 is set as the quantity for quantity break 1, it would apply to 10 boxes of widgets as well as 10 cases of wickets (as long as widgets and wickets were within the same item scope defined on the contract).

6   If the contract is for a specific item, the quantity break price may be entered as a basis and multiplier, a set price or a change %. If the contract is for a non-specific item (i.e., item price class, vendor or all items), the quantity break price may be entered as a basis and multiplier. The valid options for basis for quantity break prices are as follows: list price, manual cost, sales order entry cost, standard price, quantity break price (up to the level being entered, e.g., if quantity break 3 is being entered, you may specify 1 - 3 as the basis for quantity break 3).
   Basis: The valid options for basis for quantity break price are list price, manual cost, sales order entry cost, standard price, any quantity break price or level price(up to the level being entered, e.g., if quantity break 3 is being entered, you may specify 1 - 3 as the basis for quantity break 3), entered in Costing and Pricing programs located in the Inventory Control module.

   Mult: The multiplier for the quantity break price.

-OR-

Price: The set price for the contract quantity break price line. (If you select N/A as the basis you can specify a set price in this field.)

Commission %: In addition to the three set up options for the quantity break prices, you can also specify a commission %. An Inventory Control static record flag determines whether this commission flag is used throughout the costing/pricing subsystem. If the flag is turned off, the option to specify the commission % is never available. If the flag is turned on, each contract price that is set up will require the field of a commission %. When entering the commission %, you can set the commission % to "no priority" (blank) indicating that commission is not generated based on the price being set up. (If the item is set to "no priority", any commission % entered in the contract pricing system will be ignored). (For more information on commissions, refer to the commission basis flag set in the Company Control F/M program in the System Management module.)

7   **Save** your contract pricing line.

8   You can highlight a pricing line and select:

 Delete. Deletes a highlighted pricing contact line

 F3 or Stop Stops adding contract pricing lines.

9   The following options are available; when a contract price record exists for the entered customer, item, shipping and UM scopes:

 Review Accesses the Price Contract Review screen where you can mark/unmark a contract as awaiting review. Contracts awaiting review are not active.

 Customers Accesses Customer Scope Entry (SOE561) to specify any number of individual customers (with or without ship-to's) and any number of customer classes.

 Items Accesses Item Scope Entry (SOE563) to specify any number of specific items (with or without UM specifications), any number of item classes, and any number of primary vendors for a contract.

 Shipping Accesses Shipment Scope Entry (SOE565) to specify whether the contract is valid for drop ship lines.

 Header Accesses Price Contract Header Detail to allow you to modify contract information such as description, effective dates or contract scope details.

 Done Completes the contract and returns you to the **Contract #** field so you can create or modify additional contracts.

Adding level pricing information to contracts

1   Click **Sales Orders>Contract Pricing>Contract Entry**.

2   For new contracts, refer to the How to enter contract header information procedure for details. For existing contracts, specify the contract number in the **Contract #** field.

3   In the browser in the lower portion of the screen, highlight a **contract price** (for L-price level contract types) and add pricing information. For L-price level contract types you can specify a standard price and price levels 1-6.

4   To specify a standard price, select the **Type**, STD PR line in the browser:

The standard price may be entered as a basis and multiplier, a set price or a change %.
Basis: The valid options for basis for standard price are as follows: list price, manual cost, sales order entry cost, standard price, any level price or quantity break price (entered in Costing and Pricing programs located in the Inventory Control module).
Mult: The multiplier for the standard price.

-OR-
Price: The set price for the contract price line. (If you select N/A as the basis you can specify a set price in this field.)
Commission %: In addition to the three set up options for the standard price, you can also specify a commission %. The Inventory Control static record flag determines whether this commission flag is used throughout the costing/pricing subsystem. If the flag is turned off, the option to specify the commission % is never available. If the flag is turned on, each contract price that is set up will require the field of a commission %. When entering the commission %, you can set the commission % to "no priority" (blank) indicating that commission is not generated based on the price being set up. (If the item is set to "no priority", any commission % entered in the contract pricing system will be ignored). (For more information on commissions, refer to the commission basis flag set in the Company Control F/M program in the System Management module.)

5   (Optional) To specify a level price, select the **Type**, Level 1-6 in the line browser.

The level price may be entered as a basis and multiplier, a set price or a change %.
Basis: The valid options for basis for level price are list price, manual cost, sales order entry cost, standard price, any price level.
Mult: The multiplier for the level price.

-OR-
Price: The set price for the contract price line. (If you select N/A as the basis you can specify a set price in this field.)
Commission %: In addition to the three set up options for the price levels, you can also specify a commission %. An Inventory Control static record flag determines whether this commission flag is used throughout the costing/pricing subsystem. If the flag is turned off, the option to specify the commission % is never available. If the flag is turned on, each contract price that is set up will require the field of a commission %. When entering the commission %, you can set the commission % to "no priority" (blank) indicating that commission is not generated based on the price being set up. (If the item is set to "no priority", any commission % entered in the contract pricing system will be ignored). (For more information on commissions, refer to the commission basis flag set in the Company Control F/M program in the System Management module.)

6   **Save** your contract pricing line.

7   (Optional) You can highlight a pricing line and select:

Delete. Deletes a highlighted pricing contact line

F3 or Stop Stops adding contract pricing lines.

8 The following options are available; when a contract price record exists for the entered customer, item, shipping and UM scopes:

Review Accesses the Price Contract Review screen where you can mark/unmark a contract as awaiting review. Contracts awaiting review are not active.

