Sales Order

OSAS 7.6 User Guide

Sales Order
User's Guide

Version 7.6

2210.SO76

Printed in U.S.A. This manual is recyclable.

October 2010, Release 7.6

Document Number 2210.SO76

This document has been prepared to conform to the current release version of OPEN SYSTEMS Accounting Software. Because of our extensive development efforts and our desire to further improve and enhance the software, inconsistencies may exist between the software and the documentation in some instances. Call your customer support representative if you encounter an inconsistency.

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CHAPTER 1

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Introduction

Welcome to OSAS

Welcome to the Sales Order application for OPEN SYSTEMS Accounting Software® (OSAS®). Sales Order helps you account for orders you take from customers. Sales Order encompasses the capabilities of Accounts Receivable; you can record sales you made to customers and orders that have not been paid. Sales Order lends its tracking capabilities to other applications associated with tracking assets (Inventory, for example).

Sales Order represents an asset; when you take orders from customers, the orders (when goods are shipped and invoices are posted) are expressed as gains to your source of revenue and losses to the assets the customers bought. For example, when you sell goods, the order represents a loss to inventory; when you apply invoices to the order, it represents a gain to your capital.

Sales Order plugs into Resource Manager, the foundation of OSAS. Consult the Resource Manager guide for more information on basic OSAS functionality and details on how Resource Manager works within the OSAS system.

About This Guide

This guide describes the functions that make up the Sales Order application and gives details on how Sales Order fits into your existing business workflow. This guide is divided into these sections:

- Chapter 1 introduces OSAS and the Sales Order application, and describes the basics of the Sales Order system and how to navigate around OSAS.
- Chapter 2, Installation and Conversion, details how to install Sales Order using Resource Manager and how to create or convert the data files it requires.
- Chapter 3, Getting Started, gives information and checklists on the steps you need to perform to set up Sales Order.
- Chapters 4 through 12 contain function descriptions organized by menu. These chapters mirror the order that appears on the Sales Order menu.
- The Appendixes contain supplementary material not directly related to Sales Order functionality.
- The Index is a topical reference to the information in the rest of the chapters, and concludes this guide.

Conventions

This guide uses the following conventions to present information.

When the **Inquiry** or **Maintenance** commands (or both) are available for a field, the Inquiry and Maint flags appear in the margin. See page 1-24 and page 1-28 for more information on these commands.

When you see the phrase “use the **Proceed** (**OK**) command” in this guide, press **Page Down** in either text or graphical mode to continue. In graphical mode, you can also click **OK** to proceed.

If a function or feature is only available if the Banking application is installed, this banking flag appears in the margin.

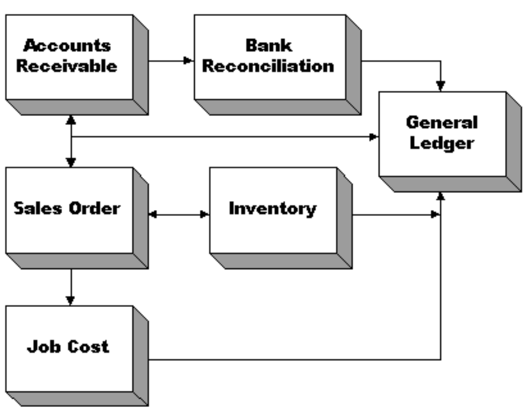
The Sales Order System

Use the Sales Order system to account for orders you take from customers. Sales Order encompasses the capabilities of Accounts Receivable; you can record sales you made to customers and orders that have not been paid. Sales Order lends its tracking capabilities to other applications associated with tracking assets (Inventory, for example).

Sales Order represents an asset; when you take orders from customers, the orders (when goods are shipped and invoices are posted) are expressed as gains to your source of revenue and losses to the assets the customers bought. For example, when you sell goods, the order represents a loss to inventory; when you apply invoices to the order, it represents a gain to your capital.

Application Interaction

Sales Order needs Accounts Receivable to work properly. The two applications can stand alone as one, but you get optimal use from them when you interface them with other applications.



Interfacing applications means that the information you enter in one application can be transferred to and used in other applications, reducing data entry time and the number of errors that might creep in along the way.

Menu Structure

The Sales Order menu structure is similar to that of Accounts Receivable and other OSAS applications: functions appear roughly in order of use.

These Sales Order menus and functions are identical with those in Accounts Receivable: **Open Invoices** and **Codes Maintenance**.

Sales Order shares some Accounts Receivable menus with some of its own functions: **Information Inquiry**, **Daily Work**, **Transaction Reports**, **History Reports**, **Periodic Processing**, **File Maintenance**, and **Master File Lists**.

The Sales Order **Information Inquiry** menu has one additional function: **Orders**.

The **Transactions** and **Change Batches** functions on the Sales Order **Daily Work** menu are slightly different from their Accounts Receivable counterparts. The **Copy Recurring Orders** function replaces the **Copy Recurring Entries** function in Accounts Receivable. The **Release Scheduled Blankets** function is unique to Sales Order. For a description of the rest of the functions on the menu, see the *Accounts Receivable User's Manual*.

The Sales Order **Shipping Reports** menu contains many functions unique to Sales Order. Use these functions to produce forms for warehouse control and shipping, and reports that help you ship your orders more efficiently.

The Sales Order **Transaction Reports** menu has two additional functions: **Open Order Report** and **Blanket Order Report**. Produce the Open Order Report to see which orders still need payment. Produce the Blanket Order Report to see the status and remaining amounts of the blanket orders you have on file.

Two functions on the Sales Order **Transaction Reports** menu differ from the Accounts Receivable functions: **Print Invoices** and **Post Transactions**. Use the **Print Invoices** function to print an invoice or a quote for an order. When you post transactions in Sales Order, unposted transactions in the batch can remain there, or you can move them to a new batch.

The **History Reports** menu contains two new functions in Sales Order. Use the Shipping Efficiency Report and the Customer Shipping Efficiency Report to help you analyze your effectiveness in shipping orders in accordance with your customers' requests.

The **Purge Selected Files** function on the Sales Order **Periodic Processing** menu replaces its counterpart in Accounts Receivable.

The Sales Order **File Maintenance** menu has three additional functions: **Recurring Orders**, **Edit Sales Order Number**, and **Shipping Label** Setup.

The **Recurring Orders** function in Sales Order replaces the **Recurring Entries** function in Accounts Receivable. The purpose is the same: to establish a record of a transaction that you know ahead of time will come in regularly.

Use the **Edit Sales Order Number** function to reset the next number for system-generated sales order numbers.

Use the **Shipping Label Setup** function to design your shipping labels.

The Sales Order **Master File Lists** menu has one additional function: **Recurring Orders List**. Use it to produce a list of recurring orders entered in the **Recurring Orders** function.

File Information

Sales Order makes use of several Accounts Receivable files (see the *Accounts Receivable User's Manual*). Sales Order files are described below.

The **SOTDxxx** and **SOTHxxx** (Open Order) files store records for orders and returns entered through the **Transactions** function before they are posted. If Sales Order interfaces with Inventory, this function updates serialized and nonserialized item balances and costs in the **INVExxx** (Items) and **INLDxxx** (Item Location Detail) files. The **SOTHxxx** file stores header information; the **SOTDxxx** file stores line-item, header, and order totals information.

The **SOBLxxx** and **SOBHxxx** (Blanket Order) files store records for blanket orders, much as the **SOTDxxx** and **SOTHxxx** files store regular orders. The **SOBHxxx** file stores header and totals information about blanket orders; the **SOBLxxx** file stores line-item information about blanket orders. You can release new orders to the **SOTDxxx** and **SOTHxxx** files based on the blankets at any time using the **Transactions** or **Release Scheduled Blankets** functions.

The **SORHxxx** and **SORLxxx** (Recurring Order) files store records for recurring orders, which are not real orders until you copy them to the **SOTDxxx** and **SOTHxxx** files. The **SORHxxx** file stores header and totals information about recurring orders; the **SORLxxx** file stores recurring order line-item information.

The **SODExxx** (Additional Descriptions), **SORDxxx** (Recurring Additional Descriptions), and **SOBDxxx** (Blanket Additional Descriptions) files stores additional descriptions you assign to line items when you enter orders, recurring orders, and blanket orders, respectively. This file is used only if you elect to use additional descriptions for line items when you enter orders in the Resource Manager **Options and Interfaces** function.

The **SOKTxxx** (Kit Detail) and **SOBKxxx** (Blanket Kit Detail) files stores such information as quantities and components from the Bill of Materials/Kitting application if it interfaces with Sales Order.

The **SOLSxxx** (Lot and Serialized Item) file stores serial numbers and lot numbers associated with line items in an order.

The **SOBSxxx** (Blanket Schedule) file stores the scheduled ship quantities and dates for a scheduled blanket order. The information in this file is used in conjunction with the **Release Scheduled Blankets** function to create new orders based on the contracted dates.

The **SOSLxxx** (Picking Slips Restart) file stores information for reprinting picking slips. When you use the **Picking Slips** function to print a picking slip, this file is updated with the slip number. Thereafter you can reprint that slip.

The **SOPLxxx** (Packing Lists Restart) file stores information for reprinting packing lists. When you use the **Packing List** function to print a packing list, the file is updated with the list number. Thereafter you can reprint that list.

The **SOLHxxx** and **SOLLxxx** (Bills of Lading) files store records for bills of lading forms, which are created based on the information stored in the **SOTDxxx** and **SOTHxxx** files for each order you print bills of lading forms for. The **SOLHxxx** file stores header information for the bills of lading, including address, collection and emergency data; the **SOLLxxx** file stores line-item information for the bills, including the contents of the shipment.

The **SOLCxxx** (Bills of Lading Hazardous Materials) file stores hazardous material codes associated with the line items in the **SOLLxxx** file, if any. Hazardous materials codes can be copied directly from the Inventory files if Sales Order interfaces with Inventory.

The **SOKHxxx** (Kit History) file stores history information from the Bill of Materials/Kitting application if it interfaces with Sales Order.

File Interaction

The Sales Order system tracks money committed and owed to you by customers. When you enter and post orders, information is retained in or distributed to the appropriate files to keep the information up to date, make the information available through reports, and keep the system in balance.

File Maintenance

Most of the Sales Order system is already set up when you set up the Accounts Receivable system, but you must make a few modifications.

Use the **Recurring Orders** function to enter recurring orders, or orders that you know will come in regularly. The information is kept in the **SORHxxx**, **SORLxxx**, and **SORDxxx** files.

Use the **Tables** function to make adjustments to values (accounts, finance percentages, and so forth) that are to be used throughout the system. The information is kept in the **SOTB** file.

If you elected to have the system generate sales order numbers in the Resource Manager **Options and Interfaces** function, use the **Edit Sales Order Number** function to change the number the system assigns to the next sales order.

Use the **Shipping Label Setup** function to design your shipping labels. This information is stored in the **SOLB** file.

Daily Work

You can create an order one of these ways: copy a recurring order from the **SORHxxx** and **SORLxxx** files, release a blanket order from the **SOBHxxx** and **SOBLxxx** files, or enter the information through the **Transactions** function. In any case the new order information is stored in the **SOTDxxx** and **SOTHxxx** files.

If you do not want an order to be copied to the **SOTDxxx** and **SOTHxxx** files after a particular date, you can specify a cutoff date in the recurring order record. If you specify a cutoff date when you copy recurring orders, those with the cutoff date before the one you specify are not copied.

The Copy Recurring Orders Log, which is produced when the orders are copied, shows the new order numbers, line-item information, customer IDs, and individual and total amounts of the orders that were copied.

You can create three types of blanket orders. An **on-demand** blanket is an order to purchase set quantities of items at a specific price over a period of time. A **dollar amount** blanket is a standing order to purchase any items up to a fixed total amount. A **scheduled** blanket is an order that lists fixed quantities of specific items to be delivery on specified dates.

Any of these blanket order types can be set up, maintained, and released through the **Transactions** function. Scheduled blankets can also be released using the **Release Scheduled Blankets** function. You can stop blankets from being released by entering a close date in the blanket order header.

Produce the Scheduled Blankets Report to detail the upcoming scheduled shipments for scheduled blanket orders based on the scheduled ship dates in the blankets. Then release the orders you need to ship.

When you enter an order, you must do one of these things: enter details about the order (header and line-item information), or verify the order to show which items have been shipped and which are to be backordered. The header information is stored in the **SOTHxxx** file; line-item detail is stored in the **SOTDxxx** file.

An order goes through several stages, any one of which can be the order's first stage. The Transaction Type selection screen takes all the possibilities into account.

When you enter details about a new order without doing any other task, the order has **new** status. You must still verify the order to show what was shipped and what is to be backordered.

When you enter or edit an order, you can enter 10 lines of additional information about each line item if you elected to enter additional descriptive text in the Resource Manager **Options and Interfaces** function. The text is stored in the **SODExxx** file and prints on picking slips (if you want), packing lists, invoices, and credit memos.

When you enter details about an order and print the picking slip, the order has **picked** status. When you enter the fact that goods have been sent—at that point or at a later time—the order has **verified** status.

In addition to regular orders, you can enter miscellaneous credits. To the system, a miscellaneous credit is an order with a negative value. The information is entered the same way and is kept in the same files as a regular order, but the figures are credited instead of debited. Use miscellaneous credits to enter customer returns or to cancel out debits that are too large—for example, because the person entering the order information made a mistake. You can create miscellaneous credits that apply to blanket orders automatically using the blanket order entry tasks in the **Transactions** function.

You can use the **Price Quote** option on the Transaction Type selection screen to enter information as though it were an order but not have it actually be an order. You use a price quote to cite dollar amounts to customers. If a customer decides to pursue the transaction, you can mark the information in the **SOTDxxx** and **SOTHxxx** files as an actual order.

After you enter an order, the relationship between the **SOTDxxx** and **SOTHxxx** files, the **ARCRxxx** file, and the **ARINxxx** file is the same as that of the comparable files in Accounts Receivable. The **SOTDxxx** and **SOTHxxx** files store the open orders (including transactions, independently of how much money was paid). The **ARCRxxx** file stores money received; when you post, the **ARINxxx** and **ARCUxxx** files collect and reconcile information.

When you enter a line item for a serialized inventory item or for a lot item, the serial numbers or lot numbers associated with the line item are stored in the **SOLSxxx** file. When you post a verified order with serial numbers, those number are cleared from the **SOLSxxx** file.

Producing Reports and Shipping Orders

After you have entered the transactions for the day, produce picking slips for new and changed orders. Information and statuses for picking slips are kept in the **SOTDxxx** and **SOTHxxx** files. Next, produce the Requested Ship Date Report to see a list of the orders you need to ship based on the requested ship dates you entered on the orders. Use this report to plan for and execute shipments against your orders on file. You can then ship the orders and verify them.

To resolve questions about shipping orders, you can use the Backorder Allocation Report and the Order Fulfillment Report to check for adequate stock to fill the orders on file.

After you verify the orders you have shipped, print shipping labels, packing lists, bills of lading, and invoice or credit memo forms where necessary. Information and statuses for shipping labels, packing lists, and invoices are kept in the **SOTDxxx** and **SOTHxxx** files. Information for the bills of lading is stored in the **SOLHxxx**, **SOLLxxx**, and **SOLCxxx** files.

Note: You can also produce picking slips, packing list and invoices and credit memos on-demand for a customer if you elected to print these forms on-demand in the Resource Manager **Options and Interfaces** function.

You should also produce these journals and reports before you post:

- Produce the Sales Journal and the Miscellaneous Credits Journal to check for errors and to use as part of the audit trail. The Sales Journal shows the transactions entered through the **Transactions** function; the Miscellaneous Credits Journal shows the transactions entered through the **Miscellaneous Credits** option in the **Transactions** function. This information comes from the **SOTDxxx** and **SOTHxxx** files.

- Produce the Open Order Report to view several kinds of items in the **SOTDxxx** and **SOTHxxx** files: returned items, backordered items, items that were not verified, and items that were verified but not posted.

- Produce the Blanket Order Report to see the status and remaining amounts for the blanket orders on file.

- Produce the Backorder Allocation Report for a list of orders that can be filled after items are received in Inventory. You can fill the orders based on the order dates, customers, sales reps, or order numbers. This information comes from the **SOTDxxx** and **SOTHxxx** files.

Posting Orders

When you post transactions, several files are affected:

- Verified orders and returns are moved from the **SOTDxxx** and **SOTHxxx** files to the **ARINxxx** file. If you post an order with serialized items, the order is cleared from the **SOLSxxx** file and the items' status becomes **sold**.

- Sold serial numbers and lot information about sold items are deleted from the **SOLSxxx** file.

- Information from the **SOTDxxx** and **SOTHxxx** files updates the **ARSRxxx**, **RMTXxxx**, **ARCUxxx**, **ARHIxxx**, and **ARHSxxx** files.

- Information stored in the **SOLLxxx**, **SOLHxxx**, and **SOLCxxx** files are cleared for shipped orders.

- Information from the **SOTDxxx** file pertaining to blanket orders updates the **SOBLxxx** and **SOBSxxx** files. Posted totals are also updated in the **SOBHxxx** file, and expired and fulfilled blanket orders are closed.

History Reports

Produce the Shipping Efficiency and Customer Shipping Efficiency Reports to analyze your success in meeting the ship dates you customers have requested.

Periodic Work

If your files become too large, you can clear some data from them. Use the **Purge Selected Files** function to purge the **SORHxxx** and **SORLxxx** files of recurring orders with a cutoff date before the date you specify, and to remove older orders with a **quote** status from the **SOTDxxx** and **SOTHxxx** files.

Productivity Reports

Sales Order includes a number of productivity reports in Microsoft Excel® format. These reports connect directly to your OSAS data via the ODBC/JDBC driver (included with OSAS 7.6) and allow you to use spreadsheet tools to manipulate the data as you want and produce charts and graphs to visualize trends.

The spreadsheet reports are listed on the **Productivity Reports** menu. Double-click a report name to automatically launch Excel or any other spreadsheet program capable of opening an Excel-formatted spreadsheet to open the report. Use the selection boxes to filter the information that appears in the report, or use the tools within your spreadsheet software to create charts and graphs from the report's data.

Starting OSAS

OSAS runs on an operating system supported by 150 MB of permanent storage and 4 MB of RAM. You may need additional space or memory, depending on the size of your data files and the operating system you use. Consult your reseller for more information.

In Windows

To start OSAS on a computer running Windows, double-click the OSAS shortcut on the desktop or access the program from the **Start** menu.

In Other Operating Systems

To start OSAS on an operating system other than Windows, enter osas at the operating system prompt. If your operating system has graphical capabilities, you can also use the OSAS shortcut to start OSAS.

Using Parameters

You can use the -u, -c, and -t parameters in OSAS shortcut properties or after the **osas** command so that the system automatically uses the appropriate user ID, and company ID to save time logging in.

In Windows, open the OSAS shortcut's properties and enter these parameters after the path in the **Target** field (as in the example below; be sure to use the correct directories for your system).

C:\basis\bin\bbj.exe osasstrt.txt -q -tT00 **-c**D:\osas70\progrm\config.bbx **- -u**Sam **--c**H

Note: In Windows, the **-u** and **-c** parameters must follow the separation dash.

In other operating systems, enter the parameters after the osas command, as in this example:

osas **-t** T2 **-c** B

Note: You can enter these parameters in any order, but you must leave a space between the parameter mark (**-t** or **-c**) and the parameter itself.

Refer to the Resource Manager guide for more information on these parameters.

Logging In

After you start OSAS, the login screen appears.

To log in to OSAS, enter your **User ID**, the **Company ID** you want to work with, and your **Password.** If you want to save your password so that you do not need to enter it again, select the **Save Password?** check box (or enter **Y** in text mode) to save your information. This check box appears only if the **Remember Password?** option is selected for your user ID in the **Users** function in Resource Manager.

Check the **Change Password?** box to change your password upon logging in. You will be prompted to enter and confirm your new password.

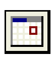
Finally, press **Enter** or click **OK** to log in.

This screen appears only after you have set up the system, including setting up users. See the *Resource Manager User's Guide* for information on setting up users and roles.

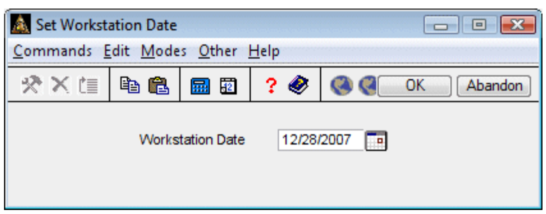
Roles

Roles limit use of the system and protect sensitive information. Each role allows access to specific applications, menus, and functions. If you cannot select a menu or function, your assigned role is not authorized for it. Use the **Roles** function in Resource Manager to set up roles.

Workstation Date



To change the workstation date, select **Workstation date** from the **File** menu, click the **Change Date** button on the toolbar, or press **F6**.



When the Workstation Date box appears, use the button or your keyboard to enter the date and press **Enter**.

Navigating OSAS

OSAS menus and functions are available in two modes: graphical and text. The graphical mode allows both keyboard and mouse commands and uses data entry fields and buttons similar to those found in any graphical software program. The text mode presents information in a simpler text format and uses keyboard commands to access functions and move around the screen. If you use an operating system that does not have graphical capabilities, the text mode is the only mode available.

You can use either text or graphical function screens independently of the main menu. For example, you can use text function screens while using the graphical main menu, and vice versa. Select **GUI Functions** from the **Modes** menu or press **Shift+F6** to toggle between the text and graphical modes for function screens.

When available, press **Shift+F5** to switch between graphical and text menu modes, or press **Shift+F6** to switch between modes on function screens. You can also use the Resource Manager **Defaults** function to select the default mode to use for the main menu and function screens.

In text mode, use the **Page Up**, **Page Down**, arrow, and **Enter** keys to move between menus, select and enter functions, and move around function screens. When a list of commands appears at the bottom of a function screen, press the highlighted letter to use a command. These methods also work in graphical mode, or you can use the mouse to click on fields and command buttons.

Graphical Mode

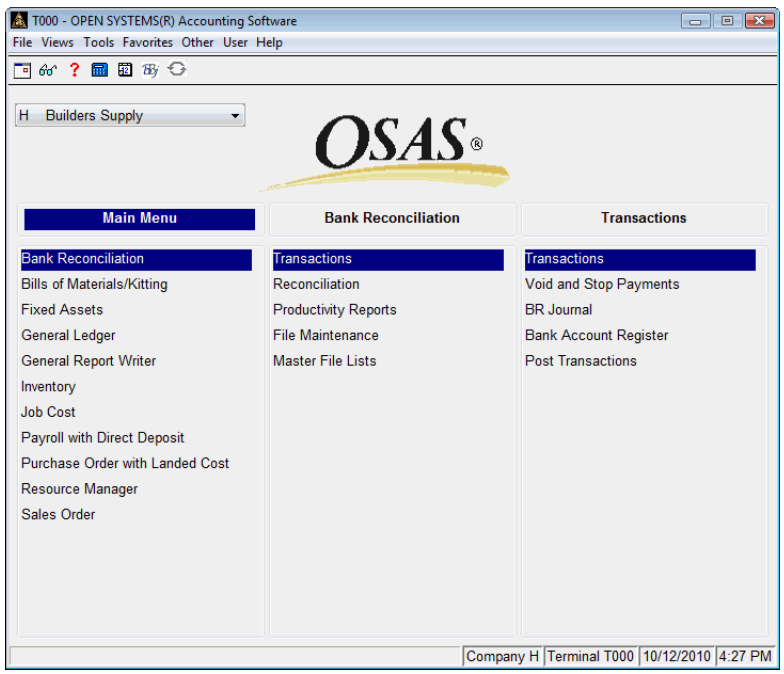
If you're familiar with other graphical software programs, you'll find it easy to navigate around the OSAS graphical mode, which uses buttons, toolbars, text entry boxes, and menus to help you move through your tasks.

Main Menu

If you use BBj in graphical mode, the main menu is available in two flavors: graphical and MDI. To switch between the two styles, press **Shift+F5**. If you use Visual PRO/5, the graphical main menu is the only graphical menu available.

Graphical Main Menu

The graphical main menu is shown below.

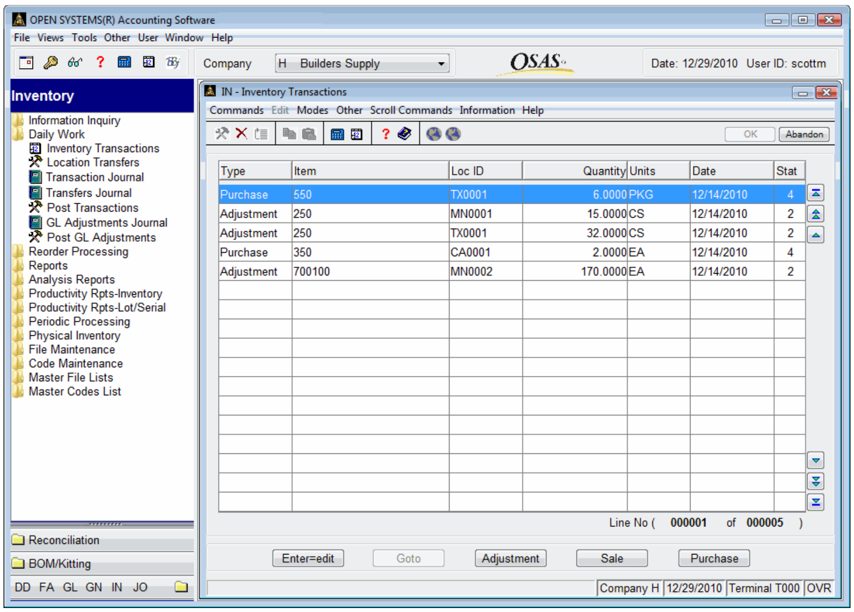


You can move around the graphical menu in these ways:

- Click an application to view that application's menu. Click a menu item to view its functions. Double-click a function name to enter that function.
- To exit from the graphical menu, click a different application or menu name or press **Tab** to return to the main menu.
- To exit from OSAS, click the **Close** box in the upper-right corner of the screen, press **F7**, or select **Exit** from the **File** menu.

MDI Main Menu

The MDI menu centralizes all OSAS functionality in one location: applications appear as tabs at the top of the screen, their menus and functions appear in a navigation pane on the left side of the screen, and function screens appear in the large pane on the right. Using this menu, you can open more than one function screen at a time and move or minimize screens as needed. However, you cannot open two functions that lock the same data file at the same time.

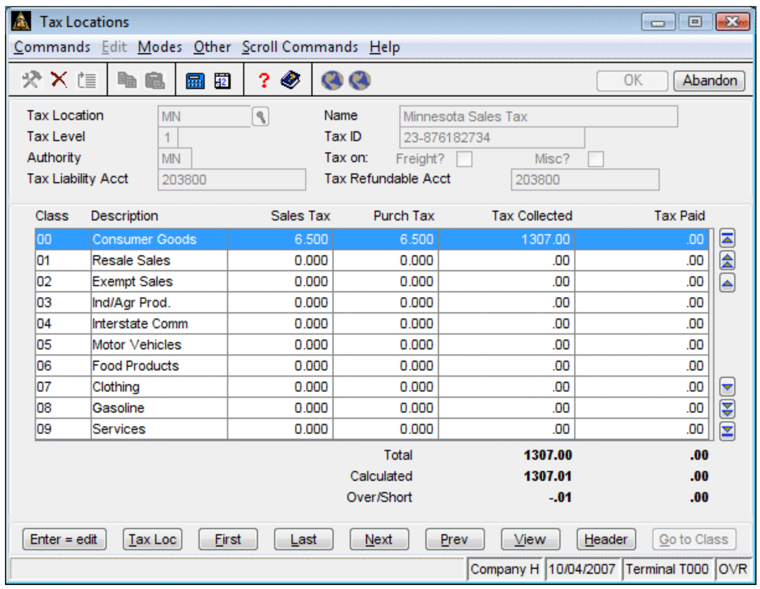


You can move around the MDI menu these ways:

- To view an application’s menus, click that application’s tab.
- To view the functions a menu contains, click the menu name. The menu expands to list the functions it contains. Click the function name to enter the function. The function screen appears in the right pane.
- To exit from a menu, click a different menu name or application tab. To exit from OSAS, click the **Close** box in the upper-right corner of the screen, press **F7**, or select **Exit** from the **File** menu.

Function Screens

Graphical screens contain the same functionality as text screens, presented in a graphical format that includes easy access to commands via the mouse.



You can move around the screen in these ways:

- Use the mouse or press **Tab** to move from field to field. Use the scroll buttons to move from line to line in scrolling regions.
- If a screen appears prompting for the kind of information to enter or maintain (such as on File Maintenance or Transactions screens), select the appropriate option and click **OK** to continue.
- Press **Page Down** if prompted to move to the next section.
- Click **Header** when it appears to return to the screen's header section.
- Press **F7** to exit the screen and return to the main menu.

Menus

Both the graphical main menu and graphical function screens contain drop-down menus that give you access to additional commands without using the function keys. While you can use the function keys to access commands in graphical mode, you may find it easier to access command through these menus.

To access a menu’s commands, click a menu title. The commands for that menu appear, followed by any associated hot key combinations in brackets < >. To use a command, click the command name or press the hot key combination.

Refer to the Resource Manager guide for more information on the menus available in OSAS and their commands.

Shortcut Menu

OSAS gives you quick access to commands relating to the screen you’re using via a shortcut menu. The commands that are available depend on the function and the field you are currently using. To use these commands, click the right mouse button and select the command from the menu that appears.

On the main menu, the shortcut menu gives you access to commands that help you manage your **Favorites** menu, switch between sample and live data, perform certain setup tasks, and view function information. On function screens, this menu helps you access help documentation, move around the function screen, work with EIS dashboards, and so on.

Other Commands Menu

The **Other Commands** (or **F4**) menu is available on both graphical and text menu and function screens and gives you access to additional utilities and commands not directly related to the function you’re currently using. Among other things, these commands open calculators or allow you to view or enter additional information. In text mode, press **F4** twice on the menu or once on function screens to access this menu.

Consult Appendix A in the Resource Manager guide for more information on the commands available on the **Other Commands** menu.

Information Menu

The **Information** (or **Shift+F2**) menu is available in some graphical or text function screens in certain applications and gives you access to additional information about a customer, vendor, item, job, bill of material, or employee. The commands available on the **Information** menu are determined by the applications you have installed, and can include:

- General Information
- Comments
- History
- Documents
- Address Lookup

Not all of the commands above appear on every **Information** menu; instead, commands are available only as they are relevant to the task you are performing. For example, if you are entering a transaction in Accounts Receivable, you can access comments or documents about items or customers but not about employees or vendors.

Consult Appendix A in the Resource Manager guide for more information on how to use the functions on the **Information** menu.

Favorites Menu

The **Favorites** menu gives you quick access to the OSAS functions you use most by allowing you to add selections for entire menus or particular functions to a custom menu. After you've set up the menu, select **Change to Favorites** from the graphical **Favorites** menu or press **F2** to access the functions.

The **Favorites** menu saves you time by eliminating the need to switch between applications. You can add functions from several different applications to the **Favorites** menu and access them all there rather than switching between applications on the main menu to access the functions you need.

To add a function to the **Favorites** menu, select the function you want to add and press **F10**. Press **F2** to switch to the **Favorites** menu to confirm that your selection was added.

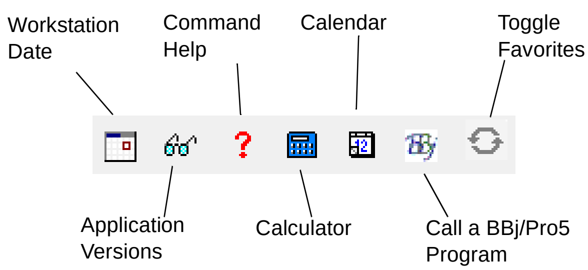
To remove a function from the menu, select the function on the **Favorites** menu that you want to remove and press **F10** again.

Toolbars

As with menus, graphical screens also contain toolbars that give you fast access to the most frequently used OSAS commands. The toolbar for the main menu differs slightly from that of function screens.

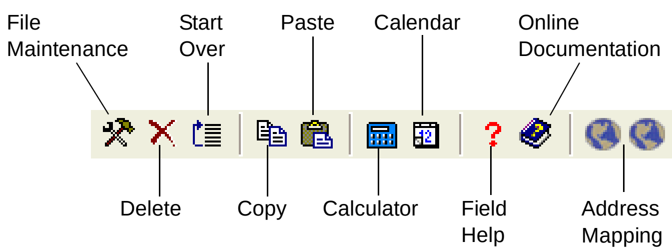
Main Menu Toolbar

The toolbar for the main menu is shown below. Click a button to access that command.



Function Screen Toolbar

The toolbar for function screens is shown below. Click a button to access that command.



Date Fields

If you use BBj in graphical mode, click the **Calendar** button when it appears next to date fields to open a calendar so that you can select the date you want to enter into that field.

Browse

If you use BBj in graphical mode, you can use the **Browse** button when it appears next to fields to navigate to directories and files and automatically enter file paths into that field. Click the **Browse** button to open the Select Directory/File screen, then navigate to the directory or file and click **Open** to automatically enter the file path in the field.

Inquiry

The Inquiry command helps you look up and select valid entries for fields that are connected to master file records. For example, when you use the Inquiry command in a **Batch ID** field, OSAS lists all batches you have set up so that you can select the one you want to enter in that field. When the **Inquiry** button appears next to a field, you can either click the button or press **F2** to open the Inquiry screen and search for valid entries.

Maintenance

The Maintenance command allows you to enter or edit master file records on the fly from within functions. For example, you can use the Maintenance command to add a new customer or item from within the **Transactions** function. The Maintenance command is available when the **Maintenance** button appears on the toolbar. Click the button or press **F6** to open the File Maintenance function associated with that field and enter or edit a new master file record.

Address Mapping

When you are working with a screen that contains an address, you can use the **Address Mapping** command to view a map of that address. This command combines address information with the URL and search variables in the Resource Manager **Web Setup** function and the **Map Lookup ID** in the **Company Setup** function to direct your web browser to a mapping website and generate the map.