Customers Accesses Customer Scope Entry (SOE561) to specify any number of individual customers (with or without ship-to's) and any number of customer classes.

Items Accesses Item Scope Entry (SOE563) to specify any number of specific items (with or without UM specifications), any number of item classes, and any number of primary vendors for a contract.

Shipping Accesses Shipment Scope Entry (SOE565) to specify whether the contract is valid for drop ship lines.

Header Accesses Price Contract Header Detail to allow you to modify contract information such as description, effective dates or contract scope details.

Done Completes the contract and returns you to the **Contract #** field so you can specify or modify additional contracts.

Using Excel for Contract Maintenance Import/Export

You can only edit contracts using this feature. Contracts may not be created or deleted by use of the Import/Export procedure.

The Import menu option is available from the Data Menu of Contract Maintenance (SOE567). The Import command brings in a contract collection, which was previously export to Excel, from Excel into Contract Maintenance.

The Export menu option is available from the Data Menu of Contract Maintenance (SOE567). It sends the displayed contract collection to Excel. Only certain fields will be sent. Refer to the spreadsheet first row for descriptions of those values that are exported. Excel must be open before the export can succeed.

Modifying the Spreadsheet

• No columns may be inserted into or deleted from the spreadsheet, as that will cause the import into FACTS to fail. If desired, columns may be added beyond the last spreadsheet columns to facilitate updates.

• No rows may be added to or deleted from the spreadsheet.

• Rows may be resorted to facilitate editing, but prior to attempting an import the spreadsheet must be resorted on the first column to restore its original order.

Spreadsheet Security

The Excel spreadsheet is protected to help users avoid making disallowed changes. The spreadsheet is protected by default with the case-sensitive password "FACTSEXPORT". While it is protected, you can modify only the fields that are valid to be changed (not shaded grey). If you want to resort the lines of the spreadsheet, add columns beyond the spreadsheet, etc., the spreadsheet must be unprotected. It is advisable to re-protect the

spreadsheet after taking such actions to prevent accidental changes to cells that should not be changed.

Excel Spreadsheet Details—Contents

• A Status column is included on the spreadsheet to provide additional information about the import process. The values for the Status can be:
E – the contract has been exported – no import actions have taken place.
I – the contract was successfully imported (and thus will not be imported again on a subsequent import.)
F - the contract failed to import due to problems – further explanation of the problem will be found in the import message column.

• There are two 'groupings' of columns on the spreadsheet—one for quantity break information and one for stocking and manual cost details--that can be 'collapsed' if the user prefers not to see them.

• There are multiple UM columns listed on the spreadsheet.
The first is the column for UMs listed in the contract (if any, or All)
The second is the selling UM
The third is the pricing UM
And the fourth (if listed) is also the pricing UM.

• The costs that are optionally exported to the spreadsheet are always presented in the pricing UM to make their use in formulas simpler.

Importing Rules for Data Entered in the Excel Spreadsheet

All spreadsheet values entered in the Excel spreadsheet may only be in the ranges acceptable when using Contract Entry. Any values that would not be accepted through Contract Entry in FACTS will cause that row to fail to import.

No reformatting of numeric values (such as adding parentheses around numbers or adding dollar signs or adding percent signs) is to be done if the spreadsheet is to be imported later. Any such changes will cause that Excel row to fail to import. Date entry is only allowed in the numeric format of MM/DD/YYYY – forward-slash use separating the month, day and year is mandatory (do not use backslash or dashes or other characters to separate date values as that will cause the excel row of that invalid date value to fail to import).

The Effective date column may also have the word "Always". Contracts that are linked to a previous contract will not import the effective date. The Expiration date column may also have the word "Never". Contracts that are linked to a subsequent contract will not import the expiration date.

No Excel spreadsheet cells may be imported when 'blanked'/'empty' – Empty cells for import will result in the row failing to import.

Any break quantity, if present, that is not in ascending order will result in the row failing to import.

Customer returns procedures

Processing customer returns (Overview)

1 Create a returns authorization document (optional) and print an authorization.

Customer Authorization document and Return Authorization

- The Return document is created in Customer Returns Entry using the Quick Entry screen and the Invoice Search or with the Customer Returns Line Entry screen.
- Since the original sale was also recorded on the system, the return can be tied to the past invoice. The authorization document number is given to the customer.

2 Print a returns receipt.

When you exit from Return Entry, the Return Authorization is printed. Provide a Returns Authorization or Returns Acknowledgment for the customer to use as a packing slip for the returned merchandise or keep as a receipt.

3 Update the returns document.

- When the damaged merchandise is received, you can access the Order Entry suite of programs and select the menu option "RMA" and enter the return document number to access Returns Entry with the return document information loaded.
- In Returns Entry, enter the quantity that was received back from the customer for each item. When done, the return goods credit memo and customer replacement sales order are created and status flags for the vendor return and vendor replacement is set to process the return in the Buyers Control Center. Returns to stock or scrap result in a SO Credit Memo. Returns for repair or replacement result in a Sales Order.

4 Check Buyers Control Center—PO.

- As the return goods credit memo is processed through the Daily Sales Register, the status flags change for the vendor returns so the Buyer's Control Center can then process the returns to the vendor and create the negative PO. The Buyer's Control Center will also be aware of any vendor replacements that are indicated by a customer return and create the replacement PO. These will update back to the Customer Returns System files.
- As the return and replacement POs are processed through the Receipt Register, the status flags on the CRS lines are again updated. If the customer credit and customer replacement were waiting on vendor action, the credit memo and sales order will be created. The DSR updating these documents will again update back to the CRS line.