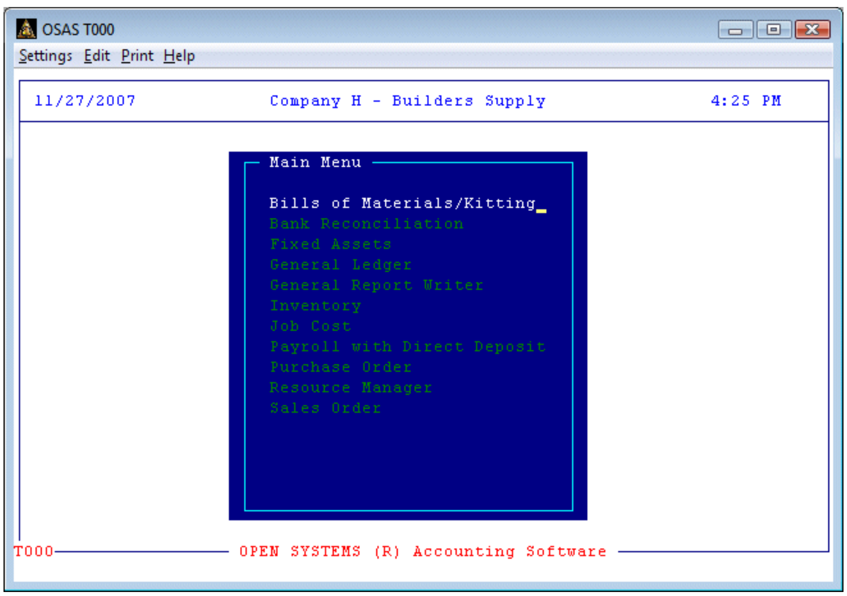
Note: Before you can view maps, you must set up mapping website information in the Resource Manager **Web Setup** function, select the **Map Lookup ID** to use in the Resource Manager **Company Information** function, and enter the path to your workstation's web browser in the Resource Manager **Defaults** function.

Text Mode

The OSAS text mode is available on all operating systems. If you use OSAS on an operating system that does not have graphical capabilities, the text mode is the only mode available. In text mode, all screens are presented in an easy-to-use textual interface that you navigate through using keyboard commands.

Main Menu

The text main menu is shown below.



When you select an application, the application's menu is superimposed over the main menu. Selecting an entry on an application menu opens a function screen or a submenu.

You can move around the text main menu in these ways:

- Use the arrow keys to move the cursor up and down to highlight the application you want. Then press **Enter** to select it.

- Press the first letter of the application you want to move the cursor to the first application beginning with that letter. Continue to press the letter key or the down arrow until the application you want is highlighted, then press **Enter** to select it.

- Use the mouse to click an application to view that application's menu.

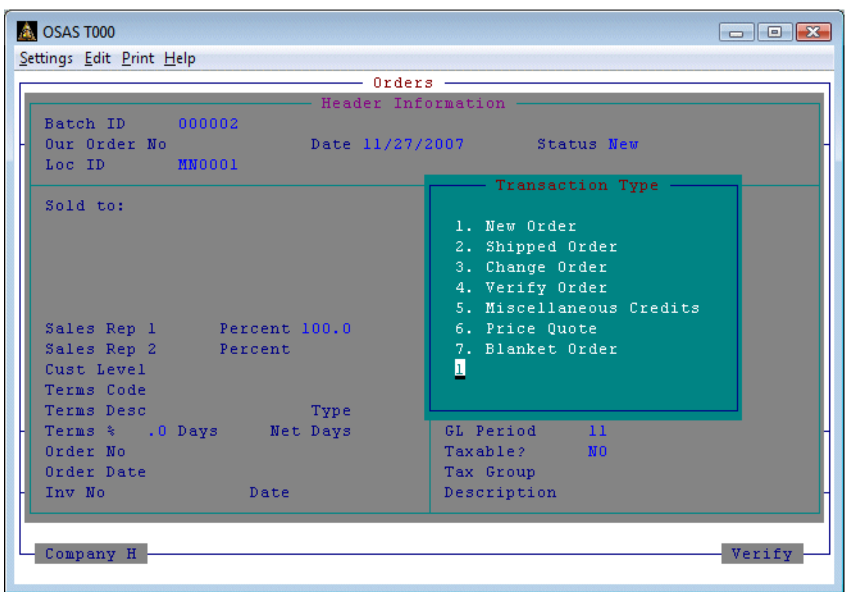
- To move to the first application on the menu, press **Home**. To move to the last application on the menu, press **End**.

- On an application menu, press **Page Up** to move to the menu immediately behind it. If you are several levels away from the main menu, you can return to the main menu by pressing **Page Up** repeatedly or by pressing **Tab** once.

- To exit from OSAS, press **F7**.

Function Screens

Like the text menu, OSAS text function screens can be used on all operating systems and in combination with graphical menus.



You can move around the screen these ways:

- Press **Enter** or the down arrow to move from field to field.
- To use a command that is listed in the command bar, press the highlighted letter.
- Use hot key commands to access information screens or to toggle commands on and off. Refer to Appendix B in the Resource Manager guide for more information on these commands and their corresponding hot keys.
- If a screen contains more than one section, press **Page Down** when prompted to move to the next section.
- If a menu appears prompting you for the kind of information to enter or maintain (such as in the example and on Transaction and File Maintenance screens), select the appropriate option and press **Enter**.
- To exit the screen and return to the menu, press **F7**.

Menus

Like the graphical mode, the text mode also includes menus that give you access to commands that open additional utilities, show additional information about the task at hand, or set up a custom menu that contains frequently-used commands.

Refer to Appendix A in the Resource Manager guide for full details about the menus available in OSAS.

Other Commands

The **Other Commands** (or **F4**) menu gives you access to additional utilities and commands not directly related to the function you're currently using. In text mode, press **F4** twice on the menu or once on function screens to access this menu. See page 1-21 for more information on this menu.

Information Menu

The **Information** (or **Shift+F2**) menu gives you access to additional information about a customer, vendor, item, job, bill of material, or employee. In text mode, this menu is available when the Info flag appears at the bottom of a function screen.

The commands on the menu are available only as they are relevant to the task you are performing. For example, if you are entering a transaction in Accounts Receivable, you can access comments or documents about items or customers but not about employees or vendors. See page 1-21 for more information.

Favorites Menu

The **Favorites** menu allows you add the OSAS menus or functions you use most frequently to a custom menu. After you've set up the menu, select **Change to Favorites** from the graphical **Favorites** menu or press **F2** to access the functions.

To add a function to the **Favorites** menu, select the function you want to add from the main menu and press **F10**. To remove a function from the menu, select the function on the **Favorites** menu that you want to remove and press **F10** again. See page 1-22 for more information on this menu.

Commands and Flags

Both the text menu and text function screens let you use commands to drill down to more information, change companies, switch to sample data, and perform tasks related to the function you are using. These commands are analogous to the commands contained on drop-down menus in graphical mode.

You access commands by pressing the hot key combination for the command you want to use. If you're working with a keyboard that lacks function keys (labeled with an **F** followed by a number) or if you're working with an emulator in UNIX (which can cause function keys to become unavailable), press the appropriate alternate key combination to access the command.

Refer to Appendix B in the Resource Manager guide for a list of all OSAS commands and their associated hot keys.

Not all commands are available for every function or field; when a command is available, a flag appears at the bottom of the function screen. Common flags include **Quick**, **Info**, **Maint**, **Inquiry**, and **Verify**.

- The **Quick** flag reminds you that you are using the Quick Entry mode to skip fields that are not required. Press **Ctrl+F** to toggle quick entry on and off.
- When the **Info** flag appears, press **Shift+F2** to access the **Information** menu to access additional information about a customer, vendor, item, job, bill of material, or employee. See page 1-21 for more information on this menu.

- When the **Maint** flag appears, press **F6** to launch the appropriate File Maintenance function to edit a master file record or enter a new one "on the fly." When you finish, press **F7** to return to the function you were using.

- When the **Inquiry** flag appears, press **F2** to use the **Inquiry** command to look up additional information and select valid entries for the field you are in.

- The **Verify** flag reminds you that you are using verification. When this flag appears, you must provide verification when you press **Page Down** or use the **Proceed** (**OK**) command. Press **Ctrl+V** to toggle verification on and off.

Command Bar

The command bar appears at the bottom of function screen and gives you access to commands that allow you to move around the screen, add or edit information, change settings for selected lines, or select output devices.

```
Enter = edit, Append, Header, Totals, View, Online, Next trans
```

The commands that are available depend upon the function you are using, and are analogous to the command buttons available on graphical screens. Press the highlighted key to use a command.

Messages

Messages appear at the bottom of the screen when a command is unavailable or when OSAS needs information to continue.

```
Verification
                    Press <PgDn> to proceed
```

Address Mapping

When you are working with a screen that contains an address, you can use the **Address Mapping** command menu to view a map of that address. This command combines address information with the URL and search variables in the Resource Manager **Web Setup** function and the **Map Lookup ID** in the **Company Setup** function to direct your web browser to a mapping website and generate the map.

The **Address Mapping** command is available when the **Map** flag appears at the bottom of the screen. To view a map of the first address on the screen, press **Shift+F4**. To view a map of the second address (if present), press **Shift+F5**. The second command is not available when there is only one address.

Note: Before you can view maps, you must set up mapping website information in the Resource Manager **Web Setup** function, select the **Map Lookup ID** to use in the Resource Manager **Company Information** function, and enter the path to your workstation’s web browser in the Resource Manager **Defaults** function.

Reports

OSAS applications contain a variety of reports that help you make the best decisions for your business. With reports, you can view transaction summaries, print audit trails of activity managed through OSAS functions, make lists of your basic master file information for reference, and analyze all aspects of your company's cash flow.

This section summarizes the basics of using reports. For detailed information on a specific report, see that report's description in the appropriate section.

Selecting a Range of Information

To produce a report, you must specify what information you want to include in the report.

- To produce a report that includes all information available, leave the **From-Thru** fields on the report screen blank. For example, if you want to include information about all the vendors you work with in a report, leave the **Vendor ID From** and **Thru** fields blank.

- To limit the amount of information in the report, enter a range in the **From-Thru** fields. For example, if you want a report to include information only about vendor ACE001, enter **ACE001** in both the **Vendor ID From** and **Thru** fields. If you want the report to include information only about vendors that start with CO, enter **CO** at **From** and **COZZZZ** at **Thru**.

- You can also select the **Tag** check mark next to a selection to select a non-contiguous range of information. In fields where you've tagged individual choices, the selection will appear as an asterisk in the From/Thru fields after the selection.

Each field where you enter information on a report screen usually restricts the overall output of the report. For example, if you leave the **Vendor ID From** and **Thru** fields blank, the report contains information about all the vendors. But if you enter invoice **100** in the **Invoice Number From** and **Thru** fields, and invoice **100** is assigned only to vendor ACE001, the report includes information only about vendor ACE001.

Sorting

Information for reports is sorted first by a space (_), then by special characters, then by digits, then by uppercase letters, and finally by lowercase letters. No matter what you enter in the **From** and **Thru** fields, however, your entries are sorted in alphabetical order (unless the function provides an option to sort the information differently).

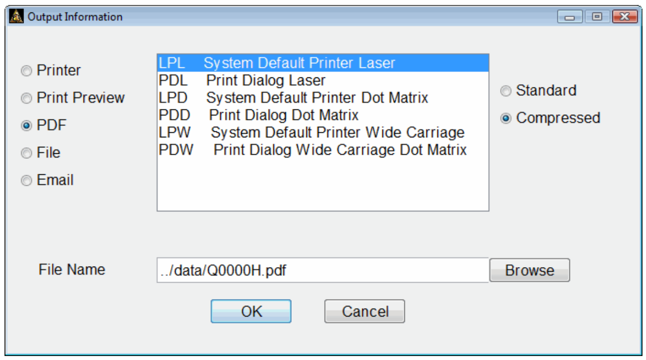
Sorting by alphabetical codes or IDs is easy. For example, the ID **ACL** comes before the ID **BB** because A comes before B.

Use caution when you enter codes or IDs consisting of characters other than letters; the order might not be what you expect. For example, if 20 items are labeled 1 through 20, and all are included in a report, you might enter **1** at **From** and **20** at **Thru**, expecting them to be listed 1, 2, 3. . . 19, 20. However, since OSAS sorts in alphabetical order, rather than numerical order, the numbers are listed in this order: 1, 10–19, 2, 20. In this example, numbers 3 - 9 are not included in the sort since they fall after 20 in an alphabetical sort. To prevent this situation, pad extra spaces in codes and IDs with zeros so that numbers in alphabetical order are also in numerical order. In the example above, the items could be labeled 000001 through 000020.

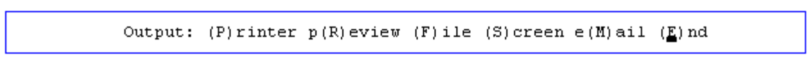
Outputting Reports

You can output reports in a variety of ways, but keep in mind that the mode you use controls which output options are available to you. If you use graphical function screens, you have the following output options: **Printer**, **Print Preview**, **PDF**, **File**, or **E-mail** (for selected reports). If you use text function screens, you have these options: **Printer**, **File**, **Screen**, or **E-mail** (for selected reports).

If you use graphical screens, the Output Information dialog box appears after you select the range of information to include in the report.



If you use text screens, these options appear at the bottom of the screen after you select what to include in the report and how to organize it.



Print the Report

Follow these steps to print a report:

1. Select **Printer** (in graphical screens) or enter **P** (in text screens).

2. If multiple printers are available for the terminal, either select the printer from the list or enter the appropriate code for the printer and press **Enter**.

   Use the **Devices** function in Resource Manager to add printers to the terminal.

3. When available, select either **Standard** (or enter **S**) to print the report in standard width or **Compressed** (or enter **C**) to print it in compressed width.

4. Click **OK** or press **Enter** to begin printing the report.

5. If you want to stop printing after it has begun, press **Ctrl+Break**.

6. Click **OK** or press **Enter** to continue.

Preview the Report

The Print Preview option is only available for graphical workstations. However, before Print Preview will work in Windows, you must add a **sysprint** device line in the **config.bbx** file for that workstation. Use the **Devices** function on the Resource Manager **User Setup** menu to add this line.

Follow these steps to view a report using Print Preview:

1. Select **Print Preview** (in graphical screens).

2. If multiple printers are available for the terminal, either select the printer from the list or enter the appropriate code for the printer and press **Enter**.

   Use the **Devices** function on the Resource Manager **Installation and Configuration** menu to add printers to the terminal.

3. Click **OK** or press **Enter** to continue.

4. When available, either select **Standard** or enter **S** if you want to view the report in standard width or select **Compressed** or enter **C** if you want to view it in compressed width.

5. Press **Enter**. The **Print Preview** screen displays the report as it will look when printed out in hard copy.

6. To print from this screen, select **Print** from the **File** menu. To exit from this screen, select **Exit** from the **File** menu.

Save the Report as a PDF

PDF output is available for OSAS systems using BBj. The data path set up for the workstation in the **Preferences** function appears. If necessary, enter a new data path or click the **Browse** button to navigate to the correct directory, then enter the file name followed by the **.PDF** extension. The file name plus extension that you enter must be less than 35 characters. Press **Enter** to save the report as a PDF file in that directory.

To save the report as a text file, select **File** or enter **F**. The data path set up for the workstation in the **Preferences** function appears. If necessary, enter a new data path or click the **Browse** button to navigate to the correct directory, then enter the file name followed by the **.txt** extension. The file name plus extension that you enter must be less than 35 characters. Press **Enter** to save the report in that directory.

Note: To preserve spacing and formatting, view text file reports with a fixed-width or monospaced font (Courier, Letter Gothic, or Lucida Console, for example).

View the Report on Screen (Text Screens Only)

If you use text screens, you can view selected reports directly in the OSAS screen. Keep in mind that this option displays the report one page at a time, storing previously viewed pages in the workstation's memory. Use the **Preferences** function on the Resource Manager **User Setup** menu to limit the number of screen pages you can view to conserve memory resources.

Follow these steps to view the report on screen:

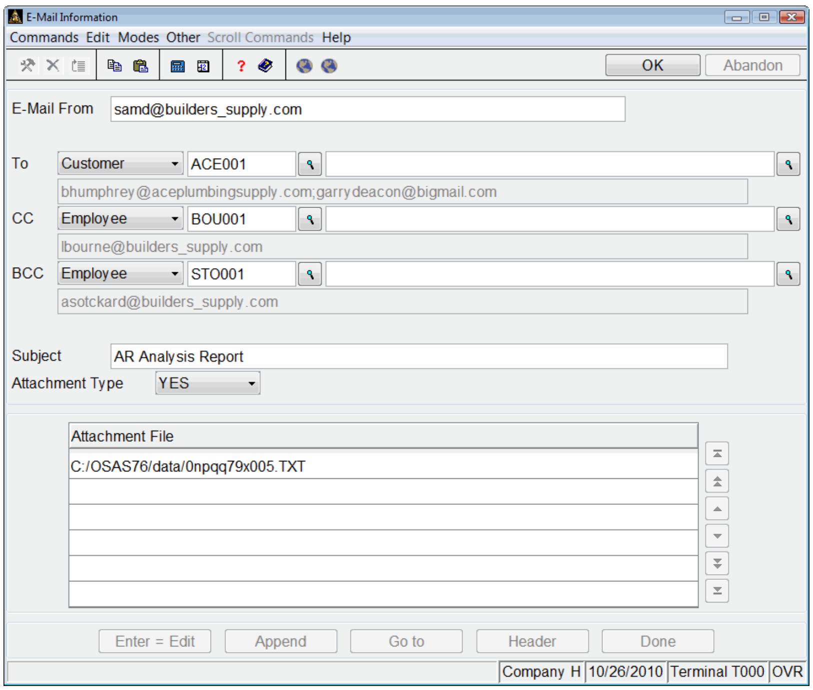
1. Enter **S** to select **(S)creen**.
2. When available, enter **S** if you want to view the report in standard width or **C** if you want to view it in compressed width.
3. When the report appears, press **Enter** to view the next page or **Page Up** to view previous pages.

E-mail the Report

Before you can e-mail reports, you must enter details about your e-mail system using the **E-Mail Setup** function on the Resource Manager **Installation and Configuration** menu. You can e-mail only selected reports. In general, any report or form that makes up part of your audit trail cannot be e-mailed.

Follow these steps to e-mail a report:

1. Select **E-mail** or enter **M**. The **E-Mail Information** screen appears.



2. The **E-Mail From** field displays the originating e-mail address. Change it if you want the return e-mail address to be different from the one set up in the **E-Mail Setup** function in Resource Manager.

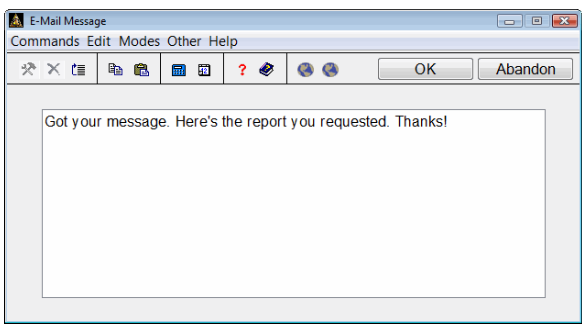
Inquiry

3. In the **To**, carbon copy (**CC**), and blind carbon copy (**BCC**) fields, select **Other** and enter the e-mail address, or select **Vendor**, **Customer**, or **Employee** and choose from the e-mail addresses on file for those respective categories (depending upon installed applications), or select **None** to leave the field blank (you must choose at least one **To**, **CC**, or **BCC** address).

4. The name of the report appears in the **Subject** field. Change the subject line, if necessary.

5. Select **Yes** in the **Attachment** field to send the report as a text file attachment to the e-mail message, select **No** to send the report in the body of the e-mail, or select **PDF** to attach the report as a PDF file.

6. The E-Mail Message dialog box appears.



Enter the message you would like included in the body of the e-mail, and use the **Proceed** (**OK**) command. You are returned to the E-Mail Information Screen.

7. Use one of the following commands in the Attachment File scroll region:

- Press **Enter** to edit the highlighted attachment (if any). Browse to or enter the name of the file you would like to attach in the **Edit Attachment** dialog box (see “Edit/Append Attachment dialog box” on page 1-38).

- Press **A** to add an attachment to the e-mail. Browse to or enter the name of the file you would like to attach in the **Append Attachment** dialog box (see “Edit/Append Attachment dialog box” on page 1-38).

- Press **G** to go to a specific attachment line item (this command is only available if there are more than six attachments to the e-mail).

- Press **H** to change the header information of the e-mail, including the **E-Mail From** field, the recipient(s), the subject line, and the attachment type.

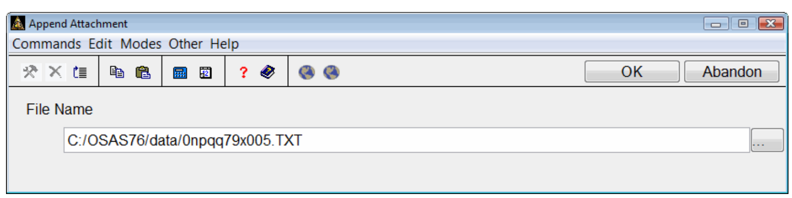
- Press **D** when done entering the e-mail information, and you are ready to process the e-mail.

8. If you choose **No** in the **Send E-Mails Immediately?** option in the Resource Manager Options and Interfaces (see “Options and Interfaces List” on page 3-47), the e-mail will be held in the E-Mail Queue for processing (see “E-Mail Queue” on page 3-49). Otherwise, the e-mail will be sent immediately.

Note: To preserve formatting, view e-mailed reports (or e-mail attachments) with a fixed-width or monospaced font (Courier or Lucida Console, for example).

Edit/Append Attachment dialog box

The Edit/Append Attachment dialog box appears when you press Enter or A in the Attachment File scroll region of the E-Mail Information screen.



1. Enter the File Name of the file you want to attach to the e-mail, or click the browse button (...) to navigate to the file.

2. Use the **Proceed** (**OK**) command to add the attachment to the e-mail, and return to the E-Mail Information Screen.

Commands

Use the following commands when a report appears on the screen:

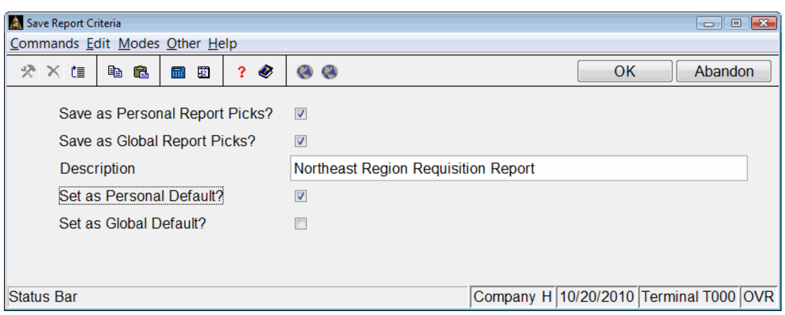
Key	Operation
PgUp	Moves to the previous page of the report.
PgDn	Moves to the next page of the report.
Home	Moves directly to the top of a group of pages.
End	Moves directly to the bottom of a group of pages.
F7	Exits to the menu from any point in the report.
Left	Moves left one character.
Right	Moves right one character.
Tab	Toggles between the left and right halves of a report.
Up/Down	Moves a line up and down the screen to line up information when you toggle between halves of a report.

Using Report Pick Screen Criteria

You can save the pick criteria from any report screen to make it easier to run reports without redefining the criteria each time.

The RM option to **Use Report Defaults?** must be set to **Yes** to use this functionality.

After you choose to print a report, the Save Report Criteria screen appears.



- Check the Save as **Personal Report Picks?** box save the pick criteria for use at a later time on your workstation.

- Check the Save as **Global Report Picks?** box to save the pick criteria for use by anyone in your organization who has access to this report.

- Enter a **Description** for these report defaults for identification.

- If you check the **Set as Personal Default?** box (or enter **Y** in text mode), these pick criteria will be automatically applied on the report screen the next time you run the report from the menu.

- If you check the **Set as Global Default?** box (on enter **Y** in text mode), these pick criteria will be automatically applied on the report screen whenever anyone in your organization runs the report from the menu.

Whether or not you set saved criteria as a default, you can load any report criteria you have saved by clicking **Shift-F3** and choosing the description you want.

Consult the *Resource Manager User's Guide* for more information about reports.

CHAPTER 2

2

Installation and Conversion

Installation

Before You Install Sales Order

Make sure your system meets these minimum requirements before you install Sales Order.

The Sales Order system needs a minimum of 6 megabytes (6 Mb) of disk space to work correctly with programs, sample data, data dictionaries, system files, and graphics files. Having more disk space available is necessary for the data files you will create and maintain.

The OSAS system requires at least one megabyte (1 Mb) of main memory to run. More memory may be necessary in certain environments and operating systems.

Installing Sales Order

Sales Order requires the OSAS Accounts Receivable application to work. Use the **Install Applications** function in Resource Manager (see the *Resource Manager User's Guide*) to install Accounts Receivable (if it is not already installed) and Sales Order. If you are installing Accounts Receivable and Sales Order at the same time, the **Install Application** function installs them in the correct order.

Setting up Sales Order

Once you have installed Accounts Receivable and Sales Order on your system, you must prepare your data files for everyday use.

You can prepare files for use with Accounts Receivable and Sales Order in one of two ways: you can create and set up your files manually on a new system, or you can convert your old files when you upgrade from an earlier version. To create files on a new system, use the **Data File Creation** function on the **Company Setup** menu in Resource Manager (see the *Resource Manager User's Guide*). For instructions on converting your files, see "Conversion" on page 2-3.

If you plan to use General Ledger, Inventory, Bank Reconciliation, or Job Cost with Accounts Receivable and Sales Order, you must set up those applications before you set up Accounts Receivable and Sales Order.

Conversion

If you use an earlier version of OSAS Sales Order, you can convert your files from the older version to the current version. When you convert Sales Order, the system automatically prompts you to convert Accounts Receivable as well.

When you are ready to convert files, use the **Data File Conversion** function on the **Company Setup** menu in Resource Manager (see the *Resource Manager User's Guide*) to upgrade Sales Order data files. You can upgrade from version 3.2, 4.xx, 5.xx, or 6.xx. If you want to convert to version 7.6 from a version earlier than 3.2, contact a client support representative.

You must install the new version of both Accounts Receivable and Sales Order before you convert files. You can replace and update the programs properly only by using the **Install Applications** Resource Manager function.

Tax classes, locations and groups are kept in Resource Manager (the **RMCDxxx**, **RMTXxxx** and **RMGCxxx** files). If you are converting Sales Order from a version previous to 5.0, and you want Sales Order to use the tax information from the earlier version, use the **Data File Creation** function on the Resource Manager files first. The Accounts Receivable conversion then moves the information from the old files to the new ones.

Before you convert an application's files, make note of the version number of the application you are converting. The **Data File Conversion** function has no way of determining this information.

Because tables are also converted when you convert data files, any changes made (including those in **Options and Interfaces**) since the initial set up may be lost. Check table settings and verify options and interfaces selections after converting all companies. If you need to reconvert a company, either reset your options after conversion or back up the **xxTB** files beforehand.

Consider Your Setup

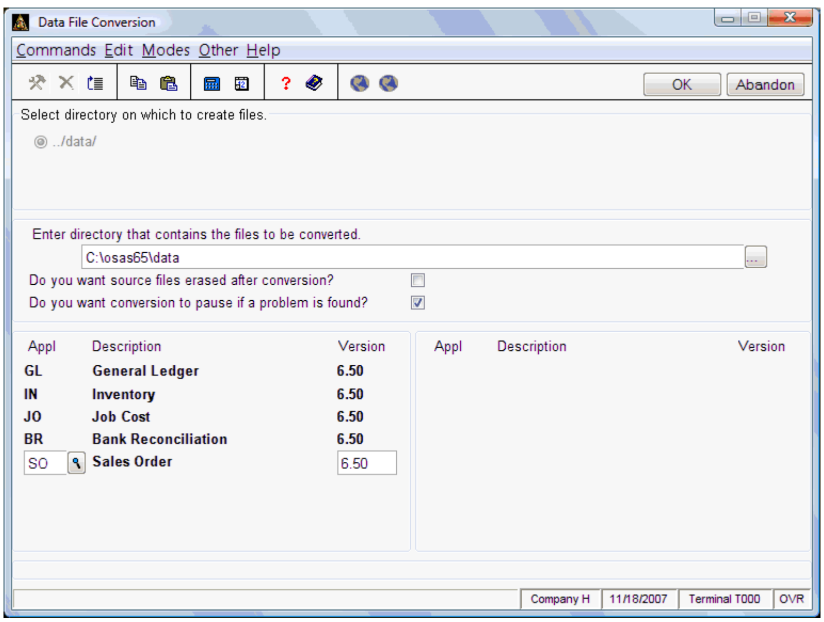
Before you try to convert your version of Sales Order to the current version, consider the exact setup of your system. Since OSAS code can be customized, modifications to your system might be lost if you install a new version of a program or update a file. If you are not sure whether your system is ready for conversion, consult your value added reseller.

If you are converting from version 6.5x to 7.6, no conversion is necessary. You should still use the **Data File Conversion** function to copy data files from the old data directory to the new directory, however.

Converting to Version 7.6

Before you convert an application's files, back up your data files.

Select **Data File Conversion** from the Resource Manager **Company Setup** menu. The Data File Conversion screen appears.



1. The system displays all valid OSAS data paths. Select the destination directory where your new data files will reside.

2. Enter the path (drive and directory) that has the files you want to convert. You cannot enter the same path as the path you selected as the destination.

3. If you want source files to be erased after conversion, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

4. If you want the conversion process to pause if a problem occurs, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode). The system considers file corruption or evidence of data not converting correctly a problem.

5. Enter **SO** in the **Appl** column; **Sales Order** appears.

6. Enter your earlier version number of Sales Order, and press **Enter**. (You can determine the version by looking at the copyrights screen when you start OSAS, or in most versions, by using the **Information** (**Shift+F2**) command on the menu screen.)

7. If data files already exist for Sales Order in the intended destination path, the **SO data files exist. Do you want this task to erase them?** prompt appears. If you want to erase the existing files and convert the files from the version in the source path, select **Yes** (or enter **Y** in text mode); if not, select **No** (or enter **N** in text mode). If you elect not to erase existing files, you must change your directory choices so that no conflict exists.

8. Accounts Receivable and its version number appear automatically. You must convert the AR data files as well in order to use Sales Order. If data files already exist for Accounts Receivable in the intended destination path because you already converted them, the **AR data files exist. Do you want this task to erase them?** prompt appears. If you want to erase the existing files and reconvert the files from the version in the source path, select **Yes** (or enter **Y** in text mode); if not, select **No** (or enter **N** in text mode).

9. To begin the conversion, use the **Proceed** (**OK**) command.

10. The **Do you want a printout of error log after each application?** prompt appears. If you want the error log to be produced after files are converted for each application, select **Yes** (or enter **Y** in text mode); if you want the log to be produced after files for all applications are converted, select **No** (or enter **N** in text mode). If you are converting only Sales Order files, your answer to this prompt makes no difference.

11. If a problem occurs and you indicated that you want the system to pause when a problem occurs, a prompt alerts you. To stop the conversion process, select **Yes** (or enter **Y** in text mode). To let the conversion run its course and investigate later, select **No** (or enter **N** in text mode).

12. When the process is finished, the files are converted. Select the output device to produce the error log. See “Reports” on page 1-31 for more information on output devices.

After conversion finishes and the error log is produced, the main menu—with **Sales Order** added—appears.

CHAPTER 3

3

Setup

Introduction

Most of the Sales Order system is already set up since it relies on the Accounts Receivable system. Use the functions explained in this chapter to complete tasks designed specifically for the Sales Order system.

If you need to use a task on any menu in Sales Order and you cannot find the function or table description in this chapter, see the *Accounts Receivable User's Manual*.

Setup Considerations

After you have installed the software for the first time or after you have upgraded the software, you must set up the system. Follow the setup procedures carefully; the choices you make determine how the system operates.

To properly set up the Sales Order system, you need to gather and organize your accounting data. You need the following information:

- a chart of accounts for your business
- sales and receipt cycles
- previous-year and current-year sales, returns, and receipts histories organized by customer

Codes and IDs

When you set up the system, you assign codes and IDs to tell the system how to identify each item on file. The system uses these identifiers to organize the information in reports and inquiry windows.

The system arranges code characters in a particular order. In the following list, codes and IDs are sorted from lowest to highest, with dashes representing blank spaces.

— — — — — 0
— — — — — 1
— — — — — Z
— — — — — a
— — — — — 01
— — a — — —
0 0 0 0 0 0
0 0 0 0 0 1
1

The organization of these codes illustrates the following principles:

- The system reads codes from left to right until it finds something other than a blank space.
- Items that make up a code are *always* listed alphabetically. The items are listed in this order for each position:

  blank spaces
  characters (-, *, /, and so forth)
  numbers (0–9)
  uppercase letters (A–Z)
  lowercase letters (a–z)

Alphabetical rules are not intuitive when numbers are involved. Numbers are sorted as if they were letters: When the first characters of several IDs are compared, the ID with the smallest first character is placed first in the list. If the first character of the IDs is the same, the second characters are compared and the ID with the smallest second character is placed first in the list. This comparison is made for each character in the range of IDs until the IDs are clearly in alphabetical order.

If you use numbers for IDs, pad them with zeros so that they are all the same length and numeric rules can hold true. For example, in alphabetical sorting ID 112 comes before ID 60, since anything that starts with 1 comes before anything that starts with 6 *alphabetically*. If ID 60 were ID 000060 and ID 112 were ID 000112, ID 000060 would be listed first, since 060 is less than 112 alphabetically and numerically.

When you assign IDs and codes, establish a format that makes sense for your business and use it consistently. The following suggestions may help:

- To prevent organization problems, use zeros to make all IDs the same length. If IDs are divided into more than one part, the parts should be the same length in every ID. Do not use spaces to divide IDs into more than one part. For example, use ACE-01 and ACE-11 instead of ACE-1 and ACE-11 or ACE 01.
- If you use letters in IDs, use either all uppercase or all lowercase letters so that the IDs can be sorted correctly.

- Use descriptive IDs. For example, WIN001 and WIN002 are more descriptive IDs than 000001 and 000002. However, if you already use a numbered system, you might want to stick with it.

- If you want to sort items by a particular attribute—name or group—put the attribute in the ID. For example, to organize customers by name, put the first characters of the name in the customer ID.

- To ensure that you can insert new items into a sequence, use a combination of letters and numbers that leaves room in the sequence for later additions. For example, setting up two consecutive IDs of WIN001 and WIN005 leaves room for three customers in between.