5 Returns Inquiry and/or Report Analysis

- Use Customer Returns Inquiry (SOI810) to check the status of documents in the process of being returned.
- Run the CRS Status Report (SOR820) to list open returns, and analyze what stock is being returned.

- Run the Returns Analysis Report (SOR830) as needed to list past returns, and analyze how much inventory was returned and for what reasons.

6 Remove Past Customer Returns History

Run SM System Clean Up F/M as needed to remove past Customer Returns documents which do not need to remain on the system.

Creating return documents

1   Access **Sales Orders>Returns>Customer Returns Entry**.

2   Select the **customer return**.

3   Click **Done** to display a window indicating that the documents will be created for all lines that have a received quantity.

4   Enter the requested information. For credit memos, you can associate an AR Invoice, add the credit memo to the invoice-ready-to-print file, and add a document memo. For sales orders, you can add the sales order to the bill-of-lading-print file, and add a document memo.

5   Click **OK** to create the return and associated documents. Repeat step 4 as needed for each document created.

6   The system will display a message indicating the document (credit memo then other associated sales order documents) number that was created for the line(s) specified. If received quantity is less than authorized quantity then a new line will be added with the difference being the authorized quantity. If there are received quantities entered on any line that the documents have not been created for, you will not be allowed to exit the document.

7   Click **Done** to enter another returns document; click **Done** again to exit the program.

Creating customer authorization or return (Quick Entry Method)

1   Click **Sales Orders>Customer Returns>Customer Returns Entry**.

2   Click **Quick Entry** and then enter the **customer number**.

3   Specify the **past invoice number** for the return.
    --OR--
    Use the Inv # search to select past invoice lines to be returned, or enter an item number to return an item not associated with a past invoice.

4   In the Filters section, enter any of the following to limit the invoice search: item, beginning and ending invoice date, serial/lot number, ship-to, or reference number. Click **Apply Filters**.

5   Specify the **authorized** and **received** (if known) **amounts** to select lines and click **OK**. All selected lines will return to the Quick Entry screen. (If the goods are already at the distributor's warehouse, then the received quantity can also be entered.)

6 On the Quick Entry screen, modify the authorized or received quantity, or reason code, if needed, and enter the CM returns code.

7 (Optional) You can also update the Return Actions and Replace to Customer options, as well as add a warehouse for processing and modify the credit cost, credit price and restocking fee amounts.

8 Click **OK** to automatically create the lines on the CRS document. Only lines from the Quick Entry screen that have an authorized quantity will import into the return document.

9 (Optional) On the Customer Returns Entry screen, you can now add return lines to this CRS document.

10 Click **Done** to specify whether to print the returns authorization now. After you print the returns authorization the system also creates the associated documents for the return.

11 Click **Done** again to return to the CRS main menu.

Using Past Invoice Search for Customer Returns

1 Click **Sales Orders>Customer Returns>Customer Returns Entry**.

2 Click **Quick Entry** and then enter the **customer** number.

3 Use the Inv # search to select past invoice lines to be returned.

4 In the Filters section, specify any of the following to limit the invoice search: item, beginning and ending invoice date, serial/lot number, ship-to, or reference number. You can also enter an item number to return an item not associated with any past invoice.

5 Click **Apply Filters** to display past invoices in the grid.

6 Specify the **authorized** and received (if known) amounts to select lines and click **OK**. All selected lines will return to the Quick Entry screen. (If the goods are already at the distributor's warehouse, then the received quantity can also be entered.)

7 (Optional) Click **None** beside a line to un-select it or enter 0 as the authorized quantity.

8 Click **OK** to close the Past Invoice Search and any selected lines (lines with a positive authorized quantity) will be returned to the Quick Entry screen.

Entering Customer Returns header details

1 Click **Sales Orders>Returns>Customer Returns Entry**.

2 Specify the **customer return number**.

3 Click **Header** to display the Header Detail window.

4 Update the salesperson, terms, department and contact and reference information as needed.

5 Click **OK** to save and display Customer Returns Entry.

Entering customer return line item information

Whether you are creating a Returned Goods Document, Return to Vendor PO, Vendor Replacement PO, and/or Customer Replacement Order, the beginning process for entering customer return line item information is the same.

1   Click **Sales Orders>Returns>Customer Returns Entry**.

2   Create a new return or enter the return number.

3   Click **Add** and enter the **item number**.

4   The Customer Returns Line Entry program is displayed.

5   Specify the **past invoice number**, if any, for the return.

6   Specify the **Received** and **Authorized** quantities.

7   Specify the **Return Action**: W - Return to Warehouse, R - Return to Vendor for Replacement, C - Return to Vendor for Credit, S – Scrap, P – Repair.

8   Specify how **Replace to Customer**: W – From Warehouse (default), D – Direct Ship from Vendor, or N – No.
    Note that for temporary items, the D – Direct Ship from Vendor option is not available for the R - Return to Vendor for Replacement Return Action.

9   Specify the **Reason Code** and the **Returns Code**.

10 (Optional) If Return Action you selected is R, C or P, indicate whether to **Wait for Vendor Action/Repair**.

11 Complete the remaining fields as needed to produce the following: Returned Goods Document, Return to Vendor PO, Vendor Replacement PO, and/or Customer Replacement Order. Refer to step 6 of the step-by-step procedures below for creating each kind of document to complete this process.

    Entering Customer Replacement Information to create the Customer Replacement order

    Entering Vendor Replacement Information (to create the Vendor Replacement PO and will return the goods to stock)

    Entering Vendor Return Information (to create the Return to Vendor negative PO and return the goods from stock)

    Entering Customer Return Information to create Returned Goods documents

Entering CRS Serial Lot Numbers

1   Click **Sales Orders>Returns>Customer Returns Entry**.

2   Create a new return or enter the **return number**.

3   Click **Add** and enter the **item number**.

4   The Customer Returns Line Entry program is displayed.

5   Specify the past invoice number, if any, for the return.

6   Specify the **Received** and **Authorized** quantities.

7   When the system asks: *Specify serial/lot number*?, click **Yes**.

8   For serial/lot items, the CRS Serial/Lot Number Entry screen is displayed.

9   Click **Add**.

10 Specify the **Serial/Lot number**.

11 Specify the **quantity** for the return.

12 You can add or edit additional serial/lot items as needed to distribute the received quantity.

13 Click **Save**.

14 Click **Done** to return to the Customer Returns Line Entry screen to complete processing the return. Complete the remaining fields as needed to produce the following: Returned Goods Document, Return to Vendor PO, Vendor Replacement PO, and/or Customer Replacement Order. Refer to the step-by-step procedures for creating each kind of document to complete this process.

Entering Temporary Items in CRS

1   Click **Sales Orders>Returns>Customer Returns Entry**.

2   Specify the **customer** or **return number**.

3   Specify the **temporary item number** for the return.

4   When the system asks: *Is this a temporary item?*, click **Yes**. (Optional--Note that you can select Quick Add to access Default Item Entry, where you can specify an item to use for the temporary item's default values.)

5   The system displays the Customer Returns Line Entry screen, with the temporary item number and description: TEMPORARY displayed.

6   In the Temporary Items section, specify the **vendor**, **item class**, **unit of measure**, and (optional) **weight per unit**.

7   Specify the **past invoice number**, if any, for the return.

8   Specify the **Received** and **Authorized** quantities.

9   Specify the **Return Action**: W - Return to Warehouse, R - Return to Vendor for Replacement, C - Return to Vendor for Credit, S – Scrap, P – Repair.

10 Specify how **Replace to Customer**: W – From Warehouse (default), D-Direct Ship from Vendor, or N – No.
    For temporary items, the D – Direct Ship from Vendor option is not available for the R - Return to Vendor for Replacement Return Action.

11 Specify the **Reason Code** and the **Returns Code**.

12 (Optional) If Return Action you selected is R, C or P, indicate whether to **Wait for Vendor Action/Repair**.

13 Complete the remaining fields as needed to produce the following: Returned Goods Document, Return to Vendor PO, and/or Customer Replacement Order. Refer to step 6

of the step-by-step procedures below for creating each kind of document to complete this process.

Entering Customer Replacement Information to create the Customer Replacement order

Entering Vendor Return Information (to create the Return to Vendor negative PO and return the goods from stock)

Entering Vendor Replacement Information (to create the Vendor Replacement PO and will return the goods to stock)

Entering Customer Return Information to create Returned Goods documents

Entering Customer Replacement Information to create the Customer Replacement order

1   Click **Sales Orders>Returns>Customer Returns Entry**.

2   Create a new **return** or enter the **return number**.

3   Click **Add** and enter the **item number**.

4   The Customer Returns Line Entry program is displayed.

5   Specify the customer return line item information. (Refer to the Entering customer return line item information for step-by-step instructions.)

6   In the Customer Replacement Information section, specify the **customer return warehouse**. This value defaults to the return warehouse's Authorized Replenishment Path. If the replenish path is 'From Vendor' then this value defaults to the return warehouse. If the Replace to Customer setting is Direct Ship from Vendor then this field is disabled.

7   Specify the **Vendor**. If the Replace to Customer setting is not Direct Ship from Vendor then this field is disabled. See the setting for "wait for vendor action/repair" in Vendor F/M (APF910).

8   Indicate whether to **Update Usage**. This check box is only enabled if Replace to Customer is W.

9   Specify the replacement information, including cost and price (press F1 to use the values from the past invoice), discount, ship to, order priority shipping, freight and tax information.

10 The system displays the SO/Line# and SO Line Status. You can edit the SO/Line# values.

11 Click **OK** to display the Customer Returns Entry screen.

12 Click **Done** to display a window indicating that the documents will be created for all lines that have a received quantity.

13 Specify the requested information. For credit memos, you can associate an AR Invoice, add the credit memo to the invoice-ready-to-print file, and add a document memo. For sales orders, you can add the sales order to the bill-of-lading-print file, and add a document memo.

14 Click **OK** to create the return and a Customer Replacement Document. Repeat step 4 as needed for each document created.

15 The system will display a message indicating the document (credit memo then other associated sales order documents) number that was created for the line(s) specified. The value displays in the Return Goods CM/Line # field or the Return Credit CM/Line # field, which is only populated if the Wait for Vendor Action/Repair setting is "Yes."
If received quantity is less than authorized quantity then a new line will be added with the difference being the authorized quantity. If there are received quantities entered on any line that the documents have not been created for, you will not be allowed to exit the document.