Setup Checklist and Functions

Follow the steps below to set up the Sales Order system. Each step is explained in this section.

1. Set up the options and interfaces.

2. Build the tables.
3. Build the **SORHxxx** and **SORLxxx** (Recurring Order) files.
4. Build the **SOBHxxx** and **SOBLxxx** (Blanket Order) files.
5. Enter initial balances.
6. Set up roles.
7. Set up a backup schedule.

Options and Interfaces

An application can be interfaced to work in conjunction with other applications. Sales Order can interface with General Ledger, Inventory, Job Cost, Bank Reconciliation, and Bill of Materials/Kitting.

Sales Order does not have the same interfaces as Accounts Receivable. You must set up the Sales Order options and interfaces in addition to the Accounts Receivable options and interfaces.

General Ledger

When Sales Order interfaces with General Ledger, posting in Sales Order makes entries in the **GLJRxxx** (Journal) file for transactions that affect the ledger (such as sales tax and freight).

Inventory

When Sales Order interfaces with Inventory, sales order transactions update the quantities in use and committed in the Inventory item records, and posting in Sales Order updates the item stock quantities, dates, balances, and Inventory transaction history.

Job Cost

When Sales Order interfaces with Job Cost, posting in Sales Order updates billing information in the Job Cost job and phase records. When you enter invoices, refer to the Job Cost Jobs and Phases List for customer IDs and contract numbers.

Bank Reconciliation

When Sales Order interfaces with Bank Reconciliation, deposits for cash receipts update the **BRTRxxx** (Transactions) file.

Bill of Materials/Kitting

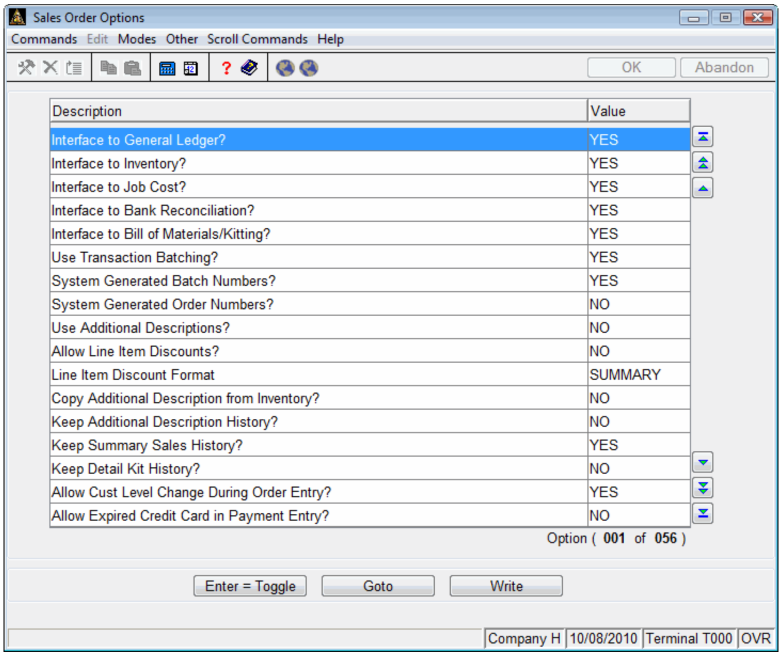
When Sales Order interfaces with Bill of Materials/Kitting, you can sell kits on line items for an order. Kits are groups of items that are sold as a combined unit. When you sell a kit, you can edit the kit to adjust its components, if necessary. Selling a kit has the same effect on Inventory that selling each of the individual components has. Kits can carry their own pricing in Inventory, and they can be printed on invoices and picking slips as a single item, or with the component detail.

Options and Interfaces screen

Select **Options and Interfaces** from the Resource Manager **Company Setup** menu. The Options and Interfaces screen appears and lists the name of the company with which you are working.

Specify whether the Options table is **shared** or **owned**. (See the *Resource Manager User's Manual* for information about Options tables.) Then enter **SO** as the application ID.

The Sales Order Options screen appears.



1. Press **Enter** to toggle between **YES** or **NO** to indicate whether you want to interface Sales Order with General Ledger, Inventory, Job Cost, Bank Reconciliation, and Bill of Materials/Kitting.

   These interface options work independently of each other. You can respond to them with any combination of **Y**s and **N**s.

2. Press **Enter** to toggle between **YES** or **NO** to indicate whether you want to use transaction batching. You can use batching to group invoices, credits, and receipts for printing and posting. You can determine how to set up the batches (for example, by time or by workstation). If you use batches, a user can post transactions in one batch while another user can add or edit transactions in a second batch.

3. Toggle between **YES** or **NO** to indicate whether you want the system to generate batch numbers.

4. Toggle between **YES** or **NO** to indicate whether you want the system to generate order numbers. If you select **YES**, you cannot override the order numbers the system assigns.

5. Toggle between **YES** or **NO** to indicate whether you want to enter up to 10 lines of additional text for each line item on invoices, miscellaneous credits, and recurring entries.

6. Toggle between **YES** or **NO** to indicate whether you want to allow line item discounts.

7. If line item discounts are allowed, toggle between **Summary** and **Detail** to choose a line item discount format.

8. Toggle between **YES** or **NO** to indicate whether you want to use additional descriptions stored in Inventory. If Sales Order is not interfaced with Inventory, or if you do not use additional descriptions, this option is set to **NO** and you cannot change it.

9. Toggle between **YES** or **NO** to indicate whether you want to keep additional description history. If you do not use additional descriptions, this option is set to **NO** and you cannot change it.

10. Toggle between **YES** or **NO** to indicate whether you want to keep summary sales history. If you select **NO**, you cannot print summary history reports.

11. Toggle between **YES** or **NO** to indicate whether you want to keep detail kit history.

12. Toggle between **YES** or **NO** to indicate whether you want to be able to change a customer’s price level when you enter orders.

13. Toggle between **YES** or **NO** to indicate whether you want to be able to enter an expired credit card as payment for a transaction.

14. Toggle between **YES** or **NO** to indicate whether you want quantities and quantity breaks to appear when you enter line items.

15. Toggle between **YES** or **NO** to indicate whether you want the unit cost of inventory items to appear when you enter line items.

16. Toggle between **YES** or **NO** to indicate whether you want to use shipment tracking numbers for shipped, invoiced, or returned orders. You can use tracking numbers to view order status on shipping company websites.

17. Toggle between **YES** or **NO** to indicate whether you want to print picking slips on-demand. If you select **NO**, you can print picking slips only in a batch.

18. Toggle to **YES** if you want to use plain paper picking slips. Toggle to **NO** if you want to use forms.

19. If you elected to use forms for picking slips, toggle to **LASER**, **8 1/2 x 11**, or **STANDARD** to indicate the type of picking slip form you use.

20. Toggle between **YES** or **NO** to indicate whether or not you want to include kit components in picking slip sorts.

21. Toggle between **YES** or **NO** to indicate whether or not you want to save archived picking slip links to Print Manager.

22. Toggle to **PlainPaper**, **8 1/2 x 11**, or **LASER** to indicate the type of packing list form you use.

23. Toggle between **YES** or **NO** to indicate whether you want to print packing lists on-demand. If you select **NO**, you can print packing lists only in a batch.

24. Toggle between **YES** or **NO** to indicate whether or not you want to save archived packing list links to Print Manager.

25. Toggle between **YES** or **NO** to indicate whether you want to print invoices on-demand. If you select **NO**, you can print invoices only in a batch.

26. Toggle to **YES** if you want to use plain paper invoices. Toggle to **NO** if you want to use forms.

27. If you elected to use forms for invoices, toggle to **LASER**, **8 1/2 x 11**, or **STANDARD** to indicate the type of invoice form you use.

28. Toggle between **YES** or **NO** to indicate whether you want to allow e-mail invoices for customers.

29. Toggle between **YES** or **NO** to indicate whether you want to create user-document links for e-mailed invoices.

30. Toggle between **YES** or **NO** to indicate whether or not you want to save archived invoice links to Print Manager.

31. Toggle between **YES** or **NO** to indicate whether you want to use prenumbered invoice forms. If you select **YES**, the system overwrites invoice numbers you enter. If you select **NO**, the system uses the invoice numbers you enter.

32. Toggle to **YES** if you want to use plain paper for statements. Toggle to **NO** if you want to use forms.

33. If you elected to use forms for statements, toggle to **LASER**, **8 1/2 x 11**, or **PlainPaper** to indicate the type of statement form you use.

34. Toggle between **YES** or **NO** to indicate whether you want to allow e-mail statements for customers.

35. Toggle between **YES** or **NO** to indicate whether you want to create user-document links for e-mailed statements.

36. Toggle to **DETAIL**, **SUMMARY**, or **NONE** to indicate whether you want to produce bills of lading with full line-item detail, with a summary of all the line items, or no bills of lading forms.

37. If you elected to use bills of lading, toggle between **8 1/2 x 11** or **PlainPaper** to indicate the type of bill of lading form you use.

38. Toggle between **YES** or **NO** to indicate whether you want to be able to print bills of lading directly from the **Shipping Labels** function.

39. Toggle between **YES** or **NO** to indicate whether you want the system to generate the numbers for blanket orders.

40. Toggle between **YES** or **NO** to indicate whether or not you want to save archived bill of lading links to Print Manager.

41. Toggle between **YES** or **NO** to indicate whether you want to be able to post data without printing reports.

42. Toggle to **YES** if you want to post line-item detail to General Ledger. Toggle to **NO** if you want to post only summary information.

43. Toggle between **YES** or **NO** to indicate whether you want to print the company name and address on plain paper forms.

44. Toggle between **YES** or **NO** to indicate whether you want to age invoices online in the **ARCUxxx** (Customer) file. If you select **NO**, the invoices are aged when you post.

45. Toggle between **YES** or **NO** to indicate whether you want to apply credits to oldest items first for statements. If you select **NO**, unapplied credits are applied to the current bucket.

46. Toggle between **Last 4**, **Hide All**, or **Show All** to define how bank account and credit card numbers are displayed.

47. Toggle between **Last 4**, **Hide All**, or **Show All** to define how direct debit account numbers are displayed.

48. Toggle between **YES** or **NO** to indicate whether or not you want to use limits for credit card authorizations.

49. Toggle between **YES** or **NO** to indicate whether or not you want the system to check for similar items in standing blanket orders in transactions and recurring entires.

50. Toggle between **YES** or **NO** to indicate whether you want to keep use return processing. The option must be set to **YES** in order to use RMA functionality.

51. Toggle between **YES** or **NO** to indicate whether you want to keep returned items history.

52. Toggle between **YES** or **NO** to indicate whether you want to use system-generated RMA numbers. If you select **NO**, you will need to enter RMA numbers on each new RMA.

53. When you finish selecting options, press **W** to save your entries. Then exit to the Options and Interfaces screen. Select another application whose options and interfaces you want to change, or exit to the Resource Manager **Company Setup** menu.

Tables

Tables store information relating to the system, data, options, and default settings.

> Use tables only to enter and store data. Do not delete lines or rearrange the account descriptions. The system looks for information by the position of the lines in the table. For example, in the **ARGLxxx** table, the system always treats the account on the first line as the cash receipts account and the account on the second line as the discount account.

Many of the tables you use in the Sales Order system were set up in the Accounts Receivable system. However, you must set them up again in Sales Order because the applications do not share this data. Tables in Sales Order are stored in the **SOTB** file. Tables in Accounts Receivable are stored in the **ARTB** file.

You can set up the **ARGLxxx**, **ARPDxxx**, **DUNxxx**, **FINCHxxx**, **FORMxxx**, and **LABEL** tables for individual companies and/or all companies that are in the system. You can set up one table for all companies that are alike, and you can set up one table for each company that is different.

> You must enter **OWN** in the **Option Table Type** field on the Options and Interfaces screen to be able to set up company-specific tables.

For example, you can set up table **ARGL** for companies that post sales order transactions to the same general ledger accounts; and you can set up table **ARGLA01** for company A01, **ARGLB01** for company B01, and so forth if those companies post sales order transactions to different accounts.

These tables are identified by a four-character or five-character prefix and a three-character suffix. The prefix is the table name—**ARGL** for General Ledger accounts, for example. For company-specific tables, the suffix is a company ID. Generic system-wide tables do not have suffixes. If you delete a company-specific table, that company uses the generic table. For example, if you delete table **ARGLA01**, company A01 uses the **ARGL** table.

The **DFxxxx** table (Defaults) and each Quick-Entry table (**QCxxxx**, **QNxxxx**, **QRxxxx**, **QSxxxx**, and **QVxxxx**) is identified by a two-character prefix and a four-character suffix. The prefix is the table name—**DF** for Defaults, **QS** for Quick-Entry Shipped Orders, and so forth. The suffix is a terminal ID or a company ID (system-wide tables do not have suffixes).

Five different quick-entry tables are set up and used in Accounts Receivable (see the *Accounts Receivable User's Manual*). You must set up new tables specifically for Sales Order, because the only Tables file considered in Sales Order is the **SOTB** file. Two tables pertain to the **Transactions** function: **QH1xxxx** (used for the fields on the left side of the header screen) and **QH2xxxx** (used for the fields on the right half of the header screen).

You can set up the Defaults and Quick-Entry tables for the following situations:

- Assign each table to a particular terminal. For example, you can assign table **DFT001** to terminal T001.
- Assign each table to all terminals in a particular company. For example, you can assign table **DFA** to all terminals in company A.
- Set up each table as a general table for several companies to use. For example, you can set up table **DF** for the companies that use the same defaults.

If you have three companies—A01, B01, and C01—you might want the terminals in companies A01 and B01 to share table **DF**. You might want company C01 to have some of its terminals use a set of defaults specific to each one, while other terminals share values that are common among themselves but specific to company C01.

Companies A01 and B01 can share table **DF**; no table has the label DFA or DFB. Company C01 can have table **DFC**, to be used for the terminals in company C01 that do not need their own set of defaults. Each terminal in company C01 that needs its own set of defaults can have its own table; for example, terminal T001 has table **DFT001**.

> The system treats all terminals with the same ID the same way, so you may want to make sure that each terminal ID is unique. For example, if you have two T001 terminals, one in company A01 and one in company C01, the **DFT001** table applies to both terminals regardless of the fact that they are in different companies.

When you enter or edit transactions, the system first tries to find a table with a terminal suffix specific to your terminal. If it cannot find one, it looks for a table for the company in which you are working. If it cannot find one, it uses the system-wide table. For example, if you are using quick entry to enter an invoice for company A01 on terminal T001, the system first looks for **QH1T001**. If it cannot find **QH1T001**, it looks for **QH1A**. If it cannot find **QH1A**, it uses the system-wide table **QH1**.

If the system cannot find any applicable table (perhaps because the system-wide table was accidentally deleted), an error message appears and you must rebuild the table.

Recurring Orders

If some individual customers or groups of customers regularly have the same billing requirements, you can set up the invoices in the **SORHxxx SORLxxx**, and **SORDxxx** files and then copy them to the **SOTDxxx**, **SOTHxxx**, and **SODExxx** files when they come due.

Group Codes

When you set up customer records, you assigned a group code to each customer. Use the group codes to set up recurring orders for groups of customers. For example, if you bill group code 4 customers $50 every month, you enter ***4** in the **Sold To** field. The asterisk indicates that the entry is a group recurring order.

Run Codes

The run code is a unique number that you assign to each recurring order. You copy recurring orders to the **SOTDxxx** and **SOTHxxx** files by run codes.

If you do not want to copy an entry to the **SOTDxxx** and **SOTHxxx** files after a particular date, enter a cutoff date for it.

You can use the **Purge Selected Files** function (see page 8-3) on the **Periodic Maintenance** menu to purge entries from the **SORHxxx** and **SORLxxx** files by cutoff dates. Entries with a cutoff date before the date you specify are purged from the **SORHxxx** and **SORLxxx** files.

Blanket Orders

If some of your customers have sent blanket orders for which you must ship merchandise over a period of time, you can set up the invoices in the **SOBHxxx** **SOBLxxx**, **SOBKxxx**, **SOBSxxx** and **SOBDxxx** files and then copy them to the **SOTDxxx**, **SOTHxxx**, and **SODExxx** files when the customer requests shipments against the blanket.

Blanket Types

You can set up three types of blanket orders. An **on-demand** blanket is an order to purchase set quantities of items at a specific price over a period of time. A **dollar amount** blanket is a standing order to purchase any items up to a fixed total amount. A **scheduled** blanket is an order that lists fixed quantities of specific items to be delivered on specified dates.

Any of these blanket order types can be set up, maintained and released through the **Transactions** function. Scheduled blankets can also be released using the **Release Scheduled Blankets** function. You can stop blankets from being released by entering a close date in the blanket order header.

Blanket Reports

Produce the Blanket Order Report to list all blankets and to review your entries for completeness. You can check the scheduled shipments you set up by printing the Scheduled Blankets Report.

Initial Balances

After you have set up the tables and recurring orders, build the **ARINxxx** (Open Invoice) file to set up initial customer balances.

You can use the summary method, the detail method, or a combination of the summary and detail methods to set up the initial customer balances and open orders.

Summary Method

The summary method is quicker than the detail method, but it does not provide complete sales history.

The summary method consists of the following steps:

1. Enter the unpaid finance charges and outstanding invoice amounts for the current period and the four aging periods, and enter credit and payment history (see the *Accounts Receivable User's Manual*).

2. Use the **Build Open Invoice File** function (see the *Accounts Receivable User's Manual*) to build an invoice for each unpaid finance charge, current amount due, and balance in an aging period.

3. Select the **New Order** option in the **Transactions** function to enter the open orders.

Detail Method

The detail method provides complete sales history, but it is more time-consuming than the summary method.

The detail method consists of the following steps:

1. Enter the invoices, open orders, returned goods, and cash receipts for the current year, and post them to the appropriate periods. Select the **Shipped Order** option in the **Transactions** function to enter the invoices and the **New Order** option to enter open orders.

2. Use the **Post Transactions** function to post the transactions for shipped or verified orders. (The *Accounts Receivable User's Manual* has more information about posting.)

3. Calculate finance charges on overdue invoices (see the *Accounts Receivable User's Manual*). The customer records are updated with these amounts.

Combination Method

The combination method, a blend of the summary and detail methods, is less time-consuming than the detail method and provides a fully operational **ARINxxx** file, but it does not provide complete sales history.

The combination method consists of the following steps:

1. Use the **Customers** function (see the *Accounts Receivable User's Manual*) to enter summary balances for transactions that are no longer outstanding for the current period and for each aging period, and to enter credit and payment history. (Do not include balances you will enter in step 3.)

2. Use the **Build Open Invoice File** function (see the *Accounts Receivable User's Manual*) to build one invoice for each unpaid finance charge, current amount due, and balance in an aging period.

3. Enter the invoices and open orders. Select the **Shipped Order** option in the **Transactions** function to enter invoices and the **New Order** option to enter orders.

4. Post the transactions to the **ARINxxx** file.

5. Calculate finance charges on overdue invoices. The customer records are updated with these amounts.

Roles

To safeguard your system, you'll need to prevent access by unauthorized people. Use the Resource Manager **Roles** function to set up roles on your system. You can set up roles for the Sales Order system itself, for menus in the system, and for individual functions. To control users' access to menus and functions, you can set up an roles for each user or group of users that performs the same functions.

Different Roles for Each Company

Roles are company-specific. When you set up a role, the role is assigned the company you are in.

Because the roles are company-specific, you must set up roles for each company a user needs to access.

What Should Be Protected

Because of the sensitive nature of some of the information in the Sales Order data files and reports, you should limit access to the functions that provide confidential information or are sensitive to change. For maximum security, protect the Sales Order application itself, each of the Sales Order menus, and the individual functions.

For more information about roles, see the *Resource Manager User's Guide*.

Backup Schedule

Plan a backup schedule before you begin day-to-day operations.

You can lose files because of disk drive problems, power surges and outages, and other unforeseen circumstances. Protect yourself against such an expensive crisis by planning and sticking to a backup schedule.

Backing up Data Files

Back up your Sales Order data files whenever they change—every day or every week—and before you run these functions:

- **Copy Recurring Orders**
- **Post Transactions**
- **Purge Selected Files**
- **Purge Customer Comments**

Use the **Backup** function on the Resource Manager **Data File Maintenance** menu to back up files or programs.

> You must back up all the files in the data path for a particular list of companies at once to ensure that you have up-to-date copies of the system files. Do not try to use operating system commands to back up only a few files that have changed; if you do, your system may not work after you restore them. The **Backup** function backs up all the data files for a specified company in a data path at one time.

Backing up Programs

Once a month or so, back up your programs. Even though these files do not change, your backup media can be damaged or deteriorate, so it pays to have a fresh copy in storage in case you need it.

Backup Media

Keep more than one set of backups in case one set is bad or damaged. Rotate the sets of backup media, keeping one set off-site.

CHAPTER 4

4

Information Inquiry

Introduction

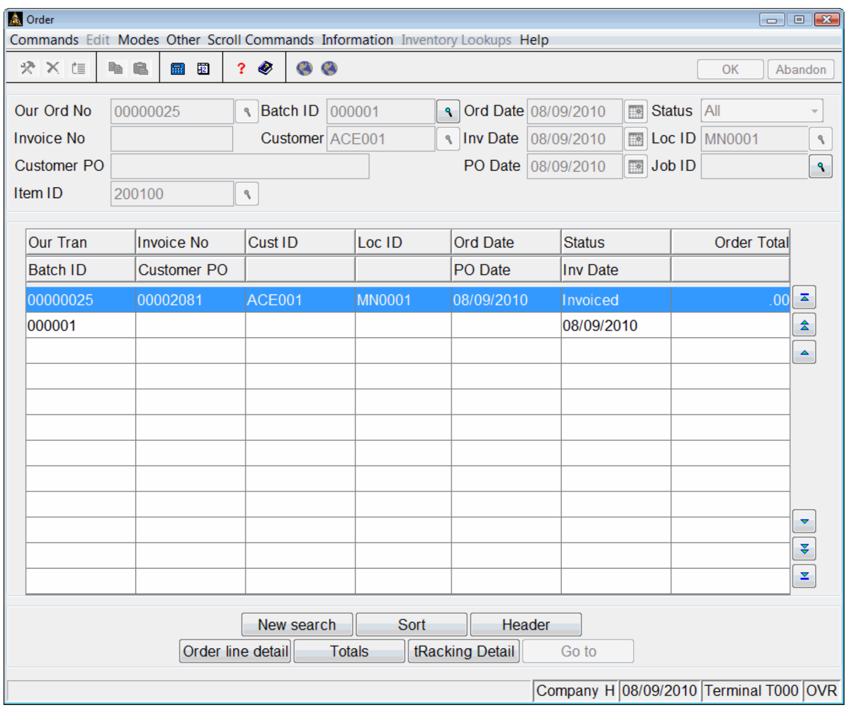
Sales Order shares some Accounts Receivable menus with some of its own functions: **Information Inquiry**, **Daily Work**, **Transaction Reports**, **History Reports**, **Periodic Processing**, **File Maintenance**, and **Master File Lists**. Refer to the *Accounts Receivable User's Manual* for questions on these shared menus, or for questions on functions not covered in this manual.

Orders

Use the **Orders** function to view information in the **SOTDxxx** and **SOTHxxx** (Open Order) files.

Orders Screen

Select **Orders** from the **Information Inquiry** menu. The Orders screen appears.



The following fields can be used to tailor the inquiry to your needs.

	Field	Description
Inquiry	**Our Ord No**	Enter the sales order number you want to view, press **Enter** to look at all orders, or enter a partial order number to search for using the ***** or **?** wildcard characters.
	Invoice No	Enter the invoice number associated with the order you want to find, press **Enter** to look at all invoices, or enter a partial invoice number to search for using the ***** or **?** wildcard characters.
	Customer PO	Enter the customer's purchase order number associated with the order you want to find, press **Enter** to look at all PO numbers, or enter a partial PO number to search for using the ***** or **?** characters.
Inquiry	**Item ID**	Enter an item ID to find orders that contain that item, or press **Enter** to search all orders.
Inquiry	**Batch ID**	Enter the batch number for the orders you want to view, or press **Enter** to search all batches.
Inquiry	**Customer**	Enter the ID of the customer to whom the order you want to view belongs, or press **Enter** to view orders for all customers.
	Ord Date	Enter the date of the order you want to view, or press **Enter** to view orders for all dates.
	Inv Date	Enter the invoice date associated with the order you want to view, or press **Enter** to view orders for all invoice dates.
	PO Date	Enter the purchase order date associated with the order you want to view, or press **Enter** to view orders for all PO dates.

Field	Description
Status	The system tracks orders in terms of the following statuses, which indicate where an order is in the work cycle: **New**, **Picked**, **Verified**, **Returned**, **Invoiced**, **Backordered**, or **Quote**. Select one of these statuses, or press **A** to view all statuses.
 **Loc ID**	Enter the location ID for the order you want to view, or press **Enter** to view orders for all locations. The **Inquiry** (**F2**) command is available if Sales Order interfaces with Inventory.
 **Job ID**	Enter a job ID to find all of the orders that contain that job, or press **Enter** to view orders for all job IDs.

Commands

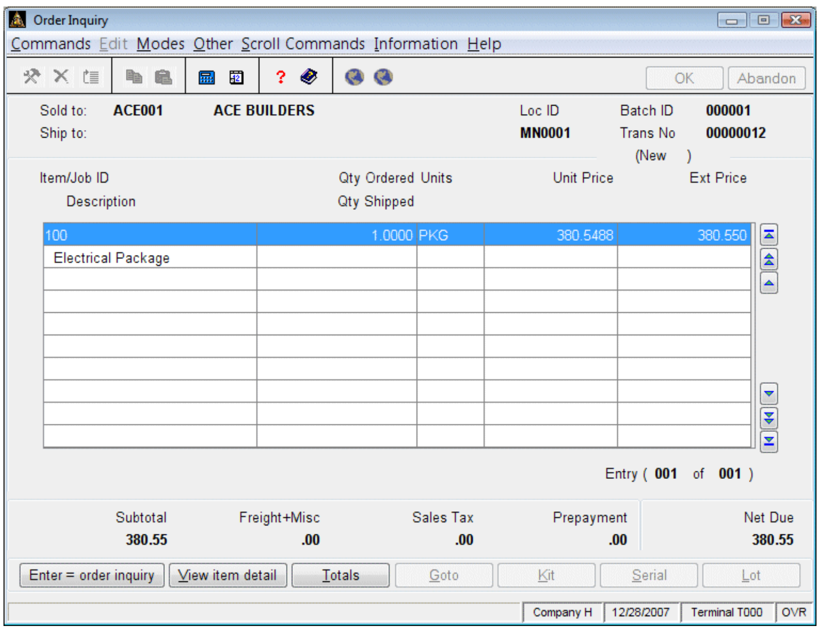
Use the commands to work with the orders listed on the screen:

- Press **N** to search for a new sales order.
- Press **S** to sort the orders a different way—by our order number, by customer purchase order number, by invoice number, by customer ID, by our order date, by customer purchase order date, by invoice date, by status, or by location ID. Then select the sort option you want to use.
- Press **H** to view header information for the selected order. Press **Enter** to return to the Orders screen.
- Press **O** to view line item detail for the selected order. See "Order Inquiry Screen" on page 4-6 for more information.
- Press **T** to view totals for the selected order. See "Totals" on page 4-7 for more information.
- Press **G** to go to a particular line item, then enter the batch and order number. This command appears only if there is more than one screen of line items.

- Press **R** to view shipment tracking information for the selected order. This command is available only if you chose to use tracking numbers in the **Options and Interfaces** function (page 3-7). See “Tracking Numbers” on page 4-8 for more information.

Order Inquiry Screen

When you press **O** on the Orders screen to view line item detail for the selected order, this screen appears:



Use these commands to work with the line items on the screen:

- Press **Enter** to return to the Orders screen.
- Press **V** to view and expanded summary of the selected line item. More information about the line item appears on the Item Detail Information screen. Press **Enter** to return to the Order Inquiry screen.

- Press **T** to view totals information. See “Totals” on page 4-7 for more information.

- Press **G** to go to a specific line item, then enter the line item number. This command is only available when there is more than one screen of line items.

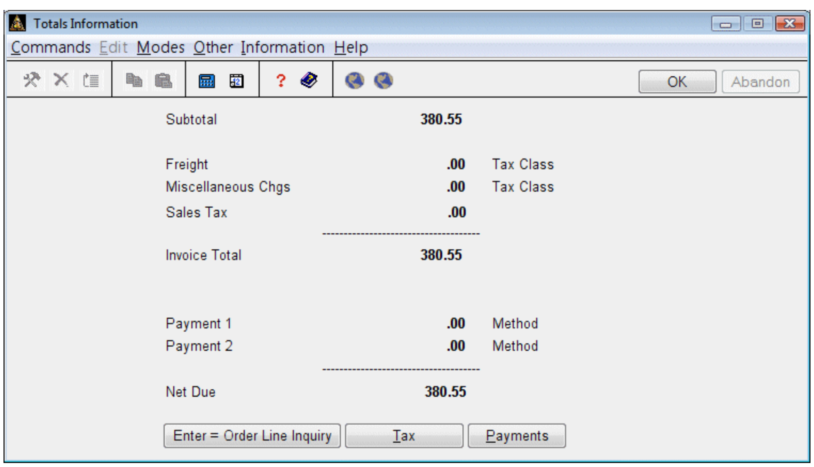
- Press **K** to view kit detail information for the selected line item. This command is available only when the line item is kitted.

- Press **S** to view serial information for the selected line item. This command is available only when the line item is serialized.

- Press **L** to view lot information for the selected line item. This command is available only when the line item is lotted.

Totals

The Totals Information screen appears when you press **T** to view order totals.



Use the commands to return to the Orders screen or view additional information:

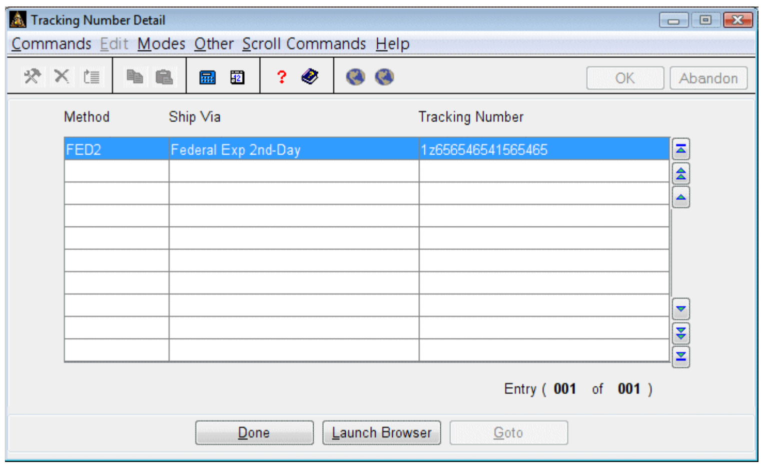
- Press **Enter** to return to the Orders or Order Inquiry screen.

- Press **T** to view sales tax information for the order.

- Press **P** to view prepayment information for the order.

Tracking Numbers

The Tracking Number Detail screen appears when you press **R** on the Orders screen to view shipment tracking information for a selected order.



To view a shipment's status, select the shipping method and press **L** to launch your web browser. OSAS automatically directs it to the shipment tracking website for the selected method using the tracking number and the URL you entered in the **Shipping Methods** function.

Note: You must enter the path to your workstation's web browser in the Resource Manager **Defaults** function before you can use the **Launch Browser** command. See the *Resource Manager Guide* for more information.

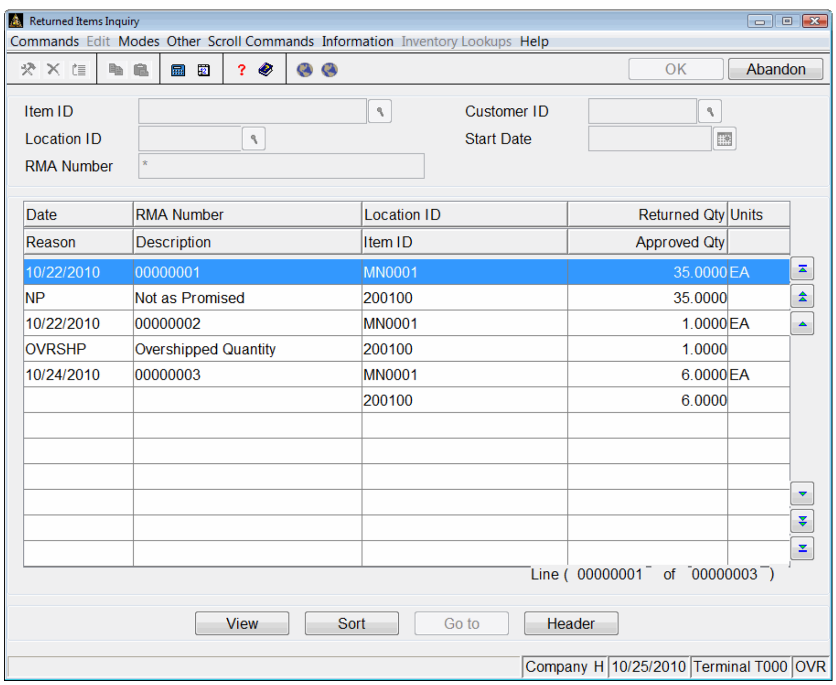
Click **Done** to return to the Orders screen.

Refer to the *Accounts Receivable User's Guide* for more information about shipping methods and shipment tracking websites.

Returned Items Inquiry

The Returned Items Inquiry function allows you to view returned items history. To view returned items history, you must set the option to **Keep Returned Items History** to **Yes** in the Sales Order Options and Interfaces (page 3-7). You must post returned items before they will appear in the returned items history.

Select **Returned Items Inquiry** from the **Information Inquiry** menu. The Returned Items Inquiry screen appears:



You can use the following fields to filter the data in the inquiry.

	Field	Description
	**Item ID**	Enter an item ID to find returns that contain that item, or press **Enter** to include all items.
	**Location ID**	Enter the location ID for the returned items you want to view, or press **Enter** to view returned items for all locations.
	RMA Number	Enter the RMA number you want to view, enter a partial order number to search for using the ***** or **?** wildcard characters, or leave the field blank to include all available RMA numbers.
	**Customer ID**	Enter the ID of the customer to whom the return you want to view belongs, or press **Enter** to view returns for all customers.
	Start Date	Enter the earliest date associated with the returns you want to view, or press **Enter** to view returned items for all dates.

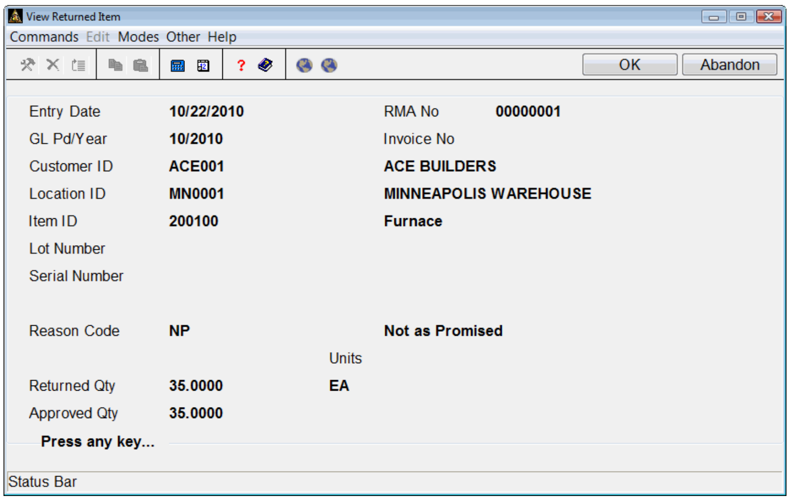
Commands

Use these commands to work with the returned items listed on the screen:

- Press **V** to view returned item detail for the selected item. See “View Returned Item Screen” on page 4-11 for more information.
- Press **S** to sort the items a different way; you can choose the sort the items by RMA Number, Invoice Number, Item ID, or Customer ID.
- Press **G** to go to a particular line item. This command appears only if there is more than one screen of line items.
- Press **H** to return to the header to edit the inquiry criteria.

View Returned Item Screen

The View Returned Items screen appears when you press **V** to view item details.



The screen displays information about the returned item. Press any key to return to the Returned Items Inquiry screen.

CHAPTER 5

5

Daily Work

Introduction

Sales Order shares some Accounts Receivable menus with some of its own functions: **Information Inquiry**, **Daily Work**, **Transaction Reports**, **History Reports**, **Periodic Processing**, **File Maintenance**, and **Master File Lists**. Refer to the *Accounts Receivable User's Manual* for questions on these shared menus, or for questions on functions not covered in this manual.

Transactions

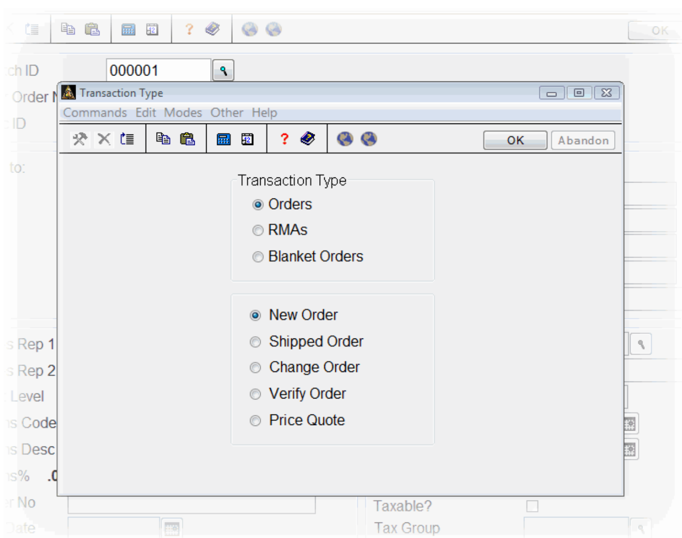
Use the **Transactions** function to enter new orders, shipped orders, and return merchandise authorizations into the **SOTDxxx** and **SOTHxxx** (Open Order) files; change and verify orders; issue price quotes and convert price quotes to new orders; and enter, maintain, and release blanket orders.

You can print picking slips on demand for a new order, or print a packing list or an invoice on demand for a shipped order if you selected these options in the Resource Manager **Options and Interfaces** function.

You can print invoices on demand for any customer, even if the customer record does not specify that the customer receive invoices.

Transaction Type Selection Screen

Select **Transactions** from the **Daily Work** menu. The Transaction Type selection screen appears over the Orders and Header Information screens.

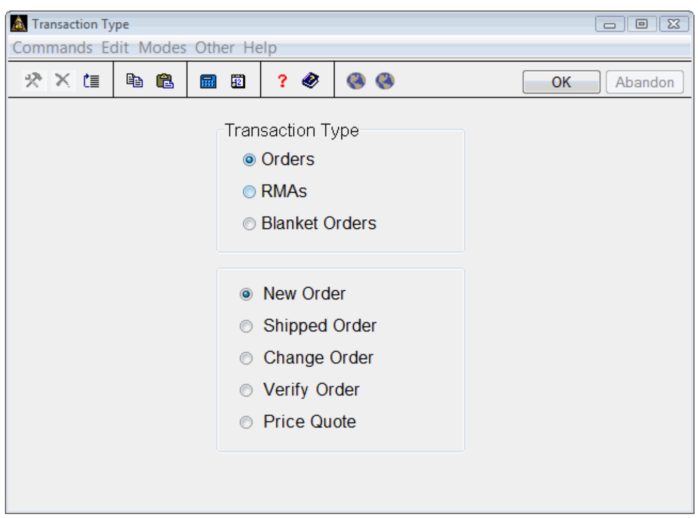


Select the type of transaction you want to work with. The choice you make will determine which options appear in the bottom of the Transaction Type selection screen.:

- Select **Orders** to enter or edit a sales order.
- Select **RMAs** to enter or edit a Return of Merchandise Authorization (RMA). See “Return Merchandise Authorization” on page 5-37 for instructions on working with RMAs.
- Select **Blanket Order** to set up, maintain, or fulfill blanket orders for your customers. See “Blanket Orders” on page 5-51 for instructions on working with blanket orders.

Orders

If you’ve selected **Orders** on the Transaction Type selection screen, you can choose one of the following options.



- Select **New Order** to enter an order you just received and need to fill.
- Select **Shipped Order** to enter an order with items that have been sent to the customer.

- Select **Change Order** to edit an order regardless of its status (add, delete, and edit line items; delete entire orders; reprint on-demand picking slips or invoices).

- Select **Verify Order** to change an order from **new** or **picked** status to **verified** status.

- Select **Price Quote** to produce professional quotes for your customers.

The option you select determines which statuses are assigned to the orders.

Order Status

The system tracks orders in terms of the following statuses, which indicate where an order is located in the work cycle:

- **New** status means that you entered the order but did not print a picking slip.

- **Picked** status means that you entered the order and printed a picking slip.

- A new or picked order is given **Verified** status when you select the **Verify Order** option to enter shipped and backordered quantities for line items. When you verify an order, you can print an invoice for the order, transfer the amount ordered to the amount shipped, and create a backorder for the quantity of each item that cannot be shipped.

- The status of the order becomes **Invoiced** when you print an invoice for a verified order.

- An order is given **Credited** status when you enter an RMA.

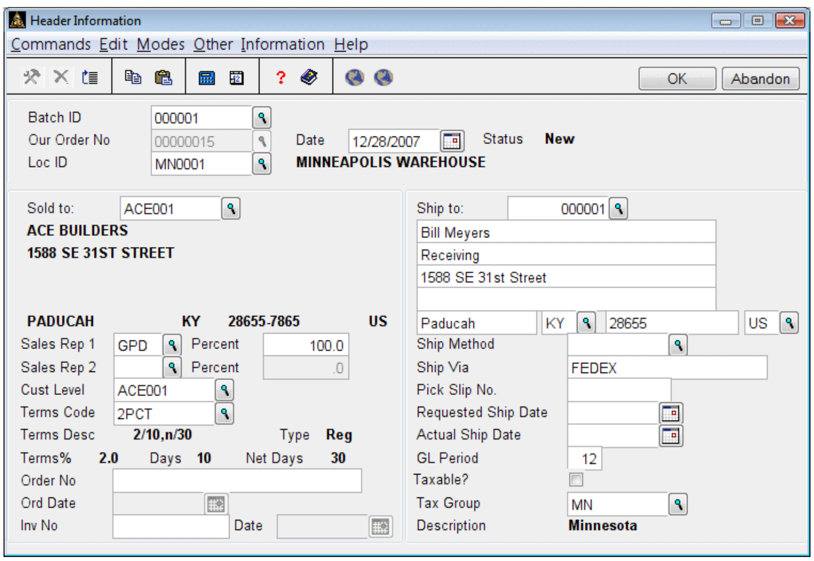
- A verified order is given **Backordered** status when you backorder some of the line items and post the order. The backordered line items are copied to the record of the items backordered to be shipped at a later date.

  When you verify an order or enter an order as **Shipped**, you can backorder items for verified or shipped orders. When you post, shipped quantities for both verified and shipped orders are posted, and the backordered quantities are moved into the ordered field with zero quantity shipped.

- A price quote is not an order and is assigned **Quote** status. It is entered like an order, so you can determine and quote to the customer the price of an order. Retail prices and costs for inventory line items appear, so you can make sure that you profit on the order. Until the customer places the order, this record is not involved in any calculation. When the customer accepts your proposal, you can convert the quote to a live order.

Order Header Information Screen

After you make your selection from the Transaction Type selection screen, the header screen appears.



Information about serialized and lotted items applies only if Sales Order interfaces with Inventory. See the *Inventory User's Manual* for information about how to change the status of a serialized item.

If you are changing an order, you can change information that pertains to the entire order. You can change any field, but you cannot change the customer ID in the **Sold to** field for verified and invoiced orders. If you are changing or verifying an order that has serialized items, the status of the items is **In Use**.

To delete an order that has no serialized items, use the **Delete** (**F3**) command. If you delete an order that has serialized items, the items’ status becomes **Available**.

If you are entering a new order, you are not prompted to enter serial numbers for a serialized item. If you are entering a shipped order that has serialized items, the status of the items is **In Use**.

	Field	Description
Inquiry Maint	**Batch ID**	If you are changing or verifying an order, you are not prompted to enter a batch ID. If you elected to use transaction batching in the Resource Manager **Options and Interfaces** function, press **Enter** to use the current batch number or enter a different batch number for the order. If you elected to have the system assign the batch numbers, you can use the **Maintenance** (**F6**) command to generate a new batch number.
Inquiry	**Our Order No**	This field is for all orders. If you elected to have the system generate sales order numbers in the Resource Manager **Options and Interfaces** function, the order number appears and you cannot change it. If you elected to assign sales order numbers manually, enter the order number.
	Date	If you are entering the first order or return in a group, the workstation date appears; otherwise, the date you assigned to the last order or return appears. If necessary, change the date to indicate when the order was placed.
	Status	The status that appears depends on which option you selected from the Transaction Type selection screen.
Inquiry Maint	**Loc ID**	If you entered a default location ID when you set up the company, that ID appears. Press **Enter** to accept the default location, or enter a different location ID.

	Field	Description
		If you did not enter a default location ID, enter the ID of the location for line items in the order. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory.
Inquiry Maint	**Sold to**	Enter the ID of the customer to whom you are selling goods or entering credits. Use the **Maintenance** (**F6**) command to open the **Customers** function to add or edit information. (You cannot use the **Maintenance** command to delete customer records.) After you enter the ID, the customer's name and address appear. For a customer that is on credit hold, a message appears after you enter the ID. For a new order or a quote, you can continue entering the order (press **Enter** to remove the message), but you cannot verify it. For a shipped order for a customer on credit hold, you cannot continue entering the order.
Inquiry Maint	**Sales Rep 1/Percent**	If you entered a default sales rep when you set up the company, that sales rep appears. Accept the ID of the sales rep who usually sells to the customer, or enter a different ID. Next, enter the percentage of the sale on which you want to base the sales rep's commission, or press **Enter** to base the commission on 100 percent of the sale. If you are returning goods, enter the percentage the sales rep received on the original order.
Inquiry Maint	**Sales Rep 2/Percent**	If you entered a second default sales rep when you set up the company, that sales rep appears. Accept this ID or press **Enter** to skip this field. Next, enter the percentage of the sale on which you want to base the sales rep's commission, or press **Enter** to skip this field. The sum of the two commission percentages cannot exceed 100.

Field	Description
 **Cust Level**	If you assigned a customer level in the customer record, that level appears. Accept it, or enter a different customer level. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory.
 **Terms Code**	Accept the current terms code, or enter a different code. Use the **Maintenance** (**F6**) command to open the **Terms Codes** function to add or edit terms code information. After you enter the code, the description and percent for the payment terms of the order appear.
Order No	Enter the customer’s purchase order number to identify the order, or press **Enter** to skip this field. If you enter a purchase order number that has already been used for that customer, the system will display a warning message.
Order Date	If you entered an order number, enter the date the customer placed the order.
Inv No	If you assigned an invoice number to the transaction, enter the number. If you print the invoice on-demand for shipped orders, the number you enter here is used for the invoice number. If you use the **Print Invoices** function instead, a different number is assigned to the invoice.
Inv Date	If you entered an invoice number, enter the invoice date.

	Field	Description
Inquiry Maint	**Ship to**	If you entered a default ship-to address when you set up the customer record, that ship-to ID and address appear. You can also use the **Maintenance** (**F6**) command to open the **Ship-to Addresses** function to enter or edit address information. Accept the current ship-to ID or enter a new one. After you enter the code, the address appears if that code is in the **ARSAxxx** (Ship-to Address) file. You can skip the **Ship to** field and still enter shipping information in the fields immediately following it. Enter information in these fields if the ship-to code is not on file (or if you do not want it on file) but you want to enter shipping information for the transaction. You can enter four lines of address information, a city, state, zip or postal code, and country code. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available at the **State** and **Country Code** fields.
Inquiry Maint	**Ship Method**	Enter the code for the shipping method. The shipping method code is a shortcut for entering the ship via information in the next field.
	Ship Via	If you entered a shipping method code or if a method is specified in the ship-to ID, the means of shipment appears. Accept it, or enter a different means. If the shipping method code or ship-to ID you entered is not on file, enter the means of shipment.
	Pick Slip No	If you assigned a picking slip number to the order, enter it or press **Enter** to skip this field. The picking slip number is a useful way of keeping track of goods shipped from more than one location.

Field	Description
Requested Ship Date	Enter the date the customer requested shipment or press **Enter** to skip this field. If you are changing an existing order, and you enter a new requested ship date, you can change the requested ship dates in all line items to match the new date or leave the line item requested ship dates as they are.
Actual Ship Date	Enter the date the order was shipped. If the order has not been shipped, press **Enter** to skip this field.
GL Period	Press **Enter** if you want to post the transaction to the current period, or enter a different period. If you enter an order in one period but ship it in a different period, the period is adjusted accordingly.
Taxable?	If any part of the order is taxable, select the box (in text mode, enter **Y**); if not, clear the box (or enter **N**).
Tax Group	Enter the group where the tax is to be applied—even if the transaction is not taxable. Use the **Maintenance** (**F6**) command to open the **Tax Groups** function to edit tax group information (see the *Resource Manager User's Manual*). After you enter the tax group, the description of the group appears.
Description	Accept the current description of the tax group.

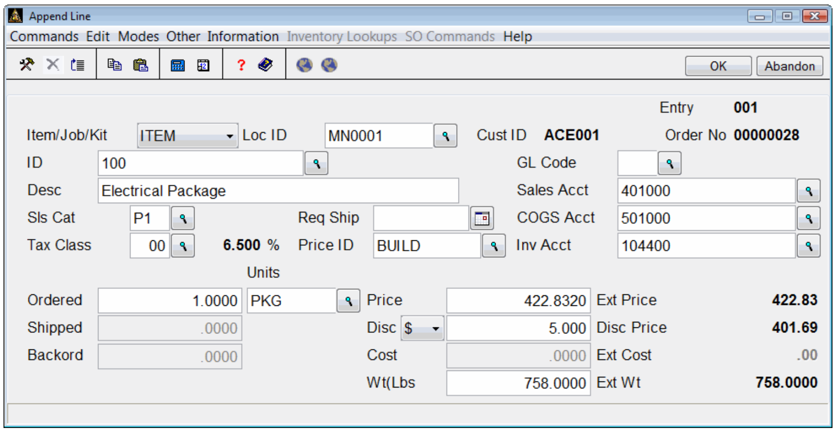
Inquiry
Maint

If you are adding an order, the Line Item Entry screen appears. if you are changing an order, the Orders screen appears.

Line Item Entry Screen

The Line Item Entry screen appears if you:

- enter a new or shipped order, or a price quote and have finished entering header information.
- use the **Append** command to add an item to the list.
- use the **Edit** command to edit an item in the list. If you use this command, the Line Item Entry screen is titled Edit Line instead of Append Line.



	Field	Description
Inquiry	**Item/Job ID/Kit**	Select the type of the item you want to sell. Enter **K** to sell a kitted item (if Sales Order interfaces with Bill of Materials/Kitting), **J** to bill for a job or phase (if Sales Order interfaces with Job Cost), or **I** if you are selling an inventory, noninventory, or service item.
Inquiry Maint	**Loc ID**	Press **Enter** to accept the default location ID or enter a different location from which you sell this item. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory.

	Field	**Description**
Inquiry Maint	**ID**	Enter the ID of the item, kit or job. If you entered a job ID, you can then enter a phase ID for that job.
	Desc	The description of the item or job appears.
	Additional Desc	If you elected to enter additional descriptions about line items when you enter invoices in the Resource Manager **Options and Interfaces** function, the Additional Description Lines window appears when you press **Enter** in the **Desc** field. Enter up to 10 lines of additional text or press **Enter** to skip this field. When you finish entering text, press **Enter** at a blank line. The text is saved and you are returned to the line-item entry screen.
Inquiry Maint	**Sls Cat**	The sales category refers to an inventory item. Enter a sales category, or press **Enter** to skip this field. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory.
Inquiry Maint	**Tax Class**	If the order is for one customer, the sales tax code you assigned in the customer record appears. If the order is for a group of customers, this field is blank. Accept the current value, or enter a different value. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory.
	Req Ship	If you entered a requested ship date on the order header, that date appears. Press **Enter** to accept it, or enter the date the customer requested shipment.
Inquiry	**Price ID**	Enter the price ID for the item. The **Inquiry** (**F2**) command is available if Sales Order interfaces with Inventory.

	Field	Description
Inquiry Maint	**GL Code**	The GL code identifies the pairs of general ledger sales and cost-of-goods-sold (COGS) accounts to use for a line of an entry. The codes are set up in the **GL Codes** function. If you entered a GL code in the **DFxxxx** table, that code appears. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory.
Inquiry Maint	**Sales Acct/COGS Acct/Inv Acct**	If Sales Order interfaces with Inventory, the account numbers come from the IN item location files. If you entered a GL code, the sales and COGS accounts appear. The inventory account appears from the **ARGLxxx** table. Accept each account number, or enter different account numbers. The **Inquiry** (**F2**) command is available if Sales Order interfaces with General Ledger.
	Ordered	Enter the number of units that were ordered. (If Purchase Order is installed, you can use the **Shift+F3** command to generate a purchase requisition from information stored in Purchase Order's **Generate Orders** function.)
Inquiry Maint	**Units**	Enter the unit the item is sold by—for example, **EACH** if it is sold individually. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory. (If Purchase Order is installed, use the **Shift+F3** command to generate a purchase requisition from information stored in Purchase Order's **Generate Orders** function.)

Field	Description
Shipped	If you are entering a quote or a new order, you cannot enter anything in this field until the order is copied. Otherwise, enter the number of items that were shipped. (If Purchase Order is installed, use the **Shift+F3** command to generate a purchase requisition from information stored in Purchase Order's **Generate Orders** function.)
Backord	If you are entering a quote or a new order, you cannot enter anything in this field until the order is shipped; if not, enter the number of backordered items. (If Purchase Order is installed, use the **Shift+F3** command to generate a purchase requisition from information stored in Purchase Order's **Generate Orders** function.)
Price/Cost	Enter the item's unit price.
Cost	The unit cost of the item appears. If this is a noninventory item, enter the unit cost of the item.
Disc	If you elected to use line item discounts in the Resource Manager **Options and Interfaces** function, you can use this field to enter a discount for this line item. To discount the calculated price by a set dollar amount, select **$** and then enter the amount To discount the calculated price by a percentage, select **%** and then enter the percentage. The new, discounted price is displayed in the **Disc Price** field.
Wt	Enter the weight of one unit of the item. The weight must be entered in the same unit of measure for all items (for example, in pounds).

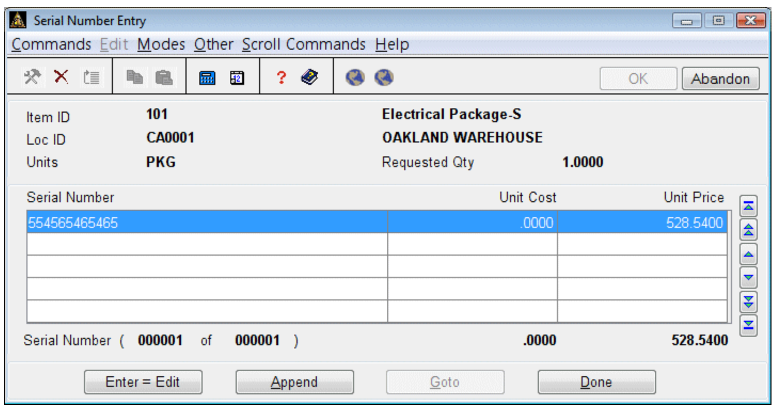
Field	Description
Ext Price/Disc Price/ Ext Cost	The item's total price (the quantity times the unit price), the line item discount, total cost (the quantity times the unit cost), and total weight (the quantity times the unit weight) appear. The quantity used in the calculation is the **Quantity Ordered** for quotes and new and picked orders, and the **Quantity Shipped** for verified and invoiced orders.

When you use the **Proceed** (**OK**) command to save entries for orders with a status other than **New**, one of these screens appear:

- If you are entering a serialized item, the Serial Number Entry screen appears. See "Entering Serial Numbers" on page 5-17 for more information.
- If you are entering a lotted item, the Lot Number Entry screen appears. See "Entering Lot Numbers" on page 5-19 for more information.
- If you are entering a serialized and lotted item, the Serial/Lot Number Entry screen appears. See "Entering Serial and Lot Numbers" on page 5-21 for more information.
- If you are entering a kit, you can choose to edit the kit detail, in which case the Kit Detail screen appears. See "Entering Kit Line Items" on page 5-23 for more information.
- If you are entering a standard inventory, noninventory, or service item or job, the Orders screen appears. See "Orders Screen" on page 5-25 for more information.

Entering Serial Numbers

If you entered a serialized item ID for an order with a status other than **New**, this screen appears when you use the **Proceed** (**OK**) command in the Append/Edit Line screen:



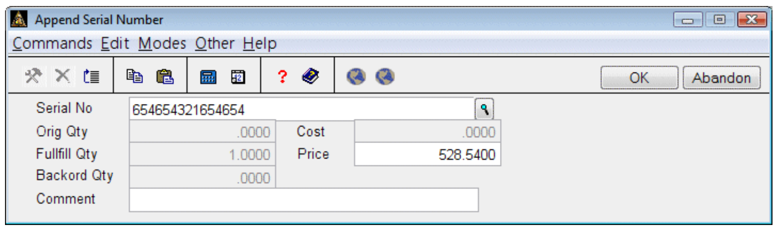
The screen shows the item ID, description, location, unit, and requested quantity you entered on the Append/Edit Line screen, then lists the serial numbers you entered for the item and the unit cost and unit price for each serial number. The extended cost and extended price of the item appear in the lower-right corner of the screen, while a running total of the serial numbers you enter appears in the lower-left corner.

Use the commands to work with the serial numbers in the list:

- Press **Enter** to edit the selected serial number. The Edit Serial Number screen appears.
- Press **A** to add a serial number. The Append Serial Number screen appears.
- Press **G** to go to a specific serial number in the list. This command appears only when there is more than one screen of items.
- Press **D** to exit from the screen.

Adding or Editing Serial Numbers

If you have serialized items, the Append or Edit Serial Number screen appears when you add or edit a serial number on the Serial Number Entry screen.



1. Enter the serial number of each unit. You must enter an available serial number (as indicated by a status of **A** in the Serial Number Lookup screen when you use the **Inquiry** (**F2**) command).

   To return items, enter in-use items (as indicated by a status of **I** in the Serial Number Lookup screen). The status of those items then becomes available.

2. The original, fulfilled, and backordered quantities appear. The fulfilled quantity is always **1** for serialized items—you must enter a serial number for each unit.

   Use the **Requested Qty** value and the running total on the Serial Number Entry screen to determine how many serial numbers you need to enter.

3. The cost of the serial item appears for order entry and cannot be changed.

4. If Sales Order interfaces with Inventory, the system calculates the price of the item and enters it in the **Price** field. Press **Enter** to accept this price or enter a different price.

5. Enter a comment about the item, if necessary.

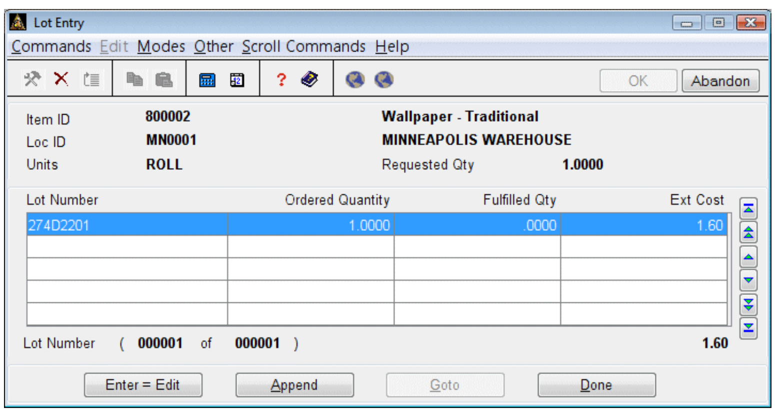
6. Use the **Proceed** (**OK**) command to save your changes and enter a serial number for another unit.

7. Use the **Exit** (**F7**) command to return to the Serial Number Entry screen when you have entered serial numbers for all units filled or returned.

If you enter fewer serial numbers than the original quantity requested and then use the **Exit** (**F7**) command, a message informs you that the quantity shipped will be adjusted to a new value. Select **Cancel** (or press **PgDn** in text mode) to return to the Append/Edit Serial Number screen to enter another serial number or use the **Proceed** (**OK**) command to change the quantity shipped to the new value and backorder the remaining quantity.

Entering Lot Numbers

If you entered a lotted item ID for an order with a status other than **New**, this screen appears when you use the **Proceed** (**OK**) command in the Append/Edit Line screen:



The screen shows the item ID, description, location, unit, and requested quantity you entered on the Append/Edit Line screen, then lists the lot numbers you entered for the item, the ordered and fulfilled quantity, and the extended cost for each lot number. The extended cost of the item appears in the lower-right corner of the screen, while a running total of the lot numbers you enter appears in the lower-left corner.

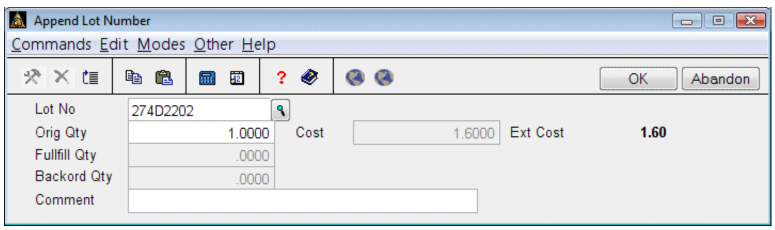
Use the commands to work with the lot numbers in the list:

- Press **Enter** to edit the selected lot number. The Edit Lot Number screen appears.
- Press **A** to add a lot number. The Append Lot Number screen appears.

- Press **G** to go to a specific lot number in the list. This command appears only when there is more than one screen of items.
- Press **D** to exit from the screen.

Appending or Editing Lot Numbers

If you have lotted items, the Append or Edit Lot Number screen appears when you add or edit a lot number on the Lot Number Entry screen.



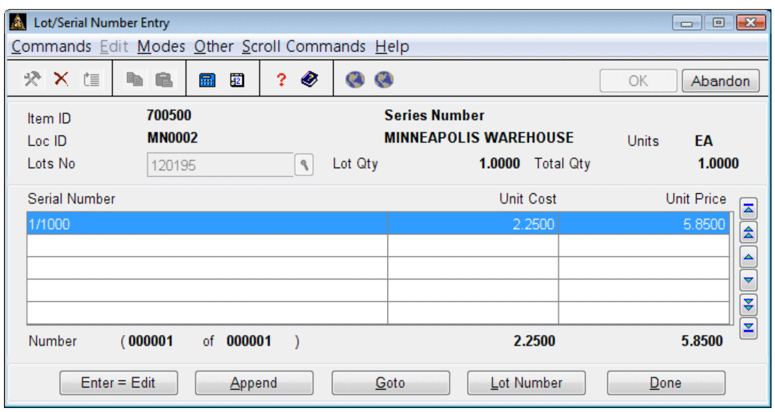
Inquiry

1. Enter the item's lot number.
2. Enter the quantity of this lot ordered by the customer in the **Orig Qty** field.
3. The **Cost** of the lotted item appears for order entry and cannot be changed.
4. Enter the quantity of the lot you shipped in the **Fulfill Qty** field.
5. Enter the backordered lot quantity in the **Backord Qty** field.
6. Enter a comment about the item, if necessary.
7. Use the **Proceed** (**OK**) command to save your changes and enter a lot number for another item.
8. Use the **Exit** (**F7**) command to return to the Lot Number Entry screen after you enter all lot numbers for all units filled or returned.

Note: If you enter fewer lot number quantities than the original quantity requested and then use the **Exit** (**F7**) command, a message informs you that the quantity shipped will be adjusted to a new value. Select **Cancel** (or press **PgDn** in text mode) to return to the Append/Edit Lot Number screen to enter another lot number or use the **Proceed** (**OK**) command to change the quantity shipped to the new value and backorder the remaining quantity.

Entering Serial and Lot Numbers

If you entered a serialized and lotted item ID for an order with a status other than **New**, this screen appears when you use the **Proceed** (**OK**) command in the Append/Edit Line screen:



The screen shows the item ID, description, location, unit, and requested quantity you entered on the Append/Edit Line screen, then lists the serial numbers you entered for the item and the unit cost and unit price for each item. The extended cost and extended price of the item appears in the lower-right corner of the screen, while a running total of the serial/lot numbers you enter appears in the lower-left corner.

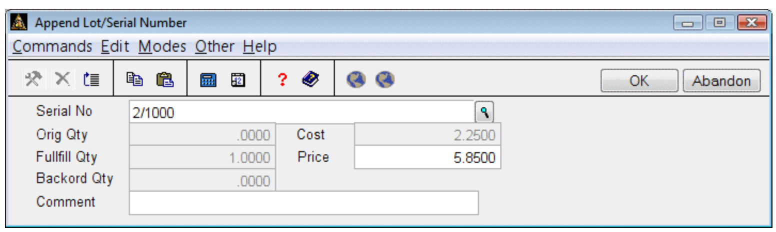
Use the commands to work with the serial/lot numbers in the list:

- Press **Enter** to edit the selected serial/lot number. The Edit Serial/Lot Number screen appears.

- Press **A** to add a serial/lot number. The Append Serial/Lot Number screen appears.
- Press **G** to go to a specific serial/lot number in the list. This command appears only when there is more than one screen of items.
- Press **D** to exit from the screen.

Appending or Editing Serial and Lot Numbers

If you have serialized and lotted items, the Append or Edit Serial/Lot Number screen appears when you add or edit a serial number on the Serial/Lot Number Entry screen.



Inquiry

1. Enter the serial number of the item. The lot number to which that serial number is assigned in inventory appears.

2. The original, fulfilled, and backordered quantities appear. The fulfilled quantity is always **1** for serialized and lotted items—you must enter a serial number for each unit in the lot.

   Use the value in the **Requested Qty** field and the running total on the Serial Number Entry screen to determine how many serial numbers to enter.

3. The **Cost** of the serial item appears for order entry and cannot be changed.

4. If Sales Order interfaces with Inventory, the price of the item is calculated by the system and appears in the **Price** field. Press **Enter** to accept this price or enter a different price.

5. Enter a comment about the item, if necessary.

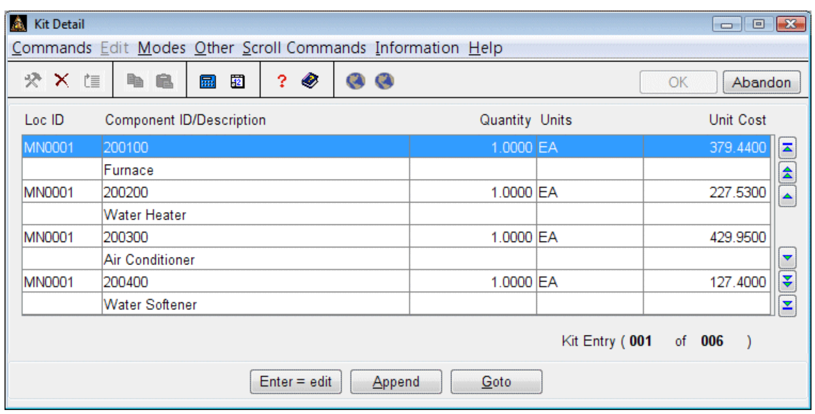
6. Use the **Proceed** (**OK**) command to save your changes and enter a serial number for another serialized and lotted item.

7. Use the **Exit** (**F7**) command to return to the Serial/Lot Number Entry screen when you have entered serial and lot numbers for all items.

   If you enter fewer serial and lot numbers than the original quantity requested and then use the **Exit** (**F7**) command, a message informs you that the quantity shipped will be adjusted to a new value. Select **Cancel** (or press **PgDn** in text mode) to return to the Append/Edit Serial Number screen to enter another serial number or use the **Proceed** (**OK**) command to change the quantity shipped to the new value and backorder the remaining quantity.

Entering Kit Line Items

If you are adding or editing a kitted line item, the **Edit Kit?** prompt appears when you approve your entries on the Line Item Entry screen. If you choose to edit the kit, this screen appears:



The screen lists the location, component ID and description, quantity, unit, and unit cost of each item used in the kit.