16 Click **Done** to enter another returns document; click **Done** again to exit the program.

Entering Customer Return Information (Creating Returned Goods documents)

1 Click **Sales Orders>Returns>Customer Returns Entry**.

2 Specify the **return number**.

3 Specify the **item number** for the return.

4 The system displays the Customer Returns Line Entry screen.

5 Specify the customer return line item information. (Refer to the Entering customer return line item information for step-by-step instructions.) If the Return Action specified is Scrap, an allowance credit memo will be created; if not a return credit memo will be created and the goods will be returned to stock.

6 In the Customer Return Information section, specify the **Return Warehouse** where the items will be returned.

7 Specify the **Usage** information. (Note that temporary items do not track usage.)

8 Specify the credit information for the return, including discount, restocking fees, ship-to location, freight and tax information.

9 Click **OK** to display the Customer Returns Entry screen.

10 Click **Done** to display a window indicating that the documents will be created for all lines that have a received quantity.

11 Specify the requested information. For credit memos, you can associate an AR Invoice, add the credit memo to the invoice-ready-to-print file, and add a document memo. For sales orders, you can add the sales order to the bill-of-lading-print file, and add a document memo.

12 Click **OK** to create the return and a Returned Goods Document for this returned item. Repeat step 4 as needed for each document created.

13 The system will display a message indicating the document (credit memo then other associated sales order documents) number that was created for the line(s) specified. The value displays in the Return Goods CM/Line # field or the Return Credit CM/Line # field, which is only populated if the Wait for Vendor Action/Repair setting is "Yes."

If received quantity is less than authorized quantity then a new line will be added with the difference being the authorized quantity. If there are received quantities entered on any line that the documents have not been created for, you will not be allowed to exit the document.

14   Click **Done** to enter another returns document; click **Done** again to exit the program.

Entering Vendor Replacement Information (to create the Vendor Replacement PO and will return the goods to stock)

Note: this action is only available if Return to Vendor is Replacement and is not available for temporary items.

1   Click **Sales Orders>Returns>Customer Returns Entry**.

2   Create a new return or enter the **return number**.

3   Click **Add** and enter the **item** number

4   The Customer Returns Line Entry program is displayed.

5   Specify the customer return line item information. (Refer to the Entering customer return line item information for step-by-step instructions.)

6   In the Vendor Replacement Information section, specify the **receiving warehouse**.

7   The system displays the PO/Line# and PO Line Status. You can edit the PO/Line# value.

8   Click **OK** to display the Customer Returns Entry screen.

9   Click **Done** to display a window indicating that the documents will be created for all lines that have a received quantity.

10   Specify the requested information. For credit memos, you can associate an AR Invoice, add the credit memo to the invoice-ready-to-print file, and add a document memo. For sales orders, you can add the sales order to the bill-of-lading-print file, and add a document memo.

11   Click **OK** to create the return and a Vendor Replacement PO and return the goods from stock. Repeat step 4 as needed for each document created.

12   The system will display a message indicating the document (credit memo then other associated sales order documents) number that was created for the line(s) specified. The value displays in the Return Goods CM/Line # field or the Return Credit CM/Line # field, which is only populated if the Wait for Vendor Action/Repair setting is "Yes." If received quantity is less than authorized quantity then a new line will be added with the difference being the authorized quantity. If there are received quantities entered on any line that the documents have not been created for, you will not be allowed to exit the document.

13   Click **Done** to enter another returns document; click **Done** again to exit the program.

Entering vendor returns (to create return-to-vendor, negative POs, and return goods from stock)

Note this action is only available if Return to Vendor is Credit or Replacement.

1   Click **Sales Orders>Returns>Customer Returns Entry**.

2   Create a new return or specify the **return number**.

3   Click **Add** and specify the **item** number

4   The Customer Returns Line Entry program is displayed.

5   Specify the customer return line item information. (Refer to the Entering customer return line item information for step-by-step instructions.)

6   In the Vendor Return Information section, specify the **Vendor** for the return. If the vendor is no longer valid or no past invoice entered, this value defaults to item's primary vendor

7   The system displays the Consolidation warehouse of the vendor (or the return warehouse if consolidation warehouse is blank), the Transfer/Line# and Transfer line Status, Transfer To Warehouse (if created), PO/Line# and PO Line Status and PO Warehouse, if created. Note: For temporary items, returns may not have a consolidation warehouse that is different from the return warehouse.

8   (Optional) You can edit the Transfer/Line# and the PO/Line# values.

9   Click **OK** to display the Customer Returns Entry screen.

10   Click **Done** to display a window indicating that the documents will be created for all lines that have a received quantity.

11   Specify the requested information. For credit memos, you can associate an AR Invoice, add the credit memo to the invoice-ready-to-print file, and add a document memo. For sales orders, you can add the sales order to the bill-of-lading-print file, and add a document memo.

12   Click **OK** to create the return and a Return to Vendor negative PO and return the goods from stock. Repeat step 4 as needed for each document created.

13   The system will display a message indicating the document (credit memo then other associated sales order documents) number that was created for the line(s) specified. The value displays in the Return Goods CM/Line # field or the Return Credit CM/Line # field, which is only populated if the Wait for Vendor Action/Repair setting is "Yes."
     If received quantity is less than authorized quantity then a new line will be added with the difference being the authorized quantity. If there are received quantities entered on any line that the documents have not been created for, you will not be allowed to exit the document.