Use the commands to work with the components listed:

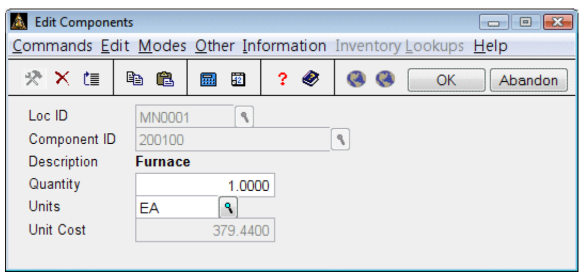
- Press **Enter** to edit the selected kit component. The Edit Component screen appears.

- Press **A** to add a component to the kit. The Append Components screen appears.
- Press **G** to go to a specific line item, then enter the line number. This command is available only when there is more than one screen of line items.

When you finish entering or editing information about the kit, use the **Exit** (**F7**) command to return to the Orders screen.

Appending or Editing Kit Components

The Append/Edit Components screen appears when you add or edit a component on the Kit Detail screen.



Inquiry
Maint

1. Enter the location ID of the component. If you are editing a component, you cannot change this value.

Inquiry
Maint

2. Enter the component ID. If you are editing a component, you cannot change this value. The component's description appears.
3. Enter or edit the quantity used in the kit.

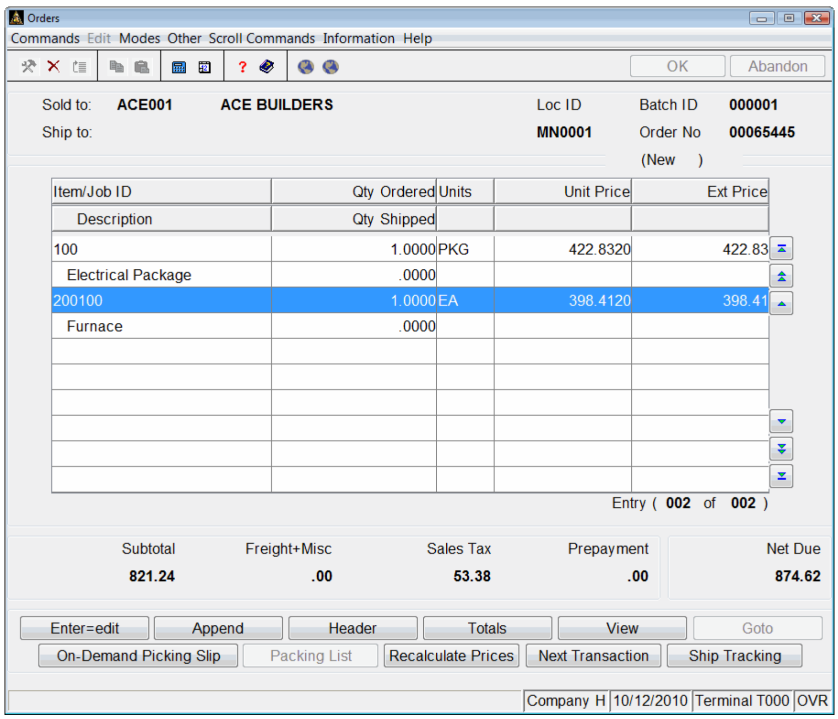
Inquiry
Maint

4. Enter or edit the component's unit of measure.
5. The cost of the serial item appears for order entry and cannot be changed. If this is a miscellaneous credit, enter the cost of the component being returned.
6. Use the **Proceed** (**OK**) command to save your changes and return to the Kit Detail screen.

Orders Screen

The Orders screen is divided into these sections:

- Information from the header screen is summarized at the top of the screen.
- The line-item entry area (or scroll region) is in the middle of the screen.
- Order totals appear at the bottom of the screen.



Commands

Use the commands to work with the line items in the order:

- Press **Enter** to edit the selected line item. (You cannot change the **Loc ID** and **Item ID** fields.)

- Press **A** to add a line item to the end of the list.

- Press **H** to return to the header screen. When you return to the header screen, you do not lose line item and totals entries, because these entries are saved.

- Press **T** to enter or edit totals associated with the order. See "Totals Information" on page 5-62 for more information.

- Press **V** to view more details about the selected line item. Additional information, such as the General Ledger account, quantities ordered and shipped, and price and cost information, appears on the View Line screen.

- Press **G** to go to a specific line item. This command is available only when there is more than one screen of line items.

- Press **O** to print picking slips, invoices, or quotes on-demand. This command is available only if you elected to print online forms in the Resource Manager **Options and Interfaces** function. See "On-Demand Picking Slips" on page 5-31 and "On-Demand Invoices or Quotes" on page 5-33 for more information.

- Press **P** to print packing lists on-demand after an order is shipped and has **verified** or **invoiced** status. This command is available only if you elected to print on-demand packing lists in the Resource Manager **Options and Interfaces** function. See "On-Demand Packing Lists" on page 5-35 for more information.

- Press **L** to convert a price quote into a live order with **new** status. This command is available only for price quotes.

- Press **R** to recalculate prices on any order that is not invoiced, then select **Yes** (or enter **Y** in text mode) when the **Recalculate Prices?** prompt appears. This command is not available for invoiced transactions.

  Use this command to recalculate prices when you make changes or when global price changes occur.

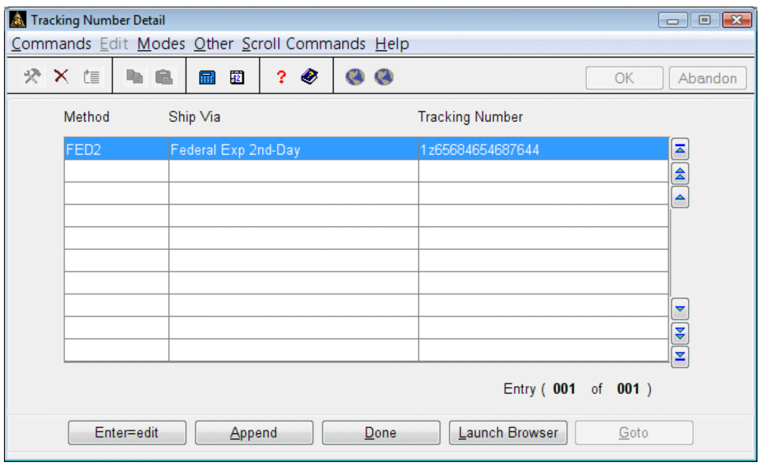
- Press **N** to finish with the transaction on the screen and return to the Transaction Type selection screen.

- Press **S** to record shipment tracking numbers for orders with a status of returned, invoiced, or shipped/verified. See page 5-27 for more information.

This command is available only if you chose to use tracking numbers in the **Options and Interfaces** function (page 3-7) for orders with the above status.

Tracking Number Detail

The Tracking Number Detail screen appears when you press **S** on the Orders screen to view, enter, or edit shipment tracking numbers for invoiced, returned, or shipped orders.



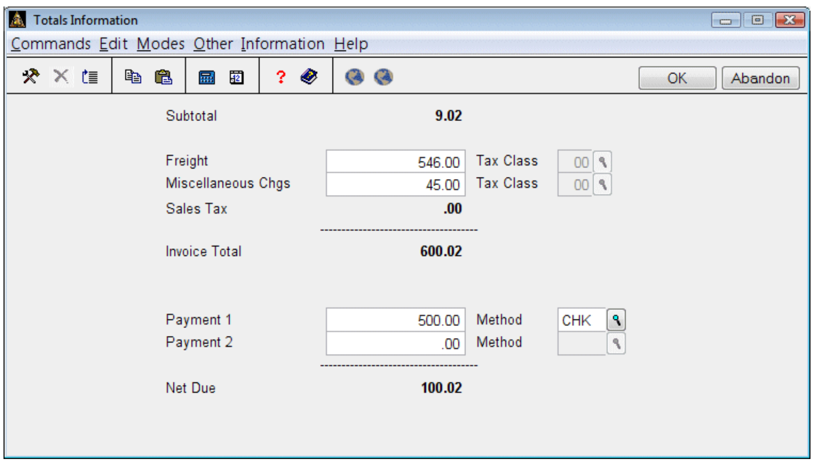
Select a command to work with shipping methods and tracking numbers:

- Press **Enter** to edit the selected line, then change the shipping method and edit the Tracking number.
- Press **A** to add a new line, then select the shipping method and enter the shipment tracking number.
- Press **D** to return to the Orders screen.
- Press **L** to launch your web browser and direct it to the shipping company's website to track the shipment.

Before you use this command, make sure you have entered the path to your web browser in the Resource Manager **Defaults** function and have set up the shipping company's website information using the **Shipping Methods** function. Refer to the *Accounts Receivable User's Manual* for details.

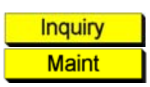
Totals Information

The Totals Information screen appears when you press **T** on the Orders screen to work with the transaction's totals.



The screen lists the order subtotal, calculated sales tax (if the transaction is taxable and if you assigned it a tax group), invoice total, and net amount due.

1. Enter any shipping charges to add to the order in the **Freight** field.



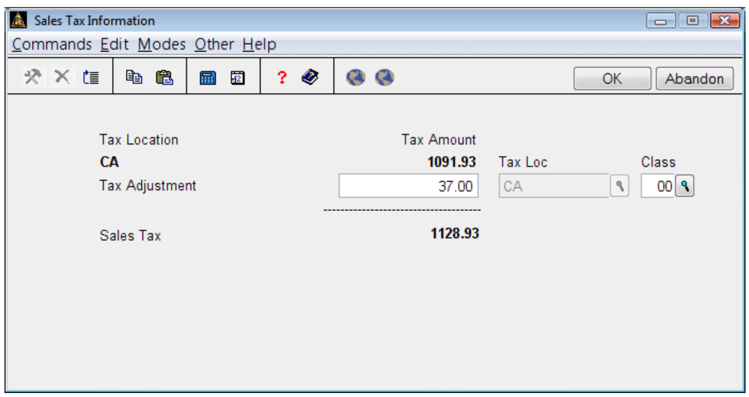
2. Select the tax class for the freight charge. You can enter a value in this field only if the order is taxable and you elected to tax freight in the associated tax location. See the Resource Manager guide for more information on tax locations.

3. Enter any miscellaneous charges to apply to the order (for example, handling).

Inquiry
Maint

4. Enter the tax class for the miscellaneous charges. You can enter a value in this field only if the order is taxable and you elected to tax miscellaneous charges in the associated tax location. See the Resource Manager guide for more information on tax locations.

5. When you press **Enter** to move from the miscellaneous charge **Tax Class** field, the Sales Tax Information screen appears.



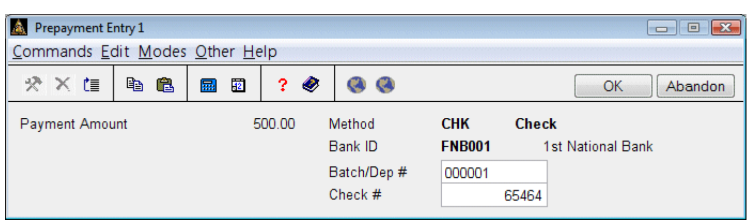
Inquiry
Maint

Enter the amount of the tax adjustment (if necessary), and select the tax class for the adjustment. You cannot change the tax location. Press **Enter** to recalculate the sales tax and return to the Totals Information screen.

The invoice total is recalculated based on the freight, miscellaneous, and tax adjustment amounts you enter.

Inquiry
Maint

6. Enter the amount of the prepayment, if any, in the **Payment 1** field, then select the method of payment code in the **Method** field. The Prepayment Entry screen appears and lists the information set up for that payment method in the customer's record.



The fields on this screen change depending on the payment method. For example, if the payment method is a credit card, the screen lists the customer's credit card number, expiration date, and authorization code.

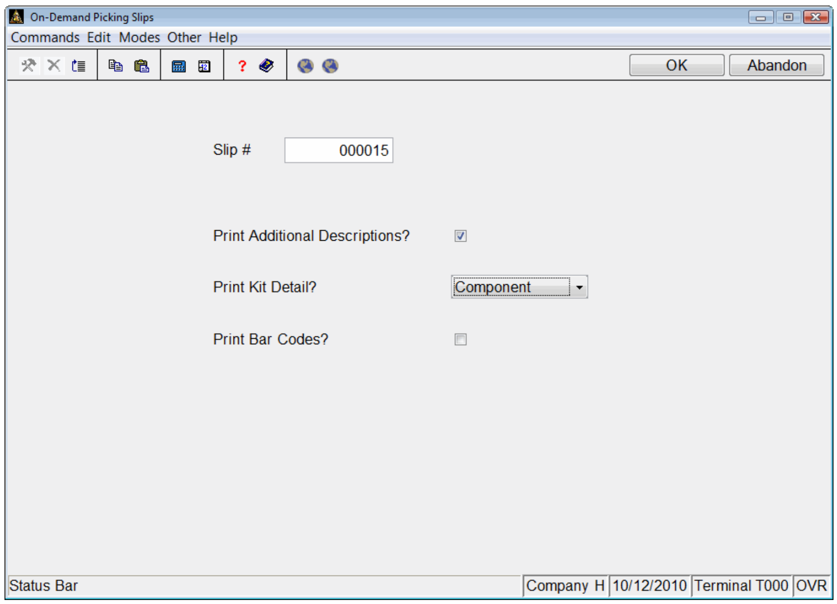
If you entered a check payment type, enter the check number. If you entered a credit card payment type, enter or edit the card number, card holder's name, expiration date, and authorization number. If you entered a write-off or other payment type, enter a memo to identify the payment. Press **Enter** to return to the Totals Information screen.

7. If you received more than one form of payment on this order, enter the second prepayment amount and the corresponding method of payment code. When the Prepayment Entry screen appears, enter or edit the appropriate information for the payment method as prompted.

8. The total amount of the invoice (less any prepayments) appears in the **Net Due** field. Use the **Proceed** (**OK**) command to return to the Orders screen.

On-Demand Picking Slips

If you elected to print picking slips on-demand in the Resource Manager **Options and Interfaces** function, press **O** on the Orders screen to print a picking slip for a new or picked order, then select **Yes** (or enter **Y** in text mode) when the **Print On-Demand Picking Slip?** prompt appears. The On-Demand Picking Slips screen appears.



You cannot print a picking slip for a customer that is on credit hold.

1. Enter the number you want to print on the slip, or accept the number that appears if you entered a shipping number when you entered the order. The shipping number on the order is updated by the slip number you enter. The system date is used for the picking slip.

2. If you want the picking slip to include the additional descriptions, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

3. If you want the picking slip to include kit information, press **K**. If you want to print component information, press **C**. If you want to print both kit and component information, press **B**.

4. If you have BBj barcoding set up (see the “Installing Barcode and MICR Functionality” Appendix in the *Resource Manager User’s Guide*), you can select the **Print Bar Codes?** box to have Postnet barcodes printed on your on-demand form.

5. Select the output device to produce the slip. See “Reports” on page 1-31 for more information on output devices.

   If you elected *not* to print picking slips on plain paper in the Resource Manager **Options and Interfaces** function, the **Print Alignment?** message appears when you select **Printer** or **Print Preview** as the output device.

   If you do not want to print alignment characters to make sure that the forms are lined up, select **No** (or enter **N** in text mode). If you want to print these characters, select **Yes** (or enter **Y** in text mode). This step does not apply and this prompt does not appear if you elected to print picking slips on plain paper.

   If you elected to print alignment characters, the **Is Form Aligned?** message appears after the alignment characters print. Adjust the form and select **No** (or enter **N** in text mode) if the form is not aligned to reprint the characters. Repeat this step until the form is aligned. Select **Yes** (or enter **Y** in text mode) if the form is aligned to print the picking slip.

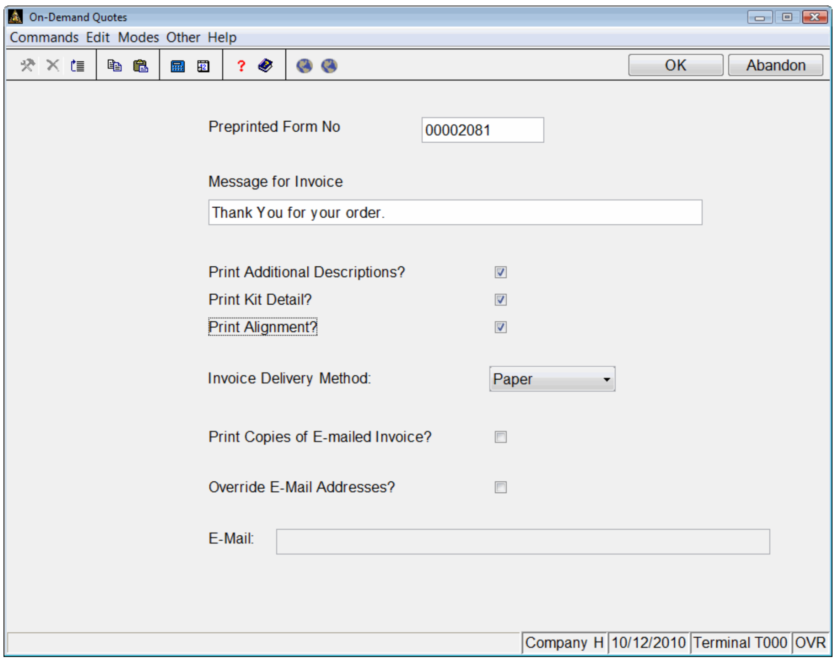
6. After the picking slip prints, the **Reprint Picking Slip?** prompt appears.

   If the picking slip printed correctly, select **No** (or enter **N** in text mode). The Transaction Type selection screen appears. Enter a new transaction, or use the **Exit** (**F7**) command to return to the **Daily Work** menu.

   If the picking slip did not print correctly (or if you want to reprint the slip), select **Yes** (or enter **Y** in text mode). The cursor return to the **Slip No** field. Reprint the picking slip following the above procedures.

On-Demand Invoices or Quotes

If you elected to print invoices or quotes on-demand in the Resource Manager **Options and Interfaces** function, press **O** on the Orders screen to print a invoice or a quote for a shipped order or a price quote, then select **Yes** (or enter **Y** in text mode) when the **Print On-Demand Invoice/Price Quote?** prompt appears. The On-Demand Invoicing screen appears.



1. If using prenumbered forms, accept or edit the **Preprinted Form No**.

1. Enter or edit the message to print on the invoice or price quote.

2. If you want the form to include the additional descriptions, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

3. If you want the invoice or quote to include kit detail, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

4. If you do not want to print alignment characters to make sure that the forms are lined up, select **No** (or enter **N** in text mode). If you want to print these characters, select **Yes** (or enter **Y** in text mode). This step does not apply and this prompt does not appear if you elected to print invoices on plain paper.

5. Select **Paper**, **E-Mail**, or **Fax** for the Invoice Delivery Method.

6. If you are e-mailing your form and want to print a copy as well, check the **Print Copies of E-mailed Invoice?** box.

7. If you are e-mailing your form and want to override the default e-mail address set up for the customer, check the **Override E-Mail Addresses?** box and enter the desired e-mail address in the **E-Mail** field.

8. Select the output device to produce the form. See “Reports” on page 1-31 for more information on output devices.

   If you elected to print alignment characters, the **Is Form Aligned?** message appears after the alignment characters print. Adjust the form and select **No** (or enter **N** in text mode) if the form is not aligned to reprint the characters. Repeat this step until the form is aligned. Select **Yes** (or enter **Y** in text mode) if the form is aligned to print the picking slip.

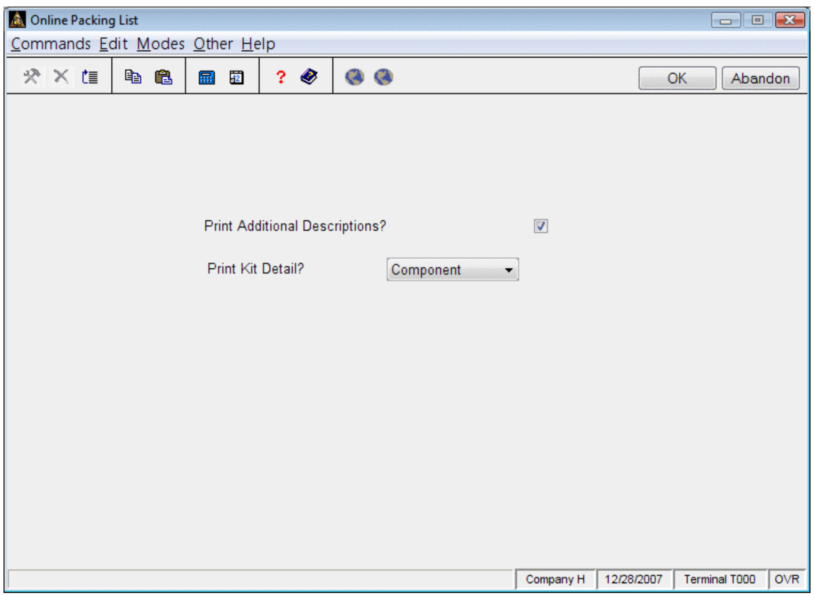
9. After the form prints, the **Reprint Invoice/Quote?** prompt appears.

   If the invoice or quote printed correctly, select **No** (or enter **N** in text mode). The Transaction Type selection screen appears. Enter a new transaction, or use the **Exit** (**F7**) command to return to the **Daily Work** menu.

   If the invoice or quote did not print correctly (or if you want to reprint the form), select **Yes** (or enter **Y** in text mode). The cursor return to the **Slip No** field. Reprint the invoice or quote following the above procedures.

On-Demand Packing Lists

If you elected to print packing lists on-demand in the Resource Manager **Options and Interfaces** function, press **P** on the Orders screen to print a packing list for a verified or shipped order, then select **Yes** (or enter **Y** in text mode) when the **Print On-Demand Packing List?** prompt appears. The On-Demand Packing List screen appears.



1. If you want the packing list to include additional descriptions, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

2. If you want the packing list to include kit information, press **K**. If you want to print component information, press **C**. If you want to print both kit and component information, press **B**.

3. If you have BBj barcoding set up (see the “Installing Barcode and MICR Functionality” Appendix in the *Resource Manager User’s Guide*), you can select the **Print Bar Codes?** box to have Postnet barcodes printed on your on-demand form.

4. Select the output device to produce the list. See “Reports” on page 1-31 for more information on output devices.

On-Demand Invoice Totals Screen

The On-Demand Invoice Totals screen appears when you finish entering orders and printing invoices and exit from the Orders screen. When you finish viewing invoice totals, press **F7** to exit to the **Daily Work** menu. The invoice numbers and dates are updated for the invoices you printed on-demand.

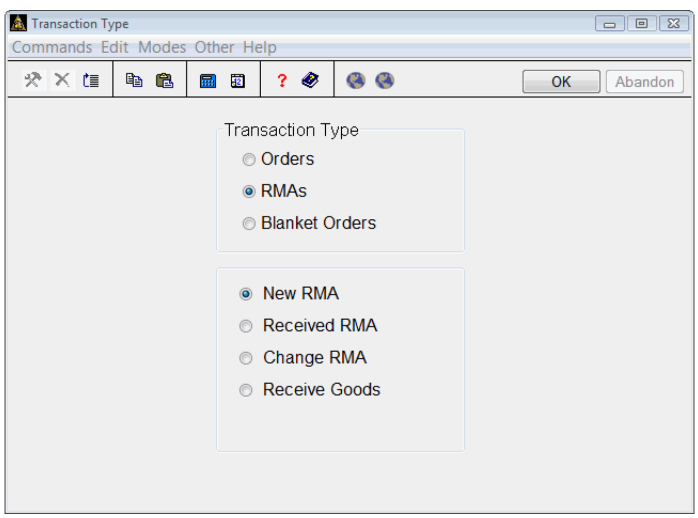
Return Merchandise Authorization

Return Merchandise Authorizations

Use Return Merchandise Authorizations, or RMAs, to record a return of items from your customers and to track it from authorization, through receipt of the goods at your location, through an optional approval process, to the return of the goods to stock or a write-off of the cost.

RMA Selection Screen

When you select **RMA** from the Transaction Type selection screen (page 5-3), you can choose one of the following options.



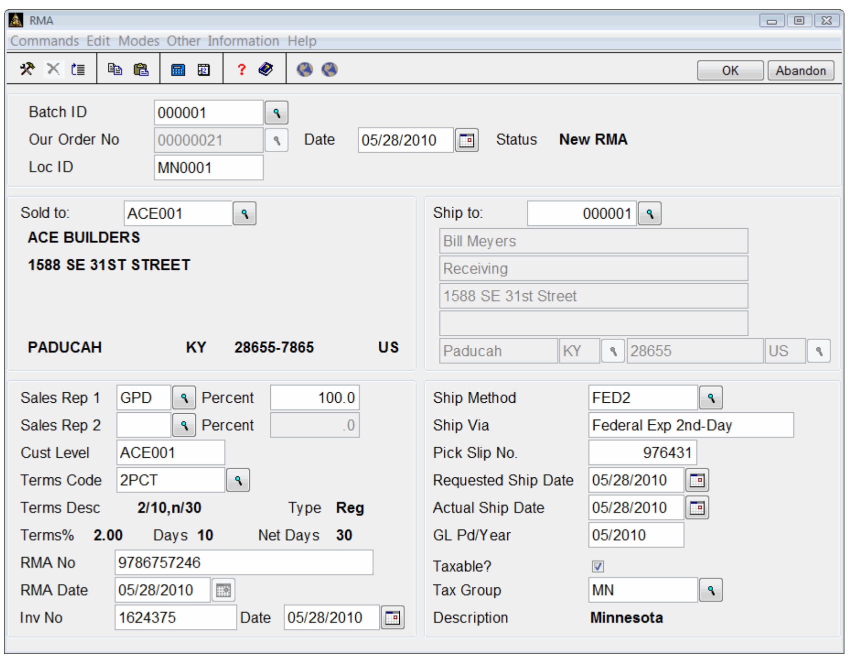
Select the action you want to perform:

- Select **New RMA** to enter an RMA for merchandise you have yet to receive.

- Select **Received RMA** to enter an RMA for merchandise that you have already received.
- Select **Change RMA** to update an TRMA that you have already created.
- Select **Receive Goods** to receive merchandise against an RMA that you have already created.

RMA Header Screen

After you make your selection from the Transaction Type selection screen, the header screen appears.



This screen is nearly identical to the Order Header Information screen (page 5-6). Descriptions of the fields unique to this screen are below; refer to “Order Header Information Screen” on page 5-6 for descriptions of shared fields.

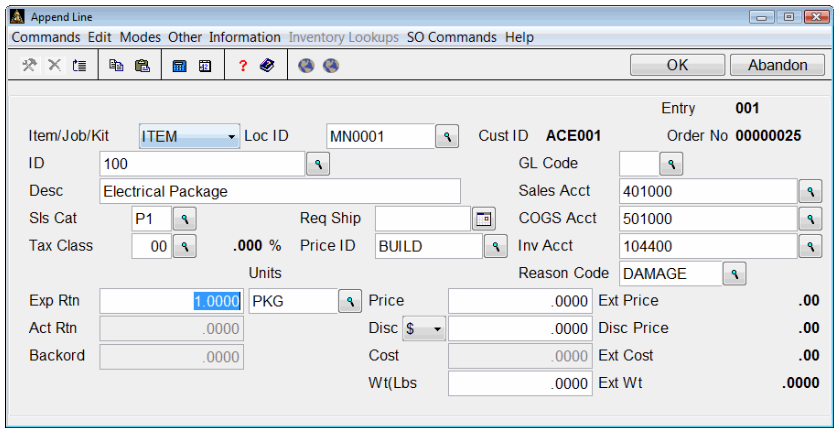
Field	Description
RMA No	If you are editing an RMA, or if you are adding an RMA and you elected not to have the system generate RMA numbers, enter the RMA number. If you are adding an RMA and you elected to use system-generated RMA numbers, a number appears and cannot be changed.
RMA Date	Enter the date the RMA is authorized.

If you enter the customer’s original invoice number for the merchandise in the **Inv No** field, the system will properly age the invoice when you apply prepayments in the prepayment fields of the totals screen (see “RMA Totals Information” on page 5-45).

RMA Line Item Entry Screen

The RMA Line Item Entry screen appears if you:

- enter a new RMA.
- use the **Append** command on the RMA Order Detail screen to add an item.
- use the **Edit** command on the RMA Order Detail screen to edit an item in the list. If you use this command, the RMA Line Item Entry screen is titled “Edit Line” instead of “Append Line”.



	Field	**Description**
Inquiry	**Item/Job ID/Kit**	Select the type of the item being returned. Enter **K** for a kitted item (if Sales Order interfaces with Bill of Materials/Kitting), **J** for a job or phase (if Sales Order interfaces with Job Cost), or **I** for an inventory, noninventory, or service item.
Inquiry Maint	**Loc ID**	Press **Enter** to accept the default location ID or enter a different location to which you want this item returned. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory.
Inquiry Maint	**ID**	Enter the ID of the item, kit or job. If you entered a job ID, you can then enter a phase ID for that job.
	Desc	The description of the item or job appears.
	Additional Desc	If you elected to enter additional descriptions about line items when you enter invoices in the Resource Manager **Options and Interfaces** function, the Additional Description Lines window appears when you press **Enter** in the **Desc** field. Enter up to 10 lines of additional text or press **Enter** to skip this field.

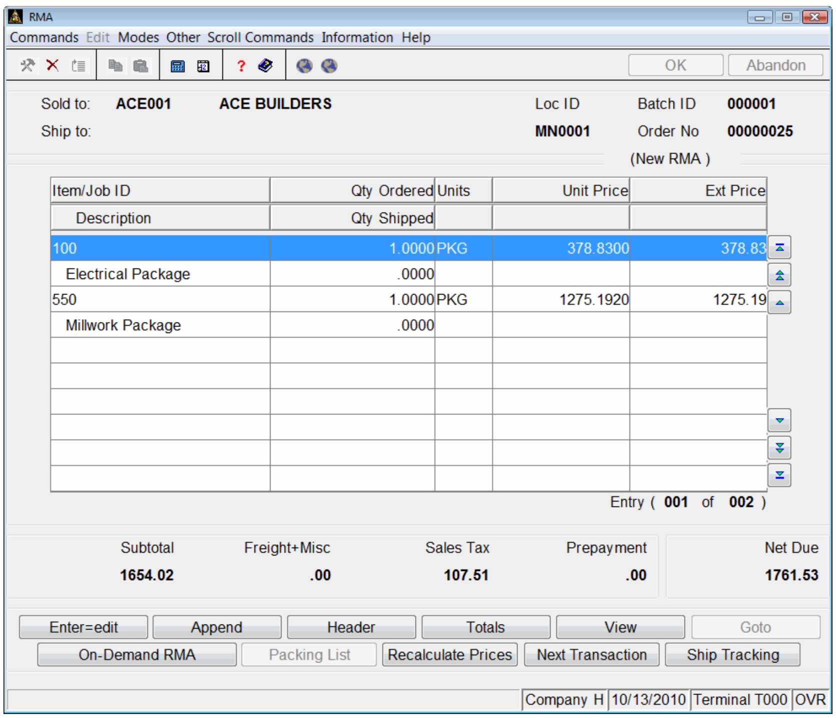
	Field	**Description**
		When you finish entering text, press **Enter** at a blank line. The text is saved and you are returned to the line-item entry screen.
Inquiry Maint	**Sls Cat**	The sales category refers to an inventory item. Enter a sales category, or press **Enter** to skip this field. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory.
Inquiry Maint	**Tax Class**	The sales tax code assigned in the customer record appears. Accept this code, or enter a different one. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory.
	Req Ship	If you entered a requested ship date on the RMA header, that date appears. Press **Enter** to accept it, or enter the date the customer will return the item.
Inquiry	**Price ID**	Enter the price ID for the item. The **Inquiry** (**F2**) command is available if Sales Order interfaces with Inventory.
Inquiry Maint	**GL Code**	The GL code identifies the pairs of general ledger sales and cost-of-goods-sold (COGS) accounts to use for a line of an entry. The codes are set up in the **GL Codes** function. If you entered a GL code in the **DFxxxx** table, that code appears. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory.
Inquiry Maint	**Sales Acct/COGS Acct/Inv Acct**	If Sales Order interfaces with Inventory, the account numbers come from the IN item location. If you enter a GL code, the sales and COGS accounts appear. The inventory account appears from the **ARGLxxx** table. Accept each account number, or enter other account numbers. The **Inquiry** (**F2**) command is available if Sales Order interfaces with General Ledger.4

Field	**Description**
Reason Code	Enter the reason code for the RMA. The reason codes are set up in the **Reason Codes** function.
Exp Rtn	Enter the number of units expected to be returned.
Units	Enter the unit of measure for the return—for example, **EACH** if it is sold individually. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory.
Act Rtn	If you are entering a new RMA, you cannot enter anything in this field until the order is complete. Otherwise, enter the number of items that were actually returned to stock.
Backord	With RMAs, the amount in the Backorder field represents the difference between expected and received amounts.
Price/Cost	Enter the item's unit price.
Disc $/%	If the original sale used a discount, you can record that for the return by entering the percentage or dollar amount for the discount of this line item.
Cost	The unit cost of the item appears. If this is a miscellaneous credit or noninventory item, enter the unit cost of the item from the original invoice.
Wt	Enter the weight of one unit of the item. The weight must be entered in the same unit of weight for all items (for example, in pounds).
Ext Price/Disc Price/ Ext Cost/Ext Wt	The item's total price (the quantity times the unit price), total discount, total cost (the quantity times the unit cost), and total weight (the quantity times the unit weight) appear. The quantity used in the calculation is the **Exp Rtn Quantity** for new RMAs, and the **Act Rtn Quantity** for received RMAs.

RMA Screen

The RMA screen is divided into these sections:

- Information from the header screen is summarized at the top of the screen.
- The line-item entry area (or scroll region) is in the middle of the screen.
- RMA totals appear at the bottom of the screen.



Commands

Use these commands to work with the line items in the RMA:

- Press **Enter** to edit the selected line item. (You cannot change the **Loc ID** and **Item ID** fields.)

- Press **A** to add a line item to the end of the list.

- Press **H** to return to the header screen. When you return to the header screen, you do not lose line item and totals entries, because these entries are saved.

- Press **T** to enter or edit totals associated with the order. See “RMA Totals Information” on page 5-45 for more information.