14   Click **Done** to specify another returns document; click **Done** again to exit the program.

Inquiries procedures

Viewing customer information

1   Click **Sales Orders>Inquiries> Customer Inquiry**.

2   Specify the **customer** for which you want to view information in the **Go to** field. The Go to field is case sensitive and relates to the sort order you select. This means that if you enter *c100* to lookup a customer number when someone entered it as *C100*, the customer record you are looking for will not appear in the browser. You get the same results if you enter *C100* in the Go to field with the *Alpha* sort order selected.

3   (Optional) Select whether to sort customer records by alpha lookup, customer number, phone number, contact name or customer class. Select a sort order by choosing ***Sort by*** from the menu bar.

4   (Optional) You can use the **Starts With** field to enter the beginning characters for the customer code. If the **Start From** field in the lower portion of the screen, you can select to display documents by document number or reference number.

5   (Optional) Select the **warehouse** for which you want to view information.

6   The program defaults to the warehouse assigned to the terminal you are using.
To change the warehouse filter: Click ***Options>Filter Views***.
In the window or popup box, press F1 to select the next warehouse on record. Press F2 to search for a warehouse record. Press F3 to choose ALL warehouses.
Select a **view**.
Choose a view from the *View* menu option or select a view from the view bar.

View	View description
Quotes	Displays quote information including quote number, quote date, expiration date, warehouse, sales order number (if converted to a sale), the customer for whom the quote was made, who gave the quote and the quote total.
	Getting more information on a quote:
	In the view area, select the line and choose the Line Detail button or double click on the icon at the beginning of that line.
Sales Orders	Displays sales order information including document number, document type (work order, invoice, credit memo, counter sale, etc.), document status (work order entered but not printed, work order printed, confirmed invoice, receipted invoice, deleted sales order, voided invoice), document origin, invoice date, warehouse, amount, ship-to and reference number.
	Sorting open sales orders:
	Orders sort by document number by default. Click on the Reference number column header to sort by reference number. Click on the Document number column header to sort by document number. You can also click on any other column header to sort by that information.

View	View description
	If the document is on hold, *HOLD* appears in the column after the reference number. Documents on hold cannot be printed or confirmed. Any non-deleted or non-voided document may be selected for detail inquiry.
	Getting more information on an order:
	In the view area, select the line and choose the Line Detail button or double click on the icon at the beginning of that line. On the Line Detail screen for Past Invoices view of SO Document Inquiry, the AR Detail button is available to view the AR document associated with the invoice if it is still on file.
Past Invoices	Displays past invoices including SO document number, AR invoice number, document type (work order, invoice, credit memo, counter sale, etc.), document origin, invoice date, warehouse, amount, ship-to and reference number.
	Sorting past invoices:
	Click on the Invoice column header to sort by past invoice number or click on the Reference number column header to sort by reference number. You can also click on any of the other column headers to sort by that information.
	Getting more information on a past invoice:
	In the view area, select the line and choose the Line Detail button or double click on the icon at the beginning of that line. In the Line Detail Past Invoices view of SO Customer Inquiry, the GL Posting button is enabled when the transaction highlighted in the browser is one that allows for drill back from the source document to the GL posting that was created by the register. If the GL posting records can be found, then Journal Inquiry will display defaulting to showing transactions for this document only. The AR Detail button is available to view the AR document associated with the invoice if it is still on file.
Past Sales	Displays past sales information for each item number and description. Listed information consists of invoice number and date, document origin, quantity sold and the corresponding unit of measure, price and the pricing unit of measure.
	Filtering past sales information by item type:
	Select Options>Filter Views from the menu bar.
Customer Pricing	Displays customer pricing information on items. Listed information consists of item number, item description, the customer's default price, pricing unit of measure and item type.
	Getting more detail on pricing information:
	Double-click on the item line or select the line and press Line Detail to

View	View description
	access level pricing, contracts, and past sales information for the customer/item combination. The Level Prices detail window shows the item's standard pricing for the customer selected, as well as any price levels or quantity breaks that exist for this customer. The Contracts detail window shows the Contract Entry (SOE560) screen in view-only mode. The Past Sales detail window shows past sales information for the customer/item combination.
Ship-to Addresses	Displays alternate ship-to information from the created in the Ship-To F/M for this customer. This view lists the alternate ship-to numbers, location names, contact 1, and phone number Getting more information on alternate ship-to addresses: In the view area, select the line and choose the Line Detail button or double click on the icon at the beginning of that line. The detail window displays the alternate location's mailing address, both phone numbers and contact names if provided, salesperson/territory, default ship via code, UPS zone, route code if routes are used in your system, tax code and tax rate as well as any user defined fields entered on the User Defined tab of Ship-To F/M (ARF920). Press Enter to view detail on the next alternate ship-to for the customer selected. Press F4 to back up to the main inquiry screen.
Blanket Sales Orders	Displays information on blanket sales orders including document number, hold status, warehouse, entry date, expiration date, completion date, ship-to number and reference number. Sorting blanket sales orders: Orders sort by document number by default. Click on the Reference number column header to resort by reference number. Click on the Document number column header to resort by document number. You can also click on any other column header to sort by that information. If the document is on hold, *HOLD* appears to the right of the reference number. Documents on hold cannot be released or distributed. Getting more information on blanket sales orders: In the view area, select the line and choose the Line Detail button or double click on the icon at the beginning of that line.
MSDS	Displays information on Material Safety Data Sheets (MSDS) that were sent to this customer. The information in the view consists of the MSDS ID and ID description, ship-to, date last sent, MSDS revision date and the invoice numbers with which the MSDS sheets were sent. Filtering MSDS information by ship-to addresses: Select Options>Filter Views from the menu.