- Press **V** to view more details about the selected line item. Additional information, such as the General Ledger account, quantities ordered and shipped, and price and cost information, appears on the View Line screen.

- Press **G** to go to a specific line item. This command is available only when there is more than one screen of line items.

- Press **O** to print an RMA on-demand. This command is available only if you elected to print on-demand forms in the Resource Manager **Options and Interfaces** function. See “On-Demand RMA” on page 5-49 for more information.

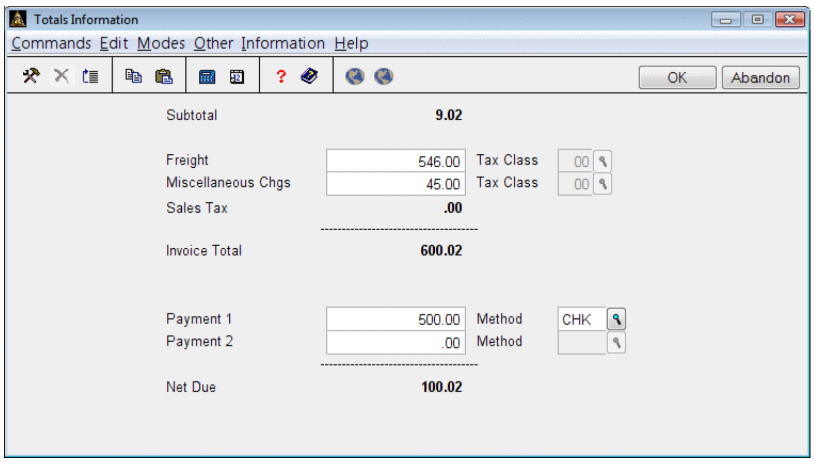
- Press **R** to recalculate prices on any RMA that is not received, then select **Yes** (or enter **Y** in text mode) when the **Recalculate Prices?** prompt appears.

- Press **N** to finish with the RMA on the screen and return to the Transaction Type selection screen.

- Press **S** to record shipment tracking numbers for RMAs. See page 5-47 for more information. This command is available only if you chose to use tracking numbers in the **Options and Interfaces** function (page 3-7) for RMAs.

RMA Totals Information

The Totals Information screen appears when you press **T** on the RMA screen to work with the transaction's totals.



The screen lists the RMA subtotal, calculated sales tax (if the transaction is taxable and if you assigned it a tax group), total, and net amount due.

1. Enter any shipping charges to add to the RMA in the **Freight** field.

Inquiry
Maint

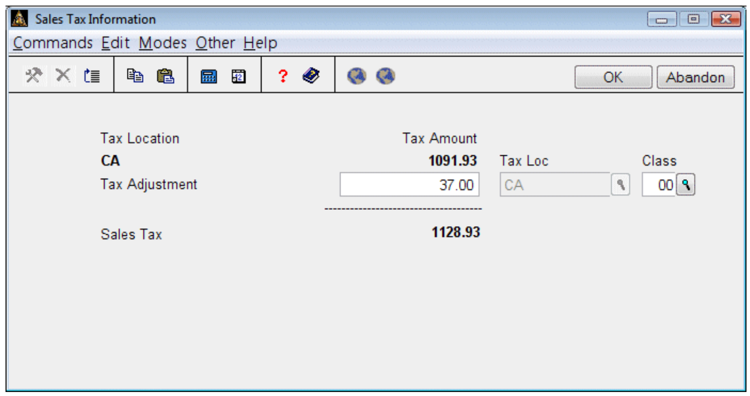
2. Select the tax class for the freight charge. You can enter a value in this field only if the customer is taxable and you elected to tax freight in the associated tax location. See the Resource Manager guide for more information on tax locations.

3. Enter any miscellaneous charges to apply to the RMA (for example, handling).

Inquiry
Maint

4. Enter the tax class for the miscellaneous charges. You can enter a value in this field only if the customer is taxable and you elected to tax miscellaneous charges in the associated tax location. See the Resource Manager guide for more information on tax locations.

5. When you press **Enter** to move from the miscellaneous charge **Tax Class** field, the Sales Tax Information screen appears.



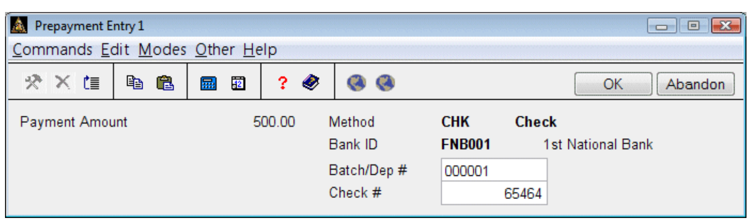
Inquiry
Maint

Enter the amount of the tax adjustment (if necessary), and select the tax class for the adjustment. You cannot change the location. Press **Enter** to calculate the sales tax and return to the Totals Information screen.

The total is calculated based on the freight, miscellaneous, and tax adjustment amounts you enter.

Inquiry
Maint

6. Enter the amount of the prepayment, if any, in the **Payment 1** field, then select the method of payment code in the **Method** field. The Prepayment Entry screen appears and lists the information set up for that payment method in the customer's record.



The fields on this screen change depending on the payment method. For example, if the payment method is a credit card, the screen lists the customer's credit card number, expiration date, and authorization code.

If you entered a check payment type, enter the check number. If you entered a credit card payment type, enter the card number, name, expiration date, and authorization code. If you entered a write-off or other type, enter a memo to identify the payment. Press **Enter** to return to the Totals Information screen.

Prepayments are applied as refunds to customer invoices if you entered the original customer invoice number in the RMA header (see “RMA Header Screen” on page 5-38).

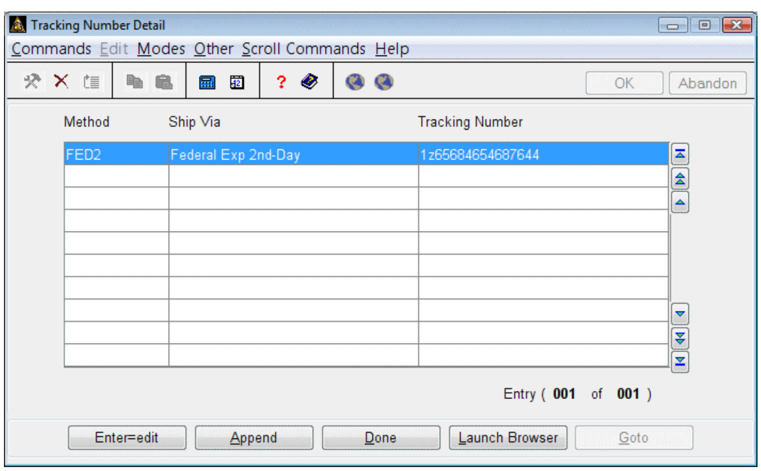
Inquiry
Maint

7. If you received more than one form of payment on this order, enter the second prepayment amount and the corresponding method of payment code. When the Prepayment Entry screen appears, enter or edit the appropriate information for the payment method as prompted.

8. The total amount of the invoice (less any prepayments) appears in the **Net Due** field. Use the **Proceed** (**OK**) command to return to the RMA screen.

RMA Tracking Number Detail

The Tracking Number Detail screen appears when you press **S** on the RMA screen to view, enter, or edit shipment tracking numbers for returned orders.



Select a command to work with shipping methods and tracking numbers:

- Press **Enter** to edit the selected line, then change the shipping method and edit the Tracking number.

- Press **A** to add a new line, then select the shipping method and enter the shipment tracking number.

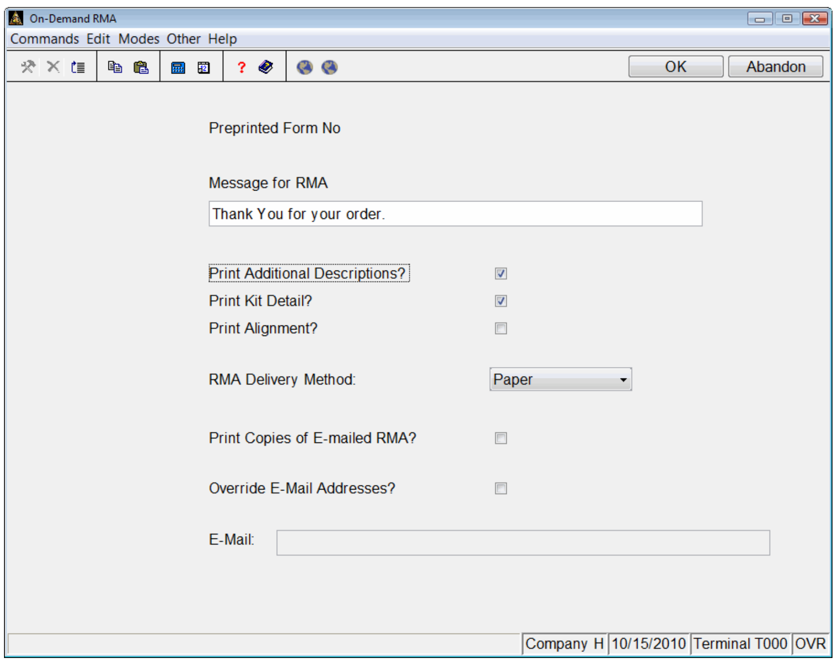
- Press **D** to return to the RMA screen.

- Press **L** to launch your web browser and direct it to the shipping company’s website to track the shipment.

  Before you use this command, make sure you have entered the path to your web browser in the Resource Manager **Defaults** function and have set up the shipping company’s website information using the **Shipping Methods** function. Refer to the *Accounts Receivable User’s Manual* for details.

On-Demand RMA

If you elected to print RMAs on-demand in the Resource Manager **Options and Interfaces** function, press **O** on the RMA screen to print an RMA and then select **Yes** (or enter **Y** in text mode) when the **Print On-Demand RMA?** prompt appears. The On-Demand RMA screen appears.



1. If you use prenumbered forms, accept or edit the **Preprinted Form No**.

2. Enter or edit the message to print on the RMA.

3. If you want the form to include additional descriptions, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

4. If you want the RMA to include kit detail, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

5. If you do not want to print alignment characters to make sure that the forms are lined up, select **No** (or enter **N** in text mode). If you want to print these characters, select **Yes** (or enter **Y** in text mode). This step does not apply and this prompt does not appear if you elected to print RMAs on plain paper.

6. Select **Paper**, **E-Mail**, or **Fax** for the RMA Delivery Method.

7. If you are e-mailing your form and want to print a copy as well, check the **Print Copies of E-mailed RMA?** box.

8. If you are e-mailing your form and want to override the default e-mail address set up for the customer, check the **Override E-Mail Addresses?** box and enter the desired e-mail address in the **E-Mail** field.

9. Select the output device to produce the form. See “Reports” on page 1-31 for more information on output devices.

   If you elected to print alignment characters, the **Is Form Aligned?** message appears after the alignment characters print. Adjust the form and select **No** (or enter **N** in text mode) if the form is not aligned to reprint the characters. Repeat this step until the form is aligned. Select **Yes** (or enter **Y** in text mode) if the form is aligned to print the picking slip.

10. After the form prints, the **Reprint RMA?** prompt appears.

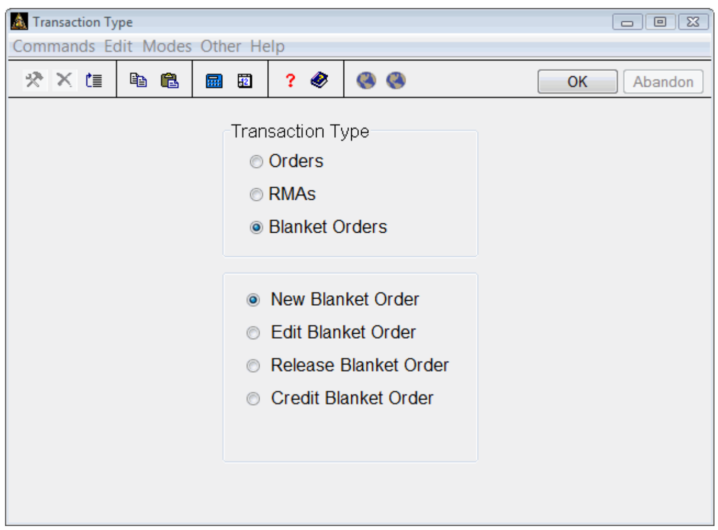
    If the RMA printed correctly, select **No** (or enter **N** in text mode). The Transaction Type selection screen appears. Enter a new transaction, or use the **Exit** (**F7**) command to return to the **Daily Work** menu.

    If the RMA did not print correctly (or if you want to reprint the form), select **Yes** (or enter **Y** in text mode). The cursor return to the **Slip No** field. Reprint the invoice or quote following the above procedures.

Blanket Orders

Blanket Orders Selection Screen

When you select **Blanket Order** from the Transaction Type selection screen (page 5-3), you can choose one of the following options.



Select the action you want to perform:

- Select **New Blanket Order** to enter a blanket order you have just received.
- Select **Edit Blanket Order** to change a blanket order.
- Select **Release Blanket** to release a shipment against a blanket order. See "Releasing Blanket Orders" on page 5-63 for more information.
- Select **Credit Blanket** to issue credit to customers for returned goods shipped through a blanket order.

The option you select determines what status is assigned to the blanket order.

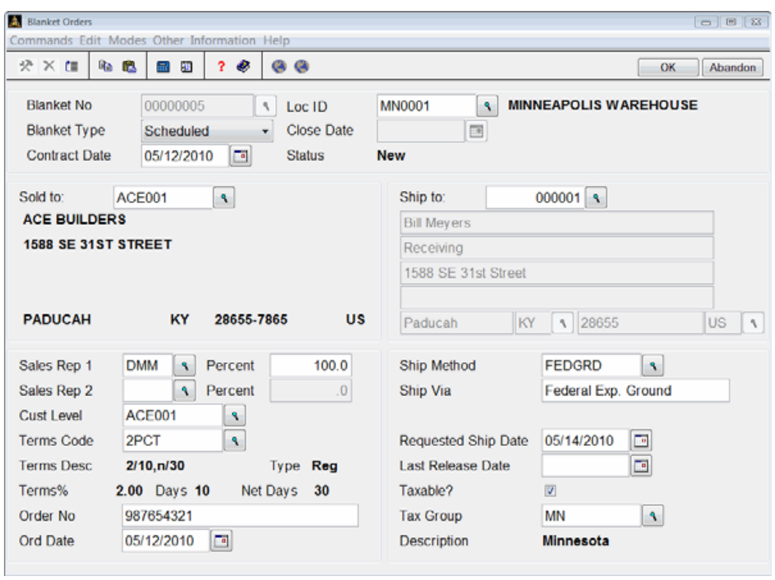
Order Status

The system tracks orders in terms of the following statuses, which indicate where the order is located in the work cycle:

- **New** status means that you entered the blanket order, but have not yet released orders against it.
- **In Process** status means that you have released orders against the blanket order.
- **Closed** status means that you have satisfied the entire blanket, the blanket has passed its expiration date, or you have manually closed the blanket. No orders can be released from a closed blanket.

Blanket Orders Header Screen

After you make your selection from the Blanket Transaction Type selection screen, the header screen appears.



This screen is nearly identical to the Orders Header Information screen (page 5-6). Descriptions of the fields unique to this screen are below; refer to “Order Header Information Screen” on page 5-6 for descriptions of shared fields.

Field	Description
Inquiry **Blanket No**	If you are editing, releasing or issuing credit against an existing order, or if you are adding a blanket order and you elected not to have the system generate blanket order numbers, enter the blanket number. If you are adding a blanket order and you elected to use system-generated blanket order numbers, a number appears and cannot be changed.
Blanket Type	Enter the type of blanket you want to add: To set up a blanket for a fixed dollar amount of any items over a period of time, enter **D** or select **Dollar Amount**. To set up a blanket for a fixed quantity of certain items to be shipped upon request, enter **O** or select **On Demand**. To set up a blanket that requests fixed quantities of specific items to be shipped on specific dates, enter **S** or select **Scheduled**.
Contract Date	Enter the date this blanket order becomes active.
Close Date	When you have satisfied the entire blanket, the blanket passes its expiration date, or you no longer want to release orders against this blanket, enter a close date. The status of the order changes to **Closed**. Orders cannot be released from a closed blanket.
Expire Date	If the blanket expires on a given date regardless of any quantities released against it, enter the expiration date.
Contract Amount	If you are working with a **Dollar Amount** blanket, enter the total dollar amount covered by the blanket.

Field	Description
Status	The status of the blanket order appears.
Last Release Date	When you release an order from the blanket and post that order, the last release date is updated automatically. Press **Enter** to accept this date.

If you are adding a blanket order, one of these screens appears after you enter all header information, depending on the blanket type you selected:

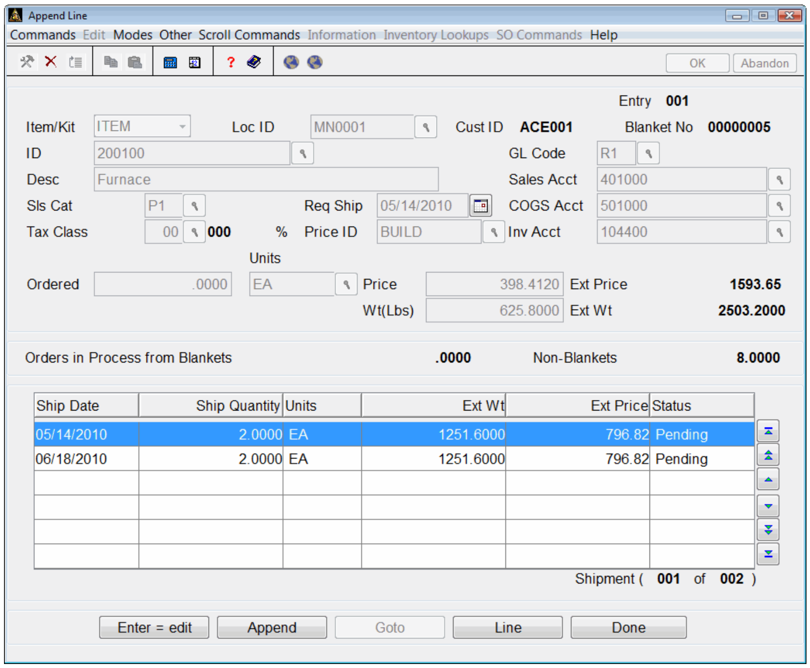
- If you are entering an **On-Demand** or **Scheduled Blanket**, the Blanket Line Item Entry screen appears
- If you are entering a **Dollar Amount** blanket, the Blanket Transaction Type selection screen reappears.

If you are editing, releasing or returning a blanket, the Blanket Order Detail screen appears.

Blanket Line Item Entry Screen

The Blanket Line Item Entry screen appears if you:

- enter a new blanket order of type **On-Demand** or **Scheduled**.
- use the **Append** command on the Blanket Order Detail screen to add an item.
- use the **Edit** command on the Blanket Order Detail screen to edit an item in the list. If you use this command, the Blanket Line Item Entry screen is titled Edit Line instead of Append Line.



The screen is divided into three sections: the top section lists information about the item you are adding or editing, the middle (page 5-58) lists the quantity used in orders including the item, and the bottom (page 5-58) lists quantity and amount information for shipments released against the blanket.

Use the fields in the top half of the screen to enter item information.

Field	Description
Item/Kit	Select the type of the item you want to sell. Enter **K** or select **Kit** to sell a kitted item (if Sales Order is interfaced to Bill of Materials/Kitting), or enter **I** or select **Item** if you are selling an inventory, noninventory, or service item.

	Field	Description
Inquiry Maint	**Loc ID**	Press **Enter** to accept the location ID or enter a different location from which you want this item sold. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory.
Inquiry Maint	**ID**	Enter the ID of the item or kit you want to sell. The item's description appears.
	Additional Desc	If you elected to enter additional descriptions about line items when you enter invoices in the Resource Manager **Options and Interfaces** function, the Additional Description Lines window appears when you press **Enter** in the **Desc** field. Enter up to 10 lines of additional text, or press **Enter** to skip this field. When you are finished entering text, press **Enter** at a blank line. The text is saved and you are returned to the line-item entry screen.
Inquiry Maint	**Sls Cat**	The sales category refers to an inventory item. Enter a sales category, or press **Enter** to skip this field. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory.
Inquiry Maint	**Tax Class**	If the order is for one customer, the sales tax code you assigned in the customer record appears. If the order is for a group of customers, this field is blank. Accept the current value, or enter a different value. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory.
	Req Ship	If you entered a requested ship date on the order header, that date appears. Press **Enter** to accept it, or enter the date the customer has requested shipment.
Inquiry	**Price ID**	Enter the item's price ID. The **Inquiry** (**F2**) command is available if Sales Order interfaces with Inventory.

	Field	Description
Inquiry Maint	**GL Code**	The GL code identifies the pairs of General Ledger sales and cost-of-goods-sold (COGS) accounts to use for a line of an entry. The codes are set up in the **GL Codes** function. If you entered a GL code in the **DFxxxx** table, that code appears. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory.
Inquiry Maint	**Sales Acct/COGS Acct/Inv Acct**	If SO interfaces with Inventory, the account numbers come from the IN item location files. If you entered a GL code, the sales and COGS accounts appear. The inventory account appears from the **ARGLxxx** table. Accept each account number, or enter different account. The **Inquiry** (**F2**) command is available if Sales Order interfaces with General Ledger.
	Ordered	The total quantity of items shipped for shipments entered or released against the blanket appears. Enter or edit the shipments in the bottom section of the screen to change this value.
	Units	The units shipped for shipments entered or released against the blanket appears. Enter or edit the orders in the bottom section of the screen to change this value.
	Price	Enter or edit the item's unit price.
	Wt	Enter or edit the weight of one unit of the item. The weight must be entered in the same unit of measure for all items (for example, in pounds).
	Ext Price/Ext Wt	The extended cost and weight for all orders released against the blanket appear.

Press **Enter** in the **Wt** field to switch to the bottom section of the screen to enter shipments against the blanket order.

Item Order Information

The middle section of the screen contains information about all transactions involving the item ID. When you enter or edit a line item for a blanket order, the system scans the **SOTDxxx** (Open Order) and **SOBLxxx** (Blanket Order) files to determine which transactions involve the selected item.

The **Orders in Process from Blankets** field lists the quantity of the selected item included in orders released from blankets in the system. The **Non-Blankets** field lists the quantity of the selected item included in non-blanket or regular sales transactions. Use this information to plan shipments of your inventory items.

Adding or Editing Shipments

Use the bottom section of the screen to add or edit shipments to release against the blanket order. If you are working with an on-demand blanket order, enter the quantity of the selected item to release against the order, along with its units. If you are working with a scheduled blanket order, this section lists the ship date, quantity, units, extended weight and price, and status of each shipment including the selected item that has been entered or released against the order. No information is listed in this section of the screen until after you tab out of the **Wt(lbs)** field in the top section.

Shipments for scheduled blanked orders are assigned a status of either **Pending** or **Released**. A **Pending** status indicates that the shipment is entered but is not yet released against the blanket as an order. A **Released** status indicates that the shipment was released against the blanket.

Select **Release Blanket** on the Blanket Orders selection screen (page 5-51) to release shipments against both on-demand and scheduled blankets and create a new order for these shipments, then select **Change Orders** on the Transaction Type selection screen (page 5-3) to edit these released orders.

If you are working with a scheduled blanked order, select a command to work with the shipment lines:

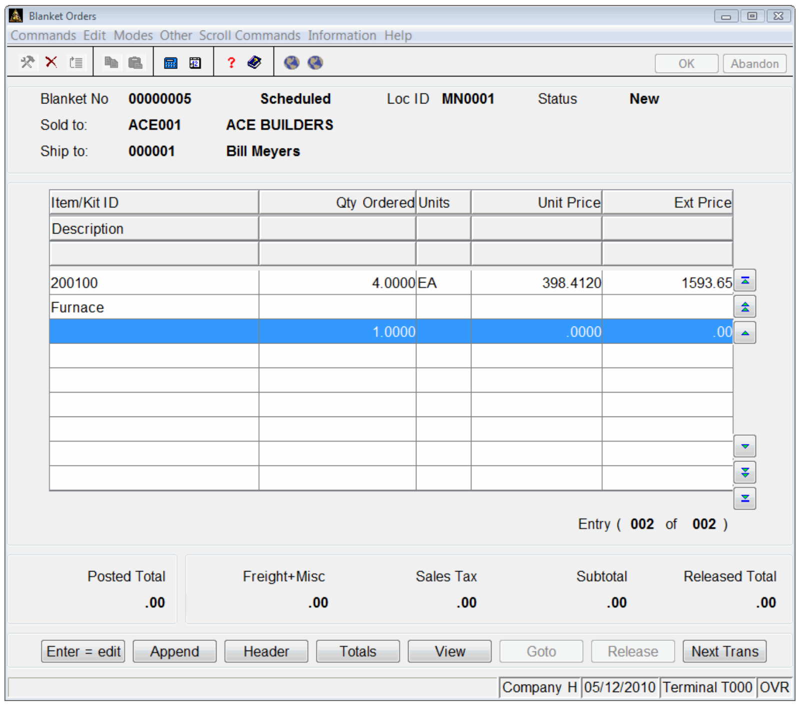
- Press **Enter** to edit the selected line. Edit the ship date, quantity, and unit of measure, then press **Enter** to return to the Append/Edit Line screen.

- Press **A** to add a shipment line to the end of the list. Enter the ship date, quantity, and select the unit of measure, then press **Enter** to return to the Append/Edit Line screen.
- Press **G** to go to a specific shipment line. This command is available only when there is more than one screen of line items.
- Press **L** to return to the top section of the screen to edit item information.
- Press **D** to return to the Blanket Order Detail screen.

Blanket Order Detail Screen

The Blanket Order Detail screen is divided into these sections:

- Information from the header screen is summarized at the top of the screen.
- The line-item entry area (or *scroll region*) is in the middle of the screen.
- The order totals appear at the bottom of the screen.



The screen lists the blanket order number you entered on the blanket order header screen and shows additional information (dates and customer, for example) about the order. Order totals appear at the bottom of the screen.The scroll region lists all items included in the blanket order along with the quantity ordered by the customer and the quantity released in shipments.

Use the commands to work with the information on the screen.

- Press **Enter** to edit the selected blanket line item. Use this command to enter release quantities before releasing a dollar-amount or on-demand blanket.
- Press **A** to add a line item to the end of the list of line items. Use this command to enter release quantities for items not previously released on a dollar-amount blanket.

- Press **H** to return to the blanket order header screen (page 5-52). When you return to the header screen, you do not lose line item and totals entries because these entries were saved previously.

- Press **T** to enter or edit totals associated with the order. See "Totals Information" on page 5-62 for more information.

- Press **V** to view an expanded summary of the selected line item. Additional information about the line item, such as the general ledger account and description, quantities ordered and shipped, and price and cost information, appears on the View Line screen. Press any key to return to the Blanket Order Detail screen.

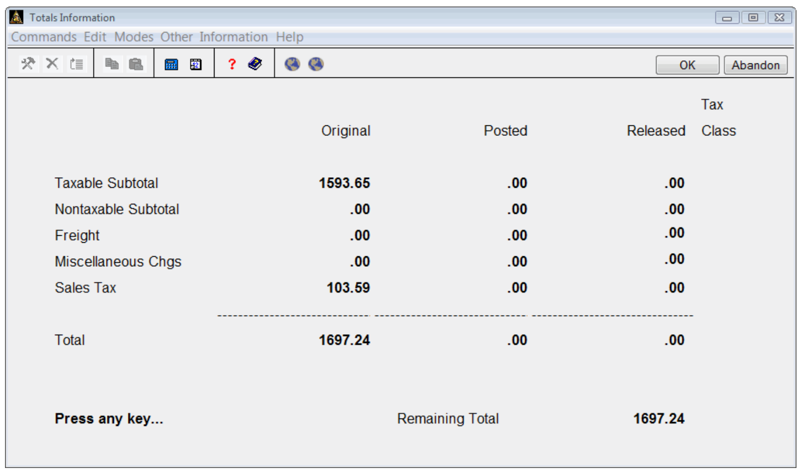
- Press **G** to go to a specific line item, then enter the line item number. This command is available only when there is more than one screen of line items.

- Press **R** to release shipment quantities from this blanket and create a new sales order. This command is available only if you selected **Release Blanket Order** from the blanket order selection screen (page 5-51). See "Releasing Blanket Orders" on page 5-63 for more information.

- Press **N** to finish with this blanket order and return to the blanket order selection screen.

Totals Information

When you press **T** to work with the transaction totals, the Blanket Totals Information screen appears.



The totals in the **Original** column present the original blanket order totals for on-demand and dollar-amount blankets.

The totals in the **Posted** column present the totals you released to sales orders, shipped, and posted.

The totals in the **Release** column present the totals that are currently entered for release. These totals represent the total amounts of the resulting sales order when you use the **Release** command on the Blanket Order Detail screen. After you release the order, these totals return to zero. Later, when you post the resulting order, the **Posted** totals are updated.

Press any key to return to the Blanket Order Detail screen.

Releasing Blanket Orders

You can release orders against blanket orders in one of two ways: use the **Release** command on the Blanket Order Detail screen or use the **Release Scheduled Blankets** function on the **Daily Work** menu. The **Release** command allows you to select the shipment to release while the **Release Scheduled Blankets** command releases shipments for several blanket orders at one time. See “Release Scheduled Blankets” on page 5-69 for information on this function.

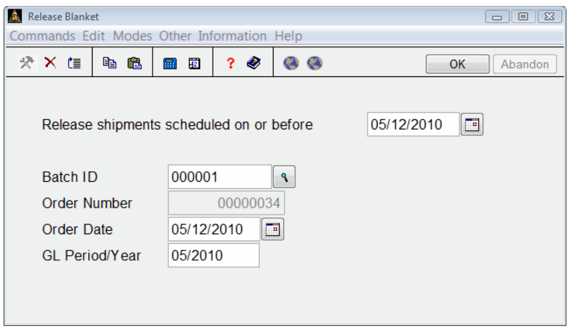
When you release orders, the system converts the scheduled shipment information you entered for the blanket (see page 5-54 for entering scheduled shipments) into a new sales order for that item. You can then edit this sales order as you would any sales order by selecting **Change Order** on the Transaction Type selection screen (page 5-3).

Follow these steps to release a scheduled shipment against a blanket order using the **Release** command on the Blanket Order Detail screen:

1. Select **Release Blanket** from the blanket order selection screen.

2. Enter the blanket order number on the header screen and use the **Proceed** (**OK**) command to proceed to the Blanket Order Detail screen (page 5-59).

3. Select the line item for which you want to release shipments and press **R**. The Release Blanket screen appears.



4. The current workstation date appears. Shipments with a scheduled date before this date are released. Edit this date, if necessary, or press **Enter** to continue to the next field.

Inquiry

5. Select the batch ID for which to release shipments.

   The blanket order number you entered on the header screen appears and cannot be changed.

6. The current workstation date and corresponding GL period appear. Change this date and period, if necessary. This date becomes the order date when you create the order.

7. Use the **Proceed** (**OK**) command to release the shipment and create the order. The status of shipment lines for that item in the blanket order changes from **Pending** to **Released**.

Crediting Blanket Orders

Select the **Credit Blanket** option on the Blanket Order selection screen to apply credit to a customer who is returning goods ordered via a blanket order.

Follow these steps to credit returned goods against a blanket order:

1. Select the **Credit Blanket** option on the Blanket Order selection screen (page 5-51). The Blanket Order Header screen (page 5-52) appears.

2. Enter the blanket order number for which you want to credit returned goods, then use the **Proceed** (**OK**) command to proceed to the Blanket Order Detail screen (page 5-59).

3. Use the Blanket Order Detail screen to enter returned items, edit total amounts, and release orders against the blanket. See page 5-59 for more information.

4. Complete sales information for orders released against the blanket using the **Transactions** function.

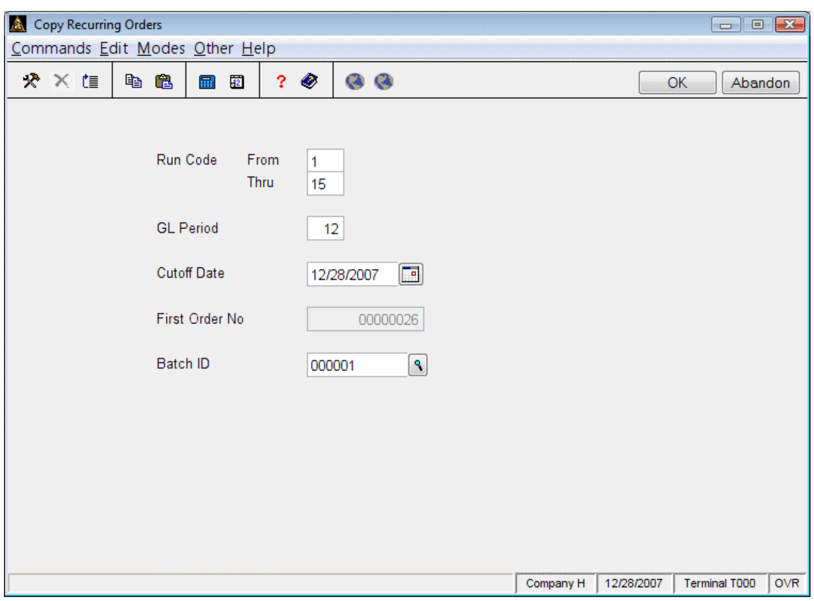
Copy Recurring Orders

Use the **Copy Recurring Orders** function to copy orders in the **SORDxxx** and **SORHxxx** (Recurring Order) files to the **SOTDxxx** and **SOTHxxx** (Open Order) files when the recurring orders come due. The orders are copied as new orders and are treated like any other transaction—you can change them and print a picking slip, a packing list, and an invoice for them.

Before you copy recurring orders, print the Recurring Orders List and back up your data files. Refer to the *Accounts Receivable User's Manual* for information on printing this master list.

Copy Recurring Orders Screen

Select **Copy Recurring Orders** from the **Daily Work** menu. The Copy Recurring Entries screen appears.



1. Enter the range of run codes whose recurring orders you want to copy.

2. Press **Enter** to copy the orders to the current period, or enter a different period (1–13).

3. When you entered recurring orders, you might have entered cutoff dates for them. Accept the system date as the cutoff date, or enter a different date. (The ship date on the order is updated with the system date.) Orders that have cutoff dates before the date you enter here are not copied to the **SOTDxxx** and **SOTHxxx** files.