View	View description
	Press F2 to search existing ship-to addresses. Press F3 to select all ship-to addresses for this customer.
Customer Notes	Displays customer notes information.
User-Defined	The data that appears on the User-Defined view of Customer Inquiry comes from the User-Defined view of Customer F/M (ARF910). Many users have a few pieces of information about customers, vendors, and items that are unique to their business that they would like to enter into FACTS for reference purposes. The User-Defined view displays user-defined fields entered the major file maintenances and makes them available in FACTS Inquiry programs for information only. There are 5 user-defined fields that can be entered on the User-Defined screen of Customer F/M). There user-defined field must first be configured by a user that has administrator privileges for User-defined Fields setting on the Security tab of User Code F/M (SMF410).

7   When you are finished reviewing information for customers, close the Customer Inquiry program.

Viewing document information

1   Click **Sales Orders>Inquiries>Document Inquiry**.

2   This program displays sales order documents by sales order document number as the default.
When you first access Document Inquiry, the upper portion of the screen contains a **Whse** field, which is used to locate specify the warehouse used in the inquiry. The system defaults to the initiating warehouse for the user. You can also use the drop-down list to select open documents or past invoices, or quotes.

In the **Document** (Or **Invoice**) **Number** field, enter the document/invoice number to display. Entering a valid sales order document/invoice number displays the document as it would be in the corresponding entry program (Quote Entry for quotes, Direct Invoice Entry for invoices, Credit Memo Entry for credit memos, etc.), and denotes the type (BO - backorder, IN - invoice, WO - open order, CS - counter sale or CM - credit memo) (except for quotes) in the center top of the screen. If the document is on hold, *HOLD* is displayed in the header next to the ship-to number. Documents on hold may not be printed or confirmed.

3   You can search for and display sales order documents, quotes and past invoices in this program.

Past Invoice View Details
In the Past Invoices view of SO Document Inquiry, the GL Posting button is enabled when the transaction highlighted in the browser is one that allows for drill back from the

source document to the GL posting that was created by the register. If the GL posting records can be found, then Journal Inquiry will display defaulting to showing transactions for this document only. The AR Detail button is available to view the AR document associated with the invoice if it is still on file.

From the Past Invoice view, you can also select the File>Print Invoices option to print past invoices.

4   (Optional) You can select from the following:

Invoices to display the invoice numbers for this document (only valid for open sales orders). The system displays a list of invoices for this order. You can then choose an invoice to display or return to the main screen. For past documents, notes are only available to view/edit (based on your user security access) from the Invoice view (accessed by the Invoice button) of Document Inquiry.

Dep/Payment to display Deposit/Payment entry information. The system displays the Deposit/Payment Entry (SOC718) in display-only mode.

Footer to display the footer memo for the document.

Header to display the Header Detail Window for the document. Refer to the Order Entry Header Detail Window topic for details.

Highlight a line item and click **Line Detail** to access the Line detail screen for the document. Refer to the Document Inquiry Line Number Detail topic for details.

For open quotes and open sales order documents and past invoices, access Note Entry (SME710) for the sales order header or line record specified in the program.

For Past Invoices and Past Documents, click **Open Doc** to access the open document ties to the past invoice line or past document line.

For Blanket Sales Orders, click **Rel Req** button to access the Blanket Order Entry Release Request Screen (SOE711) in display-only mode.

5   When you are finished reviewing information for documents, click **Done** to exit the Document Inquiry program.

End of period procedures

End-of-period checklist - Sales Orders

The end-of-period procedures are critical to the proper functioning of the system. Certain programs must be run in a specific order to close the Sales Orders Module accurately.

It is suggested that copies of the checklist be made and used for each period close-out to be filed for future reference.

Period ___ Year _____

User	Date	Menu		Description
_____	_____	Recurring	1.	Post Recurring Documents through last day of period
_____	_____	Invoices	2.	Print/update last Daily Sales Register
_____	_____	EOP	3.	Print/update Period Sales Register
_____	_____	EOP	4.	Run End-of-Period Update

End-of-Period Checklist Explanation for Sales Orders

1. Post Recurring Documents through last day of period. If Recurring Documents are used, in order to close the current period, this procedure must be complete. The End-of-Period Update checks to make sure that the last day posted is the last day of the month. The reason for this check is to ensure that the user posts all recurring documents in the correct period.

2. Complete all invoicing and print/update last Daily Sales Register. All invoices for the period should be entered and printed and the last Daily Sales Register printed and updated. If these procedures are not complete, the sales figures will not be an accurate accounting of the period in AR, IC, SO, SA and GL.

3. Print/update Period Sales Register. This report allows the user to obtain a listing of all sales (by each Daily Sales Register printed) for the period. After the register prints, the user should remove the records just printed to clear the file. If records are not removed, they appear on next period's register. All Period Sales Registers should be kept as an audit trail.

4. Run End-of-Period Update. This is the last step to closing the sales orders current period and should only be run after all of the above procedures have been completed. The program clears month-to-date Daily Sales Register recap figures and closes the current period. If it is the last period of the year, year-to-date figures are also cleared. When this program is complete, the user may begin daily procedures in Sales Orders in the new (current) period.

A detailed account is provided of the purpose of each program on the checklist.

Creating a SO to GL distribution table

1   Begin by selecting the type of GL distribution, which determines how transactions processed by the Daily Sales Register post into the Journal File in General Ledger (example: print only, print and post). See the GL Distribution input for options.

2   Then indicate to which General Ledger Journal file the distribution should post, such as Sales Journal.

3   Select a basis. The basis tells the system whether to use the default GL number set in this program, or GL numbers that exist in various GL Table file maintenances located in other modules.
For instance, Accounts Receivable entry in this program gives you the option of posting

to the default GL number or the customer's GL number. If you look in the Customer F/M program, it contains a field in which you can assign an AR GL Table to each customer. By selecting the customer basis, you are telling FACTS that you want the DSR to post to the Accounts Receivable GL number associated with the table assigned to that customer — not to the GL number entered here.

In many cases, the other basis options — such as customer, item, tax code, ship via and returns code — enable you to create a much more accurate and detailed accounting system than you could be simply posting to default GLs.

4   Indicate whether you want the department and/or branch numbers embedded within the GL account number (if applicable). If you use departments and branches and select this option, the system looks at the department and branch number on the invoices and inserts this information into the GL number.

For example, if the G/L number to post is 415-00-00 (department is fourth and fifth digits, branch is sixth and seventh digits), the department is 01 and the branch is 02, then the system posts to 415-01-0The system inserts the department and/or branch in the proper place within the GL account number.

5   If the Department Position flag in the Company Control Record is 0, the department inputs are disabled. If the Branch Position flag in the Company Control Record is 0, the branch inputs are disabled. By default, these inputs are deselected.

6   Enter default GL numbers for each of the accounts listed in this program regardless of whether you intend to use the default basis or not. In some cases, the system can only post to a default GL entered in this program.

Remote Order Entry procedures

Signing onto the ROE system

1   From the Sign-On Screen, follow these steps to sign on to the system and access the Remote Order Entry Menu.

2   Enter your user code or press **F4-Exit** to exit the system. If an incorrect entry is made, press **Enter** to reenter the code.

3   Enter your password or press **F4-Backup/Exit** to backup/exit the system. The password will not display on screen. If a remote user makes an incorrect entry, press **Enter** to reenter the password.

Note: If at any time during the sign-on process you see the message **Contact the system administrator - code XX**, please make note of the code number and contact your distributor.

Signing off of the ROE system

From the menu system, type "**OFF**" and press **Enter.**

Entering a remote order

1 From the ROE main menu, select Remote Order Entry.

2 Press **Enter** for the system to assign the next available document number.

3 Enter the required header information.

4 Enter the line-item detail and memo line information.

5 Complete the ending routine.

6 Enter another return, or return to the ROE main menu.

Editing a remote order

1 From the ROE main menu, click **Remote Order Entry**.

2 Specify the document number to edit. The order number will not be accessible if it has been reviewed by the distributor. *HOLD* will display on screen, if the order is on hold. Contact the system administrator for further assistance.

3 Make all required changes to the header by pressing **F2-Change Header**, or enter the line number of the line-item/memo line to change.

4 Press **F3-End** to access the ending routine.

5 Enter another return to edit, or return to the ROE main menu.

Deleting a remote order

1 From the ROE main menu, click **Remote Order Entry**.

2 Specify the **document number** to delete. If the order number will not be accessible if it has been reviewed by the distributor. Call your system administrator for further assistance.

3 Specify **D-**Delete and press **Enter** to continue.

4 The system prompts "Are you sure you want to delete the entire document (y/n)?

5 Answer **YES**. The system will remove each line item and the entire order from the system.

Editing a Customer Item Number in ROE

1 From the ROE main menu, click **Customer Item F/M**.

2 Specify the **customer's item number** to modify.

3 Specify the **line number** to change. The system prompts "**OK to Change (Y/N)?**", answer **Y**es to add or **N**o to change or delete the entry.

4 Specify another association to modify or press **F4-**End.

Entering a Customer Item Number in ROE

1   From the ROE main menu, click **Customer Item F/M**.

2   Specify the customer's item number, system item number, (optionally) customer description, and the default selling unit of measure.

3   The system prompts "**OK to Add (Y/N)?**", answer **Y**es to add or **N**o to change or delete the entry.

4   Specify another association or press **F4-**End.

Deleting a Customer Item Number in ROE

1   From the ROE main menu, click **Customer Item F/M**.

2   Specify the **customer's item number**.

3   Click **Delete**.

4   The system prompts "**Are you sure you want to delete this record (N/YES)?** Answer **YES**. The system will remove the record.

Sending a message in ROE

1   From the ROE main menu, click **General Message Entry**.

2   The current user code displays in the **From** field; enter the subject of the message in the Regarding prompt. Indicate **Yes** or **No** if a **Reply** (is) **Required?**

3   Specify the body of the message. Press **Enter** to complete each line and F3-End to end.

4   Make any necessary adjustments to the message. Press F3-End and F3-Send.

5   Indicate whether to send the message to an **Employee** or **Group** of employees. Use F2-Search to display a list of employees or available groups.

6   From the **To Employee/Group** prompt, press F2-Display Receivers to display a list of message recipients. Delete any entries from the list by entering the line number which corresponds to the name to delete. When done, press F4-Backup and F3-Send.