4. If you elected to assign sales order numbers in the Resource Manager **Options and Interfaces** function, enter the first order number to use for the recurring orders. To prevent organization problems, enter leading zeros to right-justify the numbers.

   If you elected to have the system generate sales order numbers, the number of the first order to which the recurring orders are copied appears and cannot be changed.

Inquiry
Maint

5. Enter the batch ID to which to copy the orders. Use the **Maintenance** (**F6**) command to open the **Batch Control** function to add or edit batch IDs.

   This field does not appear if you elected not to use batching in the Resource Manager **Options and Interfaces** function.

6. Select the output device to produce the Copy Recurring Orders Log. See “Reports” on page 1-31 for more information on output devices.

   After the entries are copied and the log is produced, the **Daily Work** menu appears.

Copy Recurring Orders Log

```
12/28/2007                                        Builders Supply                                                   PAGE   1
8:42 PM                                       Copy Recurring Orders Log
Cutoff Date 12/28/2007                            Run Code 1  thru 15
                                                    Batch ID 000001

From     To                                         Customer        Order
Ord No   Ord No Entry Description                      ID          Amount

00004603 00000026 001 Electrical Package             LOS001       4519.06
00004603 00000026 002 Plumbing Package               LOS001      12515.21
00004603 00000026 003 Exterior Panels                LOS001      12757.27
00004603 00000026 004 Interior Door                  LOS001        271.18
00004603 00000026 999 (Subtotal, Tax, Freight, Misc.)     LOS001      30062.70


     4 lines copied.                      Grand total              30062.70

 End of Report
```

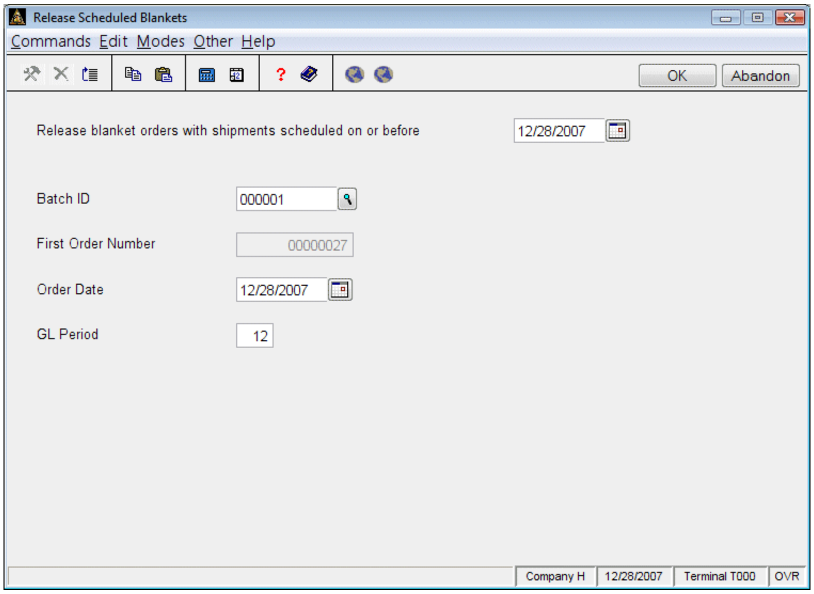
Release Scheduled Blankets

The **Release Scheduled Blankets** function locates unreleased shipment lines for blanket orders and creates sales orders for these shipments automatically.

You muse enter shipments for blanket orders before you can release them. See “Blanket Line Item Entry Screen” on page 5-54 for more information on entering shipments.

Release Scheduled Blanket Screen

Select **Release Scheduled Blankets** from the **Daily Work** menu. The Release Scheduled Blankets screen appears.



1. Enter the date on or before which date to release blanket orders.

Inquiry
Maint

2. Select the batch ID to which to release orders.

3. If you elected to assign sales order numbers in the Resource Manager **Options and Interfaces** function, enter the first order number to use for the orders. To prevent organization problems, enter leading zeros to right-justify the numbers.

   If you elected to have the system generate sales order numbers, the number of the first order to which the orders are released appears and cannot be changed.

4. The current workstation date and corresponding GL period appear. Change this date and period, if necessary. The date you enter is used as the order date when the order is created.

5. Select the output device to print the Release Scheduled Blanket Orders Log. See “Reports” on page 1-31 for more information on output devices.

   After the orders are created and the log produced, the **Daily Work** menu appears.

Tracking Numbers

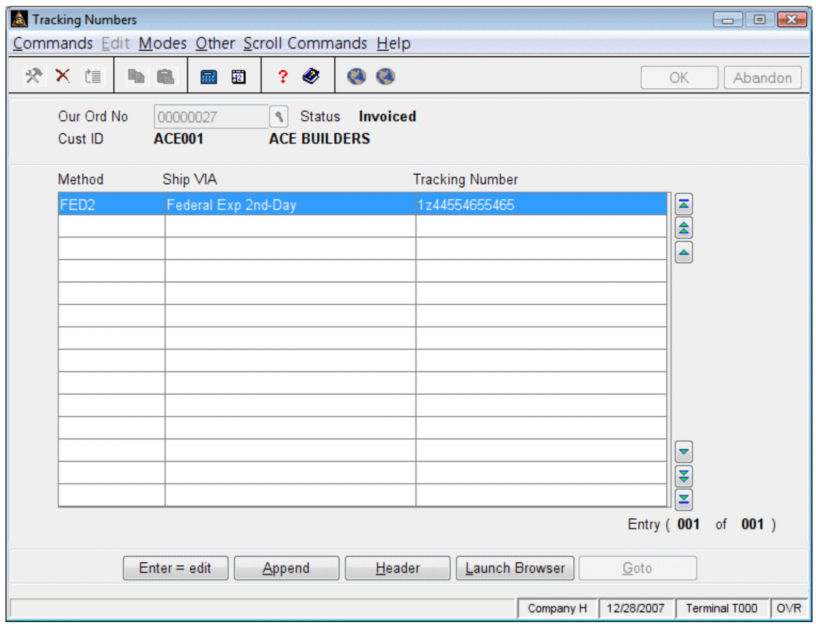
Use the **Tracking Numbers** function to quickly enter shipment tracking numbers for invoiced, shipped, or returned transactions without having to enter the **Transactions** function itself. You can also use this function to view shipment status via a shipping company's tracking website, if you entered that company's website information in the **Shipping Methods** function.

Note: This function is available only if you chose to use tracking numbers in the **Options and Interfaces** function (page 3-7).

Shipment tracking numbers are saved in the **SOTRxxx** (Tracking Number) file.

Follow these steps to enter tracking numbers:

1. Select **Tracking Numbers** from the **Daily Work** menu. The Tracking Numbers screen appears.



Inquiry
Maint

2. Select the order number for which to enter shipment tracking information and use the **Proceed**/**OK** command to move to the screen's scrolling region.

3. Select a command:

- Press **Enter** to edit the selected line. The Tracking Number Detail screen appears.

- Press **A** to add a new shipment method and tracking number to the order. The Tracking Number Detail screen appears.

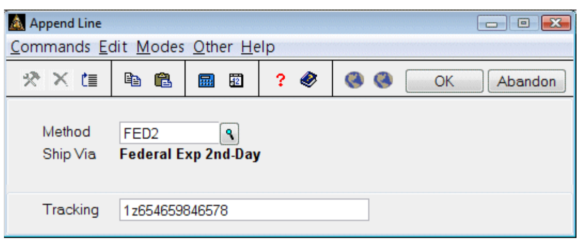
- Press **H** to return to the **Our Ord No** field to enter a new order number for which to enter tracking information.

- Press **L** to launch your web browser and direct it to the shipping company’s tracking website. When you use this command, OSAS combines the tracking number with the URL address you entered for the shipping method to open the website so that you can view order status.

  Refer to the *Accounts Receivable User’s Guide* for more information on entering website information for shipping companies in the **Shipping Methods** function.

Tracking Number Detail

The Tracking Number Detail screen appears when you enter a new shipping method and tracking number for an transaction or when you edit an existing one.



Inquiry

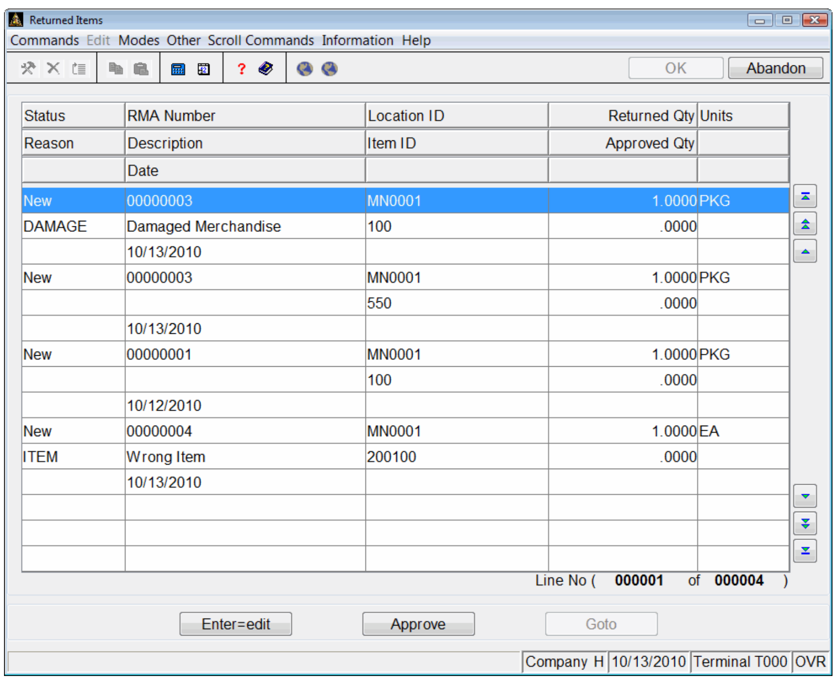
Select the shipping method, then enter the tracking number for the shipment. Use the **Proceed**/**OK** command to save your changes.

Returned Items

The **Returned Items** function allows you to process items returned from RMA and credit memos, and select what items are returned to stock.

Follow these steps to process returned items:

1. Select **Returned Items** from the **Daily Work** menu. The Returned Items screen appears.



2. Items returned from RMAs are listed in the scroll area, along with the **Status**, **RMA Number**, **Location ID**, **Returned Qty**, **Unit** of measure, **Reason** code for return, **Description** of the reason code, **Item ID**, **Approved Qty**, and **Date** returned.

3. Scroll up and down to select the item you want to edit or approve.

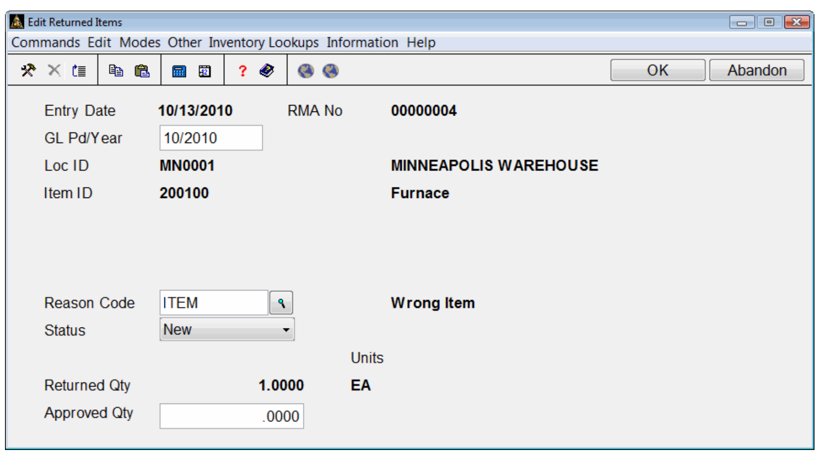
4. Press **Enter** to edit the selected item. The **Edit Returned Items** dialog box opens. See “Edit Returned Items dialog box” on page 5-76.

5. Press **A** to approve the selected item for return. The system will prompt you to **Press PgDn to continue to mark this line as approved and return all quantities to stock**. Press **PgDn** or **OK** to proceed, or **Cancel** to return to the Returned Items screen without approving the items.

6. When you’re done approving the items for return, use the **Proceed** (**OK**) command to return to the Daily Work menu.

Edit Returned Items dialog box

When you press **Enter** for a highlighted item return, the **Edit Returned Items** dialog box appears. The RMA information for the returned item is listed in the box.



- If necessary, you can edit the GL period and year in the GL Pd/Year field, the **Reason Code**, the RMA **Status**, and/or the **Approved Qty**.

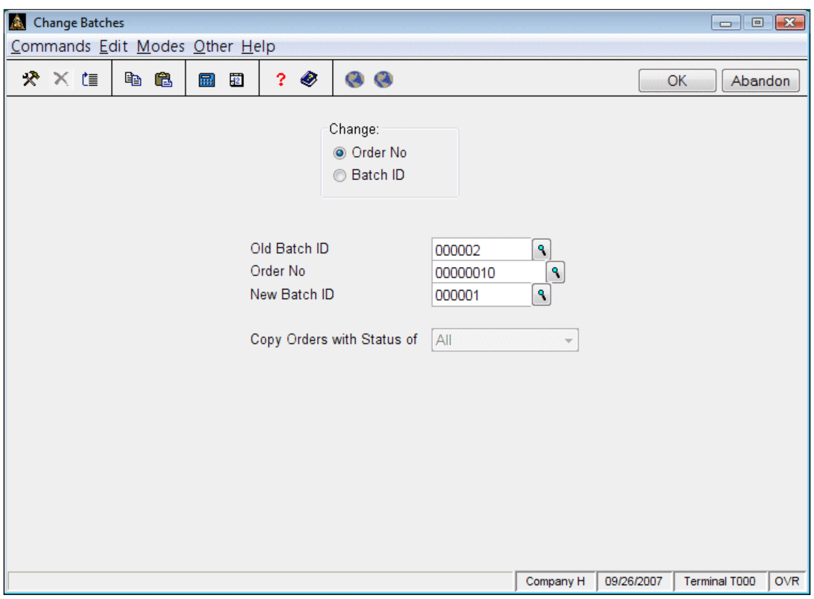
- Use the **Proceed** (**OK**) command to return to the Returned Items screen.

Change Batches

The **Change Batches** function allows you to manually change the batch ID for a single order or an entire batch of orders that has not been posted. If you did not elect to use transaction batching in the Resource Manager **Options and Interfaces** function, you cannot use this function.

Change Batches Screen

Select **Change Batches** from the **Daily Work** menu. This screen appears.



1. Select the type of change you want to make. You can copy a single order to a new batch or you can move all orders from one batch to another.

Inquiry

2. Enter the batch number from which you want to move the order or orders.

3. If you selected to move a single order, enter the order number you want to move.

4. Enter the batch number to which you want to move the order or group of orders. Use the **Maintenance** (**F6**) command to open the **Batch Control** function to add or edit batch IDs.

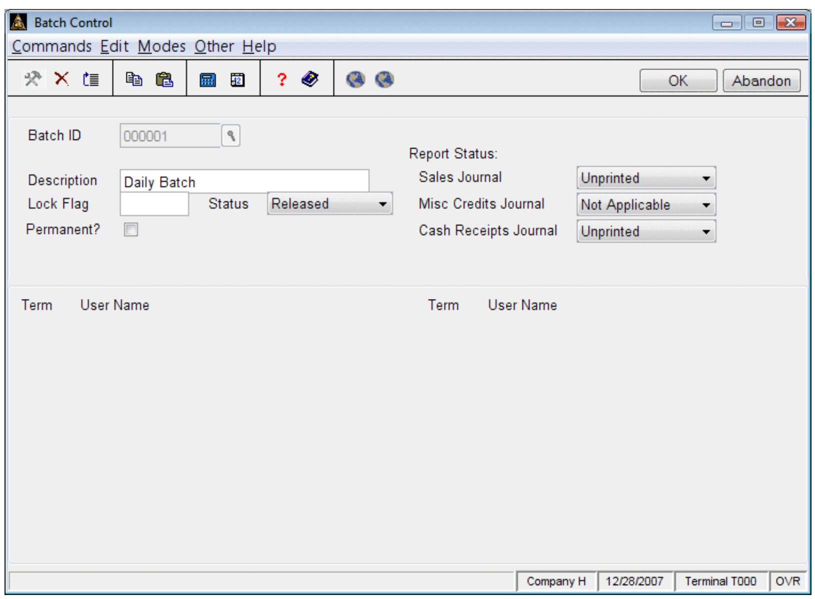
5. If moving more than a single order, use the **Copy Orders with Status of** function to choose to copy **All** orders, or choose to only copy orders with a **New**, **Picked**, **Verified**, **Returned**, **Invoiced**, **Backordered**, or **Quote** status.

6. Press **PgDn** to copy the orders. After the orders are moved, the **Daily Work** menu appears.

Batch Control

Use the **Batch Control** function to inquire about the status of your batches, to set up new batches, and to maintain existing batches. If you did not elect to use transaction batching, you cannot use this function.

Select **Batch Control** from the **Daily Work** menu. The Batch Control screen appears.



Inquiry
Maint

1. Enter the batch ID with which you want to work in the **Batch ID** box. If you elected to use automatic batch number generation in the **Options and Interfaces** function, you can create a new batch ID by using the **Proceed** (**OK**) command.

2. If a terminal ID appears in the **Lock Flag** box, the batch is or was produced or posted on that terminal. Do not change it unless you need to release a locked batch.

3. Enter a description of the transactions in this batch in the **Description** text box.

4. Enter the status of the batch: **H** if it is on hold, or **R** if it has been released. If you place the batch on hold, you can print or post it, but you cannot enter or edit transactions in it.

5. Check the **Permanent?** box to make the keep the batch from being deleted upon processing.

6. Toggle the year to **Current** or **Last** to set the GL year for this batch.

7. For each report listed, toggle the report status.

   The report status begins as **Not Applicable**. When you enter purchases or miscellaneous debits, the status automatically changes to **Unprinted**. When you print the report, the status automatically changes to **Printed**. If you then add or change transactions, the status automatically changes to **Reprint**.

8. If you selected a batch that is in use, the terminal ID and the user name of the person entering transactions are displayed.

   A maximum of 20 terminal IDs can appear at one time.

After you save the information, enter information about a different batch ID, or exit to the **Daily Work** menu.

CHAPTER 6

6

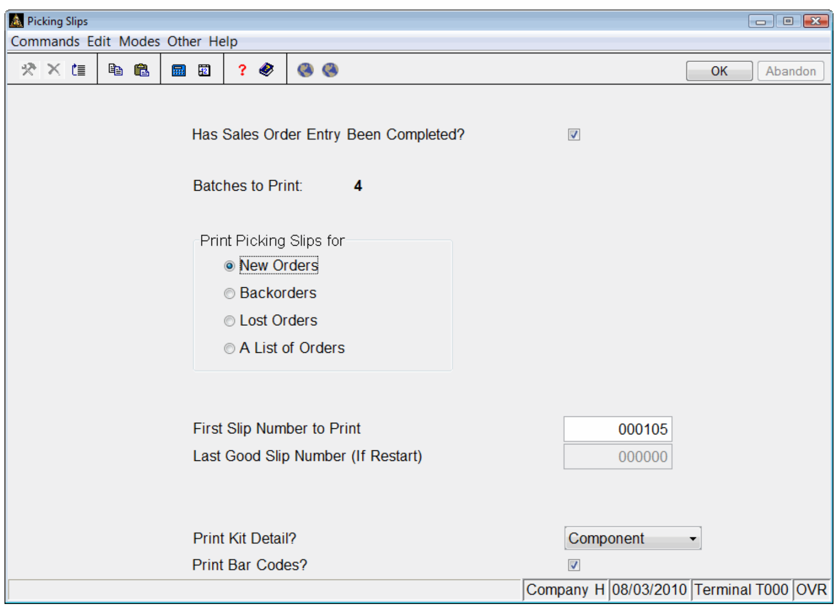
Shipping Reports

Picking Slips

A picking slip lists the items and quantities that are needed to fill an order. If an entire order cannot be filled, the stockroom worker can write on the picking slip the quantity of each item that must be backordered. Then the original order is verified against the picking slip.

Picking Slips Screen

Select **Picking Slips** from the **Shipping Reports** menu. The Picking Slips screen appears.



1. If you have entered all the sales orders, select the check box (or enter **Y** in text mode); if not, clear the check box (or enter **N** in text mode). If you have not entered all sales orders for this print run, exit to the menu and enter them before you print.

2. Select the batches you want to print when the Batches to Print screen appears. You can enter multiple batches in a single print run.

   If you elected not to use batch processing in the Resource Manager **Options and Interfaces** function, the Batches to Print screen does not appear.

3. Select the type of orders for which you want to produce picking slips. To reprint picking slips you printed online, select **A List of Orders**. (You will select the orders for which to print slips later; see step 9 for details).

   You cannot print picking slips for quotes or returned goods.

   You can print picking slips for orders from customers that are on credit hold only if you elect to print picking slips for a list of customers. A warning message appears, but you can still print the picking slips.

4. Enter the number of the first picking slip.

5. If you are reprinting picking slips (for example, because the printer jammed), enter the number of the last form that printed correctly. If you want to start over, press **Enter**.

   Each batch of picking slips is temporarily stored in the **SOSLxxx** (Picking Slips Restart) file. If you want to reprint a batch of picking slips, you must reprint that batch before you print any other slips. In addition, you must use the same options you originally used to print the slips. For example, if the printer jammed while you were printing slips for **new** orders, print slips for **new** orders before you print slips for other orders.

6. If you want to print additional descriptive text on the picking slips, select the check box (or enter **Y** in text mode); if not, clear the check box (or enter **N**).

7. If you want the picking slip to include kit information, press **K**. If you want to print component information, press **C**. If you want to print both kit and component information, press **B**.

8. If you want to print bar code information on picking slips, select the check box (or enter **Y** in text mode); if not, clear the check box (or enter **N**).

   NOTE: This feature is available on BBj systems only. See Appendix E in the *Resource Manager User's Guide* for more information on setting up bar codes.

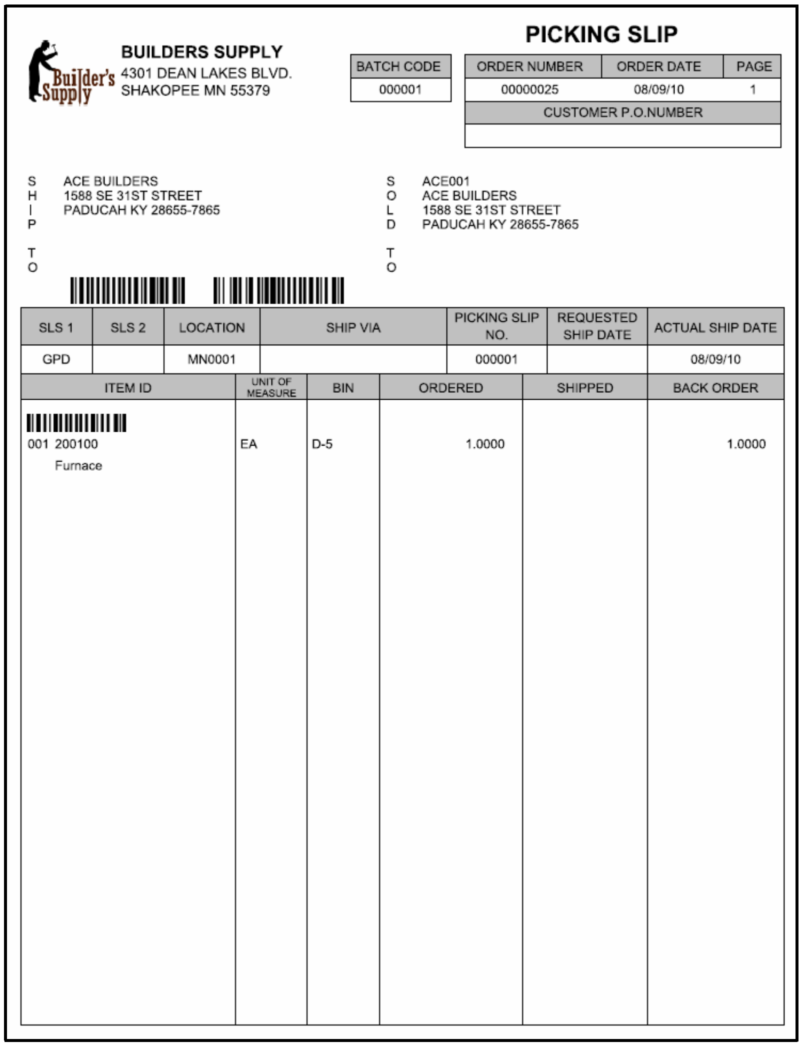
9. Select the output device to produce the slips. See "Reports" on page 1-31 for more information on output devices.

   If you select **Printer** or **Print Preview** as the output device and you elected not to print plain paper forms in the Resource Manager **Options and Interfaces** function, alignment characters print on the first form and the **Is Form Aligned?** message appears. If the alignment characters are not centered in the alignment box (or if the characters are not aligned in the grid on laser forms), adjust the form and select **No** (or enter **N** in text mode) to print the alignment form again. Continue this procedure until the form is aligned; then select **Yes** (or enter **Y** in text mode) to print the slips.

10. If you are printing picking slips for a list of orders, the Print Picking Slips for a List of Orders window appears. Enter the number of the first order for which you want to print a picking slip and press **Enter**. When you press **Enter**, another box appears. Continue entering order numbers, then use the **Proceed** (**OK**) command to print the picking slips for the selected orders.

    After the slips print, the **Shipping Reports** menu appears.

Picking Slip



BUILDERS SUPPLY
4301 DEAN LAKES BLVD.
SHAKOPEE MN 55379

PICKING SLIP

BATCH CODE	ORDER NUMBER	ORDER DATE	PAGE
000001	00000025	08/09/10	1

CUSTOMER P.O.NUMBER

SHIP TO
ACE BUILDERS
1588 SE 31ST STREET
PADUCAH KY 28655-7865

SOLD TO
ACE001
ACE BUILDERS
1588 SE 31ST STREET
PADUCAH KY 28655-7865

SLS 1	SLS 2	LOCATION	SHIP VIA	PICKING SLIP NO.	REQUESTED SHIP DATE	ACTUAL SHIP DATE
GPD		MN0001		000001		08/09/10

ITEM ID	UNIT OF MEASURE	BIN	ORDERED	SHIPPED	BACK ORDER
001 200100 Furnace	EA	D-5	1.0000		1.0000

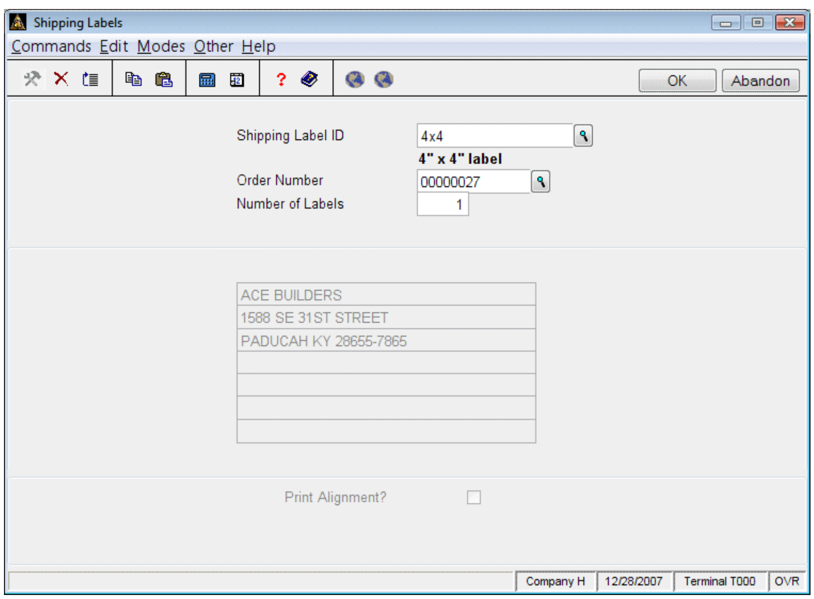
PDF form output available with BBj.

Shipping Labels

Use the **Shipping Labels** function to print shipping labels with the format you set up in the **Shipping Label Setup** function.

Shipping Labels Screen

Select **Shipping Labels** from the **Shipping Reports** menu. The Shipping Labels screen appears.



Inquiry

1. Accept the current label ID, or enter a different ID.

Inquiry

2. Enter the order number for the shipping label you want to print. The name and address appear in the middle of the screen for verification. If you do not enter an order number, you must manually enter the name and address.

3. Enter the number of labels you want to print.

4. Select the output device to produce the labels. See “Reports” on page 1-31 for more information on output devices.

5. If you selected **Printer** or **Print Preview** as the output device, you are returned to the Shipping Labels screen to select whether to print an alignment character. If you want to print an alignment form, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N**).

6. If you elected to print an alignment character, the **Is the form aligned?** message appears after the alignment form prints. If the form is not aligned correctly, adjust the form and select **No** (or enter **N** in text mode) to reprint the form. Repeat this process until the form is aligned, then select **Yes** (or enter **Y** in text mode) to print the labels.

After the labels are printed, one of these things happens:

- If you elected to print bills of lading from shipping labels in the Resource Manager **Options and Interfaces** function, a **Print Bill of Lading?** message appears. Select **Yes** (or enter **Y** in text mode) to proceed to the Bill of Lading selection screen (page 6-13). Select **No** (or enter **N** in text mode) to return to the Shipping Labels screen.

- If you did not elect to print bills of lading from shipping labels, the **Shipping Reports** menu appears.

Shipping Labels

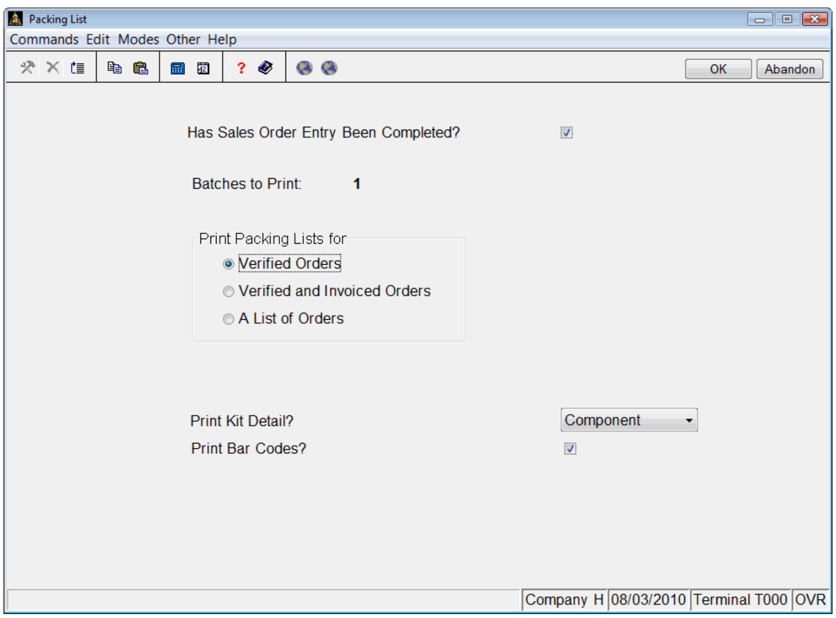
```
VIS001        203-555-3642
VISA
2347 WEST VIRGINIA AVE
SUITE 1025
DOVER DE 14003-2347



VIS001        203-555-3642
VISA
2347 WEST VIRGINIA AVE
SUITE 1025
DOVER DE 14003-2347
```

Packing List

Use the **Packing List** function to print packing lists for orders generated through the **Transactions** function with **verified** or **invoiced** statuses. Packing lists are similar to picking slips, but they include the quantity shipped and backordered.

Packing List Screen

Select **Packing List** from the **Shipping Reports** menu. The Packing List screen appears.



1. If you have entered all sales orders, select the check box (or enter **Y** in text mode); if not, clear the check box (or enter **N** in text mode). If you have not entered all sales orders, return to the menu and do so before proceeding.

2. Select the batches you want to print when the Batches to Print screen appears. You can select multiple batches to print in the same print run.

   If you elected not to use batch processing in the Resource Manager **Options and Interfaces** function, the Batches to Print screen does not appear.

3. Select the type of orders for which you want to produce packing lists. To reprint packing lists you printed online, select **A List of Orders**.

4. If you want to print additional descriptive text on the packing lists, select the check box (or enter **Y** in text mode); if not, clear the check box (or enter **N** in text mode).

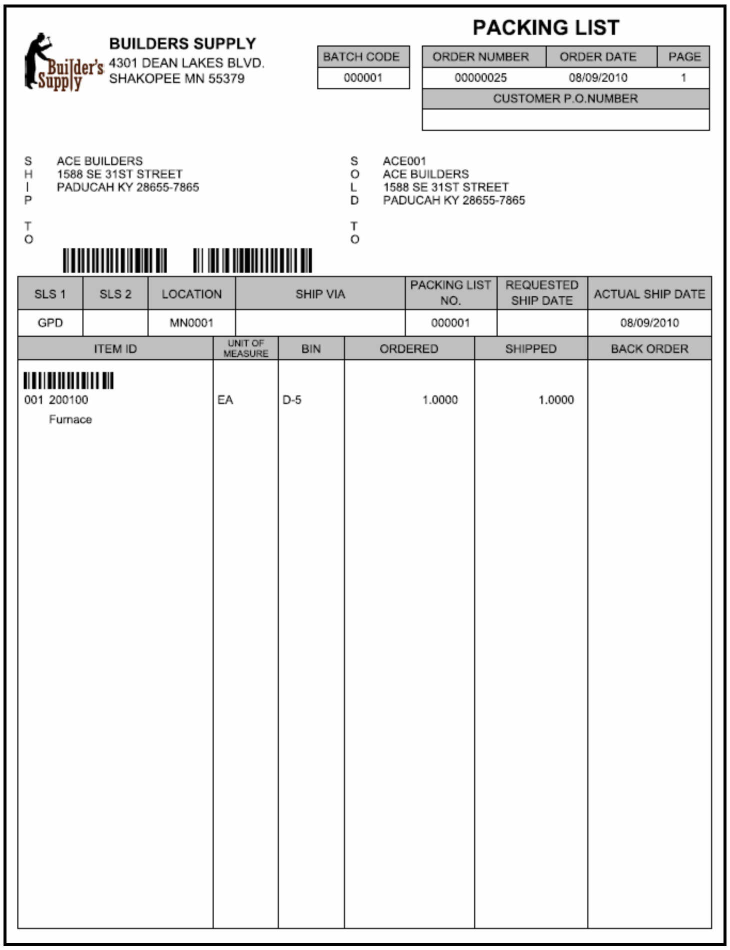
5. If you want the packing list to include kit information, press **K**. If you want to print component information, press **C**. If you want to print both kit and component information, press **B**.

6. If you want to print bar code information on packing lists, select the check box (or enter **Y** in text mode); if not, clear the check box (or enter **N**).

   NOTE: This feature is available on BBj systems only. See Appendix E in the *Resource Manager User's Guide* for more information on setting up bar codes.

7. Select the output device to produce the lists. See "Reports" on page 1-31 for more information on output devices. After the lists print, the **Shipping Reports** menu appears.

Packing List



BUILDERS SUPPLY
4301 DEAN LAKES BLVD.
SHAKOPEE MN 55379

PACKING LIST

BATCH CODE
000001

ORDER NUMBER	ORDER DATE	PAGE
00000025	08/09/2010	1

CUSTOMER P.O.NUMBER

SHIP TO
ACE BUILDERS
1588 SE 31ST STREET
PADUCAH KY 28655-7865

SOLD TO
ACE001
ACE BUILDERS
1588 SE 31ST STREET
PADUCAH KY 28655-7865

SLS 1	SLS 2	LOCATION	SHIP VIA	PACKING LIST NO.	REQUESTED SHIP DATE	ACTUAL SHIP DATE
GPD		MN0001		000001		08/09/2010

ITEM ID	UNIT OF MEASURE	BIN	ORDERED	SHIPPED	BACK ORDER
001 200100 Furnace	EA	D-5	1.0000	1.0000	

PDF form output available with BBj.

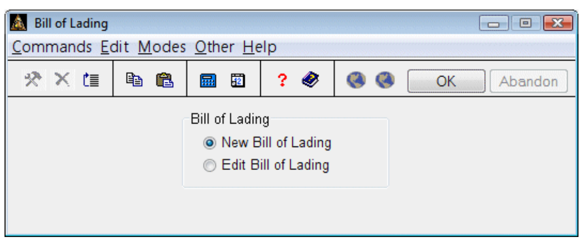
Bills of Lading

Use the **Bills of Lading** function to print shipping documents for any order with **verified** or **invoiced** statuses.

The bills of lading documents can be printed from the **Shipping Reports** menu or from within the **Shipping Labels** function.

Bills of Lading Selection Screen

Select **Bills of Lading** from the **Shipping Reports** menu. The Bill of Lading selection screen appears over the Bills of Lading and Header Information screens.

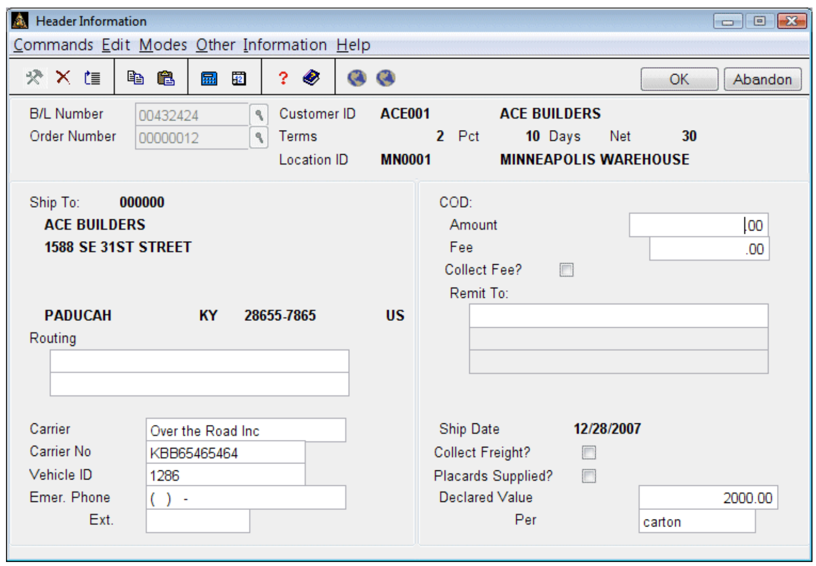


Select the type of action you want to perform. You can enter a new bill of lading or you can edit an existing bill of lading.

After you make your selection, the Header Information screen appears.

Header Screen

The information you enter in the Header Information screen prints on the bill of lading.



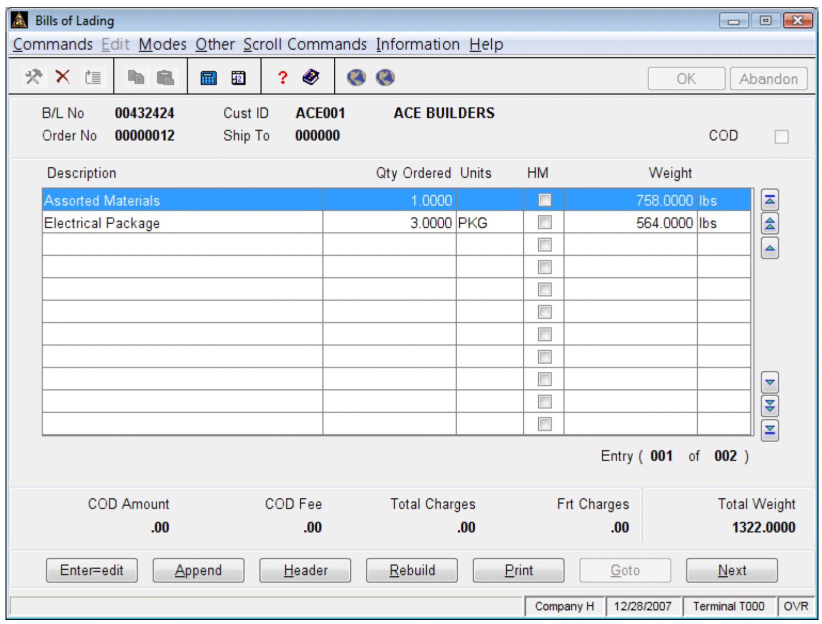
Field	Description
Inquiry **B/L Number**	Enter a number to identify the bill of lading. If you are editing a bill of lading, enter the number or use the **Inquiry** (**F2**) command and select a number from the list that appears.
Inquiry **Order Number**	Enter the order number for which you want to print the bill of lading. The information from the order you choose is used to build the bill of lading information in either summary or detail, depending on the option you chose in the Resource Manager **Options and Interfaces** function.
Customer ID/Terms/ Location ID	The customer information appears. Use the **Transactions** function (on page 5-3) to edit this information.

Field	Description
Ship to	The shipping information appears. Use the **Transactions** function (on page 5-3) to edit this information.
Routing	Enter the routing information for the freight shipped.
Carrier	Enter the name of the freight carrier.
Carrier No	Enter the carrier’s identification number, if available.
Vehicle ID	Enter an ID for the carrier’s vehicle that transports the shipment, if available.
Emer. Phone/Ext.	Enter the contact number for the shipment. If the shipment is a hazardous material, you must enter an emergency contact number.
COD: Amount/Fee/ Collect Fee/Remit To	If the shipment is COD, enter the COD information.
Ship Date	The shipping date appears. Use the **Transactions** function (on page 5-3) to modify the ship date.
Collect Freight?	If the carrier must collect the freight charges on delivery, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).
Placards Supplied?	If placards are issued with the shipment, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).
Declared Value/per	Enter the declared value of the shipment.

Use the **Proceed** (**OK**) command to save your entries. The Bills of Lading screen appears.

Bills of Lading Screen

The Bills of Lading screen lists the contents of the shipment documented by this bill of lading.



Field	Description
B/L No/Cust ID/ Order No./Ship To/ COD	Information from the Header screen appears.
Description	The description of the item or job appears.
Qty Ordered Units	Enter the number of units the shipment contains.
HM	If the freight contains hazardous material, the box is selected (or **Y** appears in text mode).
Ext Wt	The extended weight appears.

Field	Description
COD Amount/CD Fee/Total Charges/ Fit Charges/Total Weight	Freight and COD amounts and charges appear. The total weight of the shipment appears as well.

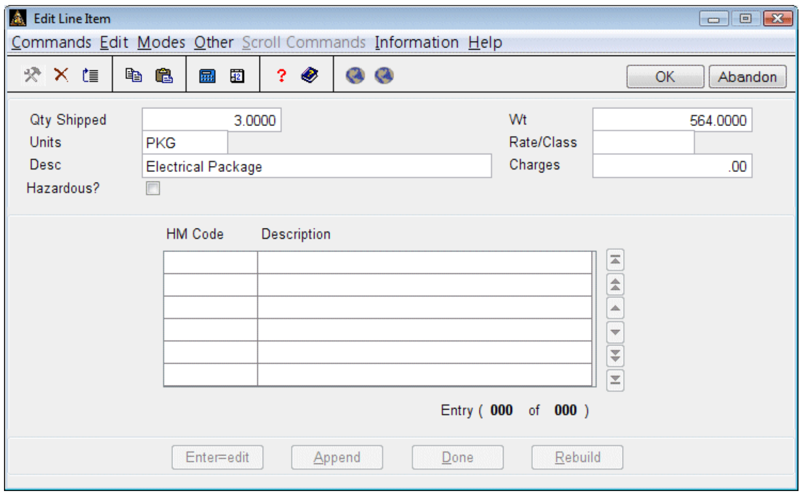
Commands

Use the commands to work with the line items on the screen:

- Press **Enter** to edit the selected line item. The Edit Line Item screen appears.
- Press **A** to add a line item to the end of the list. The Append Line Item screen appears.
- Press **H** to return to the header screen. When you return to the header screen, you do not lose the line-item and totals entries, because these entries are already saved.
- Press **R** to rebuild the bill of lading from the original order (losing any changes you've made to the line items). The bill of lading will be recreated automatically.
- Press **P** to print a bill of lading, then select the output device from the Output Information screen that appears.
- Press **G** to go to a specific line item, then enter the line number. This command appears only if there is more than one screen of line items.
- Press **N** to finish with the current transaction and return to the selection screen (page 6-13).

Edit/Append Line Item Screen

The Edit/Append Line Item screen appears when you edit an existing line item or add a line item to the list on the Bills of Lading screen.



Field	Description
Qty Shipped	Enter the quantity shipped.
Units	Enter the unit of measure for the item.
Desc	Enter a description for the item.
Hazardous?	If the freight is hazardous, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode). If the line contains hazardous material, you can enter the codes after you save the line item.
Wt.	Enter the weight for each unit of the item.
Rate/Class	Enter the shipping rate or class.
Charges	Enter any charges attached to the item.

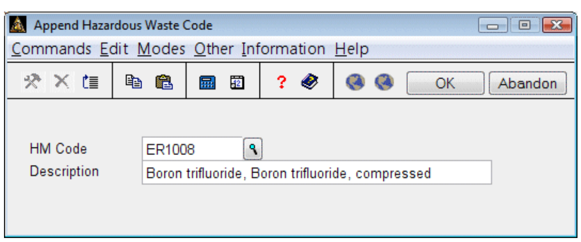
If the line item contains hazardous materials, enter the hazardous material codes associated with the contents of the line item in the scroll region at the bottom of the screen.

Use the commands to work with the items in the scroll region:

- Press **Enter** to edit a hazardous item. The Edit Hazardous Waste Code screen appears.
- Press **A** to add a hazardous item to the end of the list. The Append Hazardous Waste Code screen appears.
- Press **D** to return to the Bills of Lading screen.
- Press **R** to rebuild the entry from the original sales order. The hazardous waste codes for the line item are re-created and reappear.

Edit/Append Hazardous Waste Code Screen

The Edit/Append Hazardous Waste Code screen appears when you edit an existing hazardous line item or add a hazardous line item to the Edit/Add Line Item screen.



Inquiry

Select the ERG hazardous materials code in the **HM Code** field. If Sales Order interfaces with Inventory, you can use the **Inquiry** (**F2**) command to select the code from a list. The description appears; edit it if necessary.

Use the **Proceed** (**OK**) command to save your entry and return to the Edit/ Append Line item screen. Press **D** when you are finished adding hazardous material codes to this line item to return to the Bills of Lading screen.

Bill of Lading

STRAIGHT BILL OF LADING - SHORT FORM - ORIGINAL - NOT NEGOTIABLE

NAME OF CARRIER	CARRIER'S NO.	DATE	SHIPPER'S NO.
Over the Road Inc.	KBB234443	12/21/2007	00432422

RECEIVED, subject to the classifications and lawfully filed tariffs in effect on the date of issue of this Bill of Lading.

the property described below in apparent good order, except as noted (contents and condition of contents of packages unknown), marked, consigned, and destined as indicated below which said carrier (the word carrier being understood throughout this contract as meaning any person or corporation in possession of the property under the contract) agrees to carry to its usual place of delivery at said destination, if on its route, otherwise to deliver to another carrier on the route to said destination. It is mutually agreed as to each carrier of all or any of said property over all or any portion of said route to destination, and as to each party at any time interested in all or any said property, that every service to be performed hereunder shall be subject to all the terms and conditions of the Uniform Domestic Straight Bill of Lading set forth (1) in uniform Freight Classifications in effect on the date hereof, if this is a rail or a rail-water shipment, or (2) in the applicable motor carrier classification or tariff if this is a motor carrier shipment.

Shipper hereby certified that he is familiar with all the terms and conditions of the said bill of lading, set forth in the classification or tariff which governs the transportation of this shipment, and the said terms and conditions are hereby agreed to by the shipper and accepted for himself and his assigns.

FROM: SHIPPER (ORIGIN)	TO: CONSIGNEE
BUILDERS SUPPLY 4301 DEAN LAKES BLVD. SHAKOPEE MN 55379	SUNSHINES HOMES, INC. 9350 W. GULFSTREAM DRIVE TAMPA FL 33333-8825

DELIVERING CARRIER	ROUTE	VEHICLE NUMBER
		1286

NO. PACKAGES	* HM	KIND OF PACKAGE, DESCRIPTION OF ARTICLES, SPECIAL MARKS AND EXCEPTIONS	ERG #	*WEIGHT (SUBJECT TO CORR.)	CLASS OR RATE	X	CHARGES (FOR CARRIER USE)
3.00	N	Electrical Package		2274.0000			.00
2.00	N	Plumbing Package		1855.0000			.00
5.00	N	Interior Door		101.5000			.00
5.00	N	Wallpaper - Traditional		3.0000			.00
1.00	N	Refrigerator - White		950.0000			.00
1.00	N	Heating/Cooling Package		1500.0000			.00

PLACECARDS SUPPLIED ☐ YES ☒ NO

DRIVER'S SIGNATURE

EMERGENCY RESPONSE PHONE NO. ( ) -

REMIT C.O.D. TO:

C.O.D. Amt $ .00

C.O.D. FEE: ☒ Prepaid ☐ Collect $ .00

*If the shipment moves between two ports by a carrier by water, the law requires that the bill of lading shall state whether it is "carrier's or shipper's weight".

** Shipper's imprint in lieu of stamp; not a part of bill of lading approved by the Interstate Commerce Commission.

NOTE: Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property.

The agreed or declared value of the property is hereby specifically stated by the shipper to be not exceeding

$ 2000.00 per CARTON

Subject to Section 7 of conditions, if this shipment is to be delivered to the consignee without recourse on the consignor, the consignor shall sign the following statement:

The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges.

(Signature of Consignor)

TOTAL CHARGES $ .00

Freight charges are PREPAID unless marked collect ☐ Check box if charges are Collect

*This is to certify that the above named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation, according to the applicable regulations of the Department of Transportation.

Shipper, Per

Agent, Per

Permanent post office address of shipper

MARK WITH "X" TO DESIGNATE HAZARDOUS MATERIAL AS DEFINED IN TITLE 49 OF FEDERAL REGULATIONS.

Backorder Allocation Report

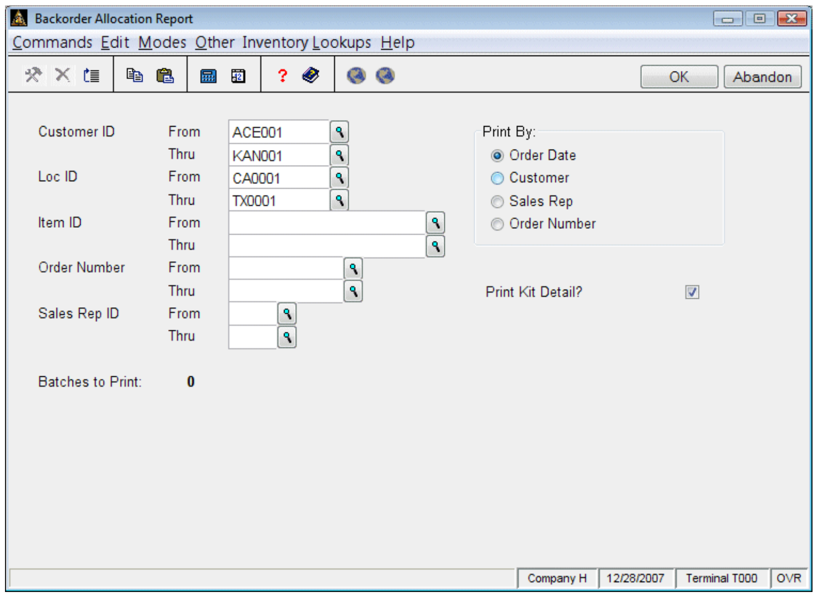
Produce the Backorder Allocation Report to determine which backorders can be filled with items that have been received in Inventory.

The report shows how the backorders can be filled based on how you organize the report. For example, you might have 30 backorders for item 100, but you only have received 25 in Inventory. If you organize the report by customer ID, the backorders for the first customer in the range is filled first, then the backorder for the second customer, and so forth until the 25 items are allocated.

If Sales Order does not interface with Inventory or if a backordered item is not set up in Inventory, backordered lines for the item are listed because the system cannot discern the quantity available.

Follow these steps to print the Backorder Allocation report:

1. Select **Backorder Allocation Report** from the **Shipping Reports** menu. The Backorder Allocation Report screen appears.



Inquiry

2. Enter the range of customers, locations, items, order numbers, and sales reps you want to include in the report. Enter values into a combination of these fields to print only the items that match that criteria on the report, or leave the boxes blank to print all items.

3. Select the batches you want to print. You have this option only if you elected to use batching in the Resource Manager **Options and Interfaces** function.

4. Select the order in which you want to print the report. The report is organized first by location, then by item, and then by your selection here.

5. If you want to print kit detail in the report, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

6. Select the output device. See “Reports” on page 1-31 for more information. After the report is produced, the **Shipping Reports** menu appears.

Backordered Items

If the inventory-on-hand quantity is zero for a backordered item, the report does not list the item.

The available quantity is shown in base units regardless of the line item's unit of measure. This value is the item's on-hand quantity minus its in-use quantity.

If, while filling backorders, the system reaches an on-hand quantity of zero, it partially fills a backorder. The remaining backorders are allocated a quantity of zero.

The balance available is the available quantity minus the allocated quantity. If the backordered quantity is more than or the same as the available quantity, the balance available is zero.

The amount in the **Ext Price** column is the order unit price times the allocated quantity. Base units are used in the calculation of the three values. The amount is rounded to two decimal places. You can use the amounts in the **Ext Price** column along with the item, location, and report totals to forecast the revenue you receive by filling the backorders.

Backorder Allocation Report

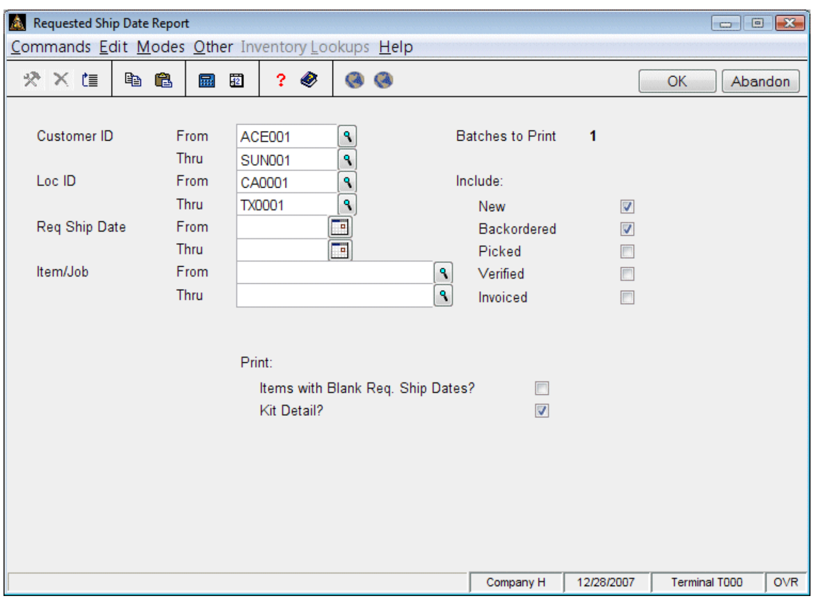
```
12/28/2007                                          Builders Supply                                               PAGE   1
9:12 PM                                       Backorder Allocation Report
                                              By Location/Item/Order Date

Loc. ID          Location Description
Item ID          Item Description                                      Base Unit    Qty. Avail.    Base Price  Bin #

Order Date  Batch  Order No Rep1 Rep2  Cust. ID  Name                On Backorder      Allocated    Ext. Price  Line #
---------------------------------------------------------------------------------------------------------------------

MN0001           MINNEAPOLIS WAREHOUSE
800002           Wallpaper - Traditional                               FOOT          3600.0000         .1800  M-1

12/28/2007  000001 00000021 GPD        ACE001    ACE BUILDERS             32.0000        32.0000           .00  002
                                                                                  -------------- --------------
                                                 Item 800002 Total                       32.0000           .00
                                                 Balance Available                     3568.0000

                                                                                                 --------------
                                                 Location  MN0001 Total                                    .00

MN0002           MINNEAPOLIS MANUFACTURING
700500           Series Number                                         EA               8.0000        5.8500  E-25

12/28/2007  000001 00000021 GPD        ACE001    ACE BUILDERS              1.0000         1.0000           .00  003
                                                                                  -------------- --------------
                                                 Item 700500 Total                        1.0000           .00
                                                 Balance Available                        7.0000

                                                                                                 --------------
                                                 Location  MN0002 Total                                    .00
                                                                                                 ==============
                                                 GRAND TOTAL                                               .00

 End of Report
```

Requested Ship Date Report

The **Requested Ship Date Report** function prints out a report listing orders based on the ship dates requested by your customers. Use the report to help plan your shipments and to help you identify problems in delivery of items to your customers.

Requested Ship Date Report screen

Select **Requested Ship Date Report** from the **Shipping Reports** menu. The Requested Ship Date Report screen appears.



Inquiry

1. Enter the range of customers you want to include in the report.

Inquiry

2. Enter the range of locations you want to include in the report.

3. Enter the range of requested ship dates you want to include in the report.

Inquiry

4. Enter the range of item/job IDs you want to include in the report.

5. Select the batches you want to print. You have this option only if you elected to use batching in the Resource Manager **Options and Interfaces** function.

6. Select the check box (or enter **Y** in text mode) for each order status you want to include in the report. To exclude a status, clear its check box (or enter **N**).

7. If you want to print items with blank requisition ship dates, select the check box (or enter **Y** in text mode); if not, clear the check box (or enter **N**).

8. If you want to print kit detail in the report, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

9. Select the output device to produce the report. See “Reports” on page 1-31 for more information on output devices. After the report is produced, the **Shipping Reports** menu appears.

Requested Ship Date Report

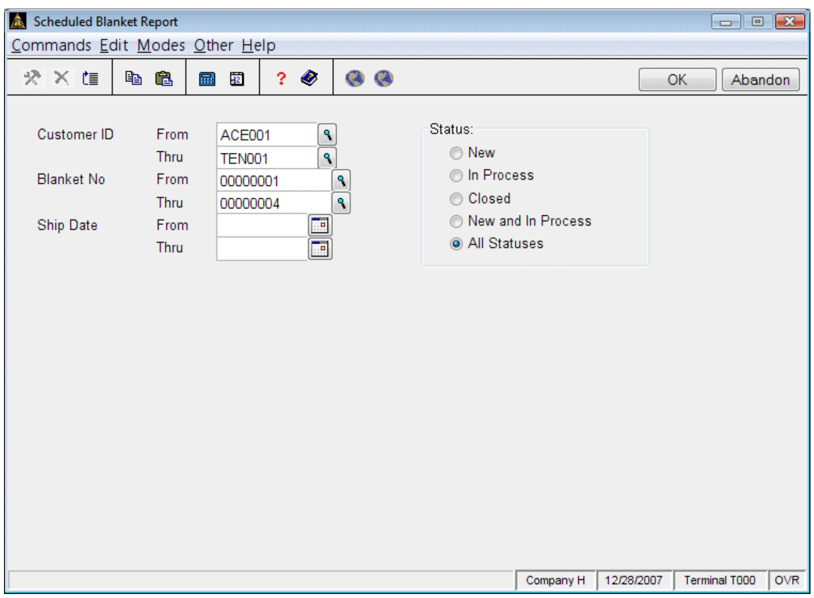
```
08/19/2005                                          Builders Supply                                                Page    1
8:20 AM                                        Requested Ship Date Report

Batch          Cust. ID & Name                          Item ID                 Loc. ID  Qty. Ordered  Units  Status       Act. Ship
Order    Line  Customer PO Number          PO Date      Item Description                 Qty. Shipped
------------------------------------------------------------------------------------------------------------------------------------


Requested Ship Date  07/15/2005

000001         SUN001 SUNSHINE HOMES, INC.              350                     MN0001         3.0000  EA     New
00000012  001  385930                                   Entry Door                              .0000
000001         SUN001 SUNSHINE HOMES, INC.              350                     MN0001         3.0000  EA     Picked
00000013  001  385930                                   Entry Door                              .0000
000001         SUN001 SUNSHINE HOMES, INC.              450                     MN0001        10.0000  EA     Picked
00000013  002  385930                                   Slide by Window 24" x 40"               .0000
000001         SUN001 SUNSHINE HOMES, INC.              460                     MN0001        25.0000  EA     Picked
00000013  003  385930                                   Slide by Window 30" X 40"               .0000

Requested Ship Date  08/25/2005

000001         LOS001 LOS ANGELES CONSTRUCTION CO.      200400                  MN0001         5.0000  EA     New          08/25/2005
00000001  001                                           Water Softener                          .0000
000001         LOS001 LOS ANGELES CONSTRUCTION CO.      901                     MN0001         3.0000  EA     New          08/25/2005
00000001  002                                           Refrigerator - White                    .0000
000001         LOS001 LOS ANGELES CONSTRUCTION CO.      800002                  MN0001        12.0000  ROLL   New          08/25/2005
00000001  003                                           Wallpaper - Traditional                 .0000
000001         LOS001 LOS ANGELES CONSTRUCTION CO.      900                     MN0001         3.0000  EA     New          08/25/2005
00000001  004                                           Refrigerator - Black                    .0000
000001         LOS001 LOS ANGELES CONSTRUCTION CO.      700500                  MN0001         3.0000  EA     New          08/25/2005
00000001  005                                           Series Number                           .0000

End of Report
```

Scheduled Blanket Report

The **Scheduled Blanket Report** function prints out a report listing shipments of blanket orders scheduled for a range of dates you specify. Use the report to forecast your shipping and inventory requirements for fulfilling blanket orders.

Follow these steps to print the Scheduled Blanket Report:

1. Select **Scheduled Blanket Report** from the **Shipping Reports** menu. The function screen appears.



Inquiry

2. Enter the range of customers you want to include in the report, locations, and requested ship dates you want to include in the report.

3. Select the status(es) of the blankets you want to include in the report.

4. Select the output device. See “Reports” on page 1-31 for more information on output devices. After the report is produced, the **Shipping Reports** menu appears.

Scheduled Blanket Report

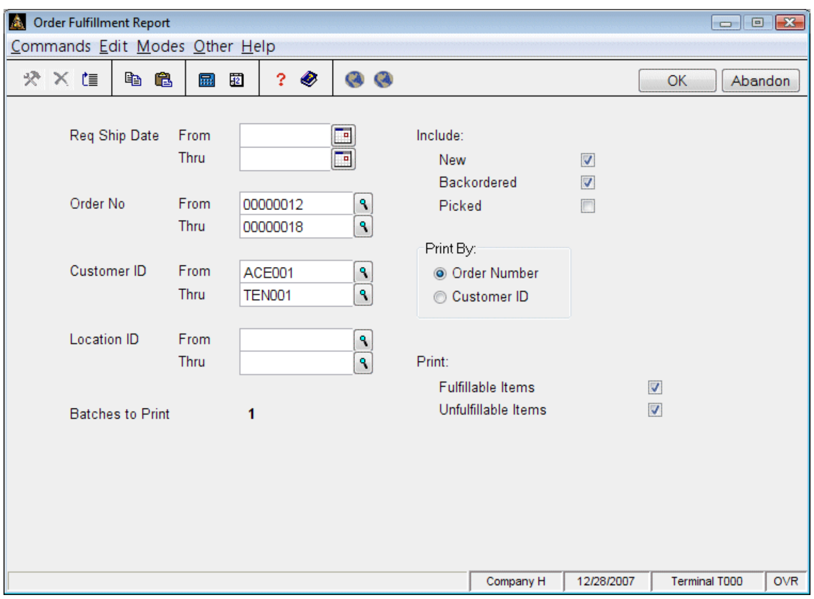
```
12/28/2007                                              Builders Supply                                                        Page   1
9:17 PM                                             Scheduled Blanket Report

Req. Date   Blanket No. Cust.   Line Item ID              Location  Units       Quantity      Unit Price  Extended Price
---------------------------------------------------------------------------------------------------------------------------------------

02/01/07    00000004    ACE001  001  200100               MN0001    EA            2.0000        358.5700          717.14
                                                                                                              --------------
                                                                             Blanket No. 00000004 Total           717.14

                                                                                                              ==============
                                                                    Requested Date 02/01/07 Total                 717.14

12/15/07    00000003    TEN001  001  902                  MN0001    EA            2.0000        429.9100          859.82
                                002  910002               MN0001    EA            2.0000        576.9900         1153.98
                                                                                                              --------------
                                                                             Blanket No. 00000003 Total          2013.80

            00000004    ACE001  002  100                  MN0001    PKG           2.0000        380.5500          761.10
                                                                                                              --------------
                                                                             Blanket No. 00000004 Total           761.10

                                                                                                              ==============
                                                                    Requested Date 12/15/07 Total                2774.90

01/01/08    00000004    ACE001  001  200100               MN0001    EA            2.0000        358.5700          717.14
                                                                                                              --------------
                                                                             Blanket No. 00000004 Total           717.14

                                                                                                              ==============
                                                                    Requested Date 01/01/08 Total                 717.14

01/15/08    00000003    TEN001  001  902                  MN0001    EA            3.0000        429.9100         1289.73
                                002  910002               MN0001    EA            3.0000        576.9900         1730.97
                                                                                                              --------------
                                                                             Blanket No. 00000003 Total          3020.70

                                                                                                              ==============
                                                                    Requested Date 01/15/08 Total                3020.70
```

Order Fulfillment Report

The **Order Fulfillment Report** function generates and prints reports showing your ability to satisfy the items needed to fill a customer's order. You cannot print this report if Sales Order does not interface with Inventory.

Order Fulfillment Report Screen

When you select **Order Fulfillment Report** from the **Shipping Reports** menu, this screen appears:



Inquiry

1. Enter the range of requested shipment dates, order numbers, customers, and locations you want to print on the report. Enter values into a combination of boxes to select specific items to print on the report, or leave the boxes blank to print all items.

2. Select the batches you want to print. You have this option only if you elected to use batching in the Resource Manager **Options and Interfaces** function.

3. Select the status of the orders you want to include in the report. For each status (new, backordered, or picked), select the check box (or enter **Y** in text mode) to include orders with that status in the report, or clear the check box (or enter **N** in text mode) to exclude orders with that status.

4. Select the order in which you want to print the report.

5. If you want to print line items from the order that can be fulfilled based on existing inventory quantities, select the check box (or enter **Y** in text mode). If you want to exclude these items from the report, clear the check box (or enter **N** in text mode).

6. If you want to print line items from the order that cannot be fulfilled based on existing inventory quantities, select the check box (or enter **Y** in text mode). If you want to exclude these items from the report, clear the check box (or enter **N** in text mode).

7. Select the output device to produce the report. See “Reports” on page 1-31 for more information on output devices. After the report is produced, the Shipping Reports menu appears.

Order Fulfillment Report

```
12/28/2007                                  Builders Supply                                    Page    1
9:22 PM                                 Order Fulfillment Report


Cust ID  Customer Name
Batch ID Order No. Line Item ID             Loc ID Description                     Units  Qty. Ordered  Qty. Available  Fill?
------------------------------------------------------------------------------------------------------------------------------


ACE001   ACE BUILDERS                   Partial Shipments?  Yes

000001   00000015  001  100                 MN0001 Electrical Package              PKG         1.0000          5.0000   Yes
000001   00000018  001  102                 CA0001 Electrical Package-L            PKG         1.0000          1.0000-  No
000001   00000019  001  102                 MN0001 Electrical Package-L            PKG         1.0000          2.0000-  No

LOS001   LOS ANGELES CONSTRUCTION CO.   Partial Shipments?  Yes

000001   00000026  001  100                 MN0001 Electrical Package              PKG        10.0000          5.0000-  No
000001   00000026  002  150                 MN0001 Plumbing Package                PKG        10.0000          6.0000   Yes
000001   00000026  003  250                 MN0001 Exterior Panels                 CS          5.0000        217.0000   Yes
000001   00000026  004  300                 MN0001 Interior Door                   EA          5.0000         13.0000   Yes

 End of Report
```

CHAPTER 7

7

Transaction Reports

Introduction

Sales Order shares some Accounts Receivable menus with some of its own functions: **Information Inquiry**, **Daily Work**, **Transaction Reports**, **History Reports**, **Periodic Processing**, **File Maintenance**, and **Master File Lists**. Refer to the *Accounts Receivable User's Manual* for questions on these shared menus, or for questions on functions not covered in this manual.

Print Invoices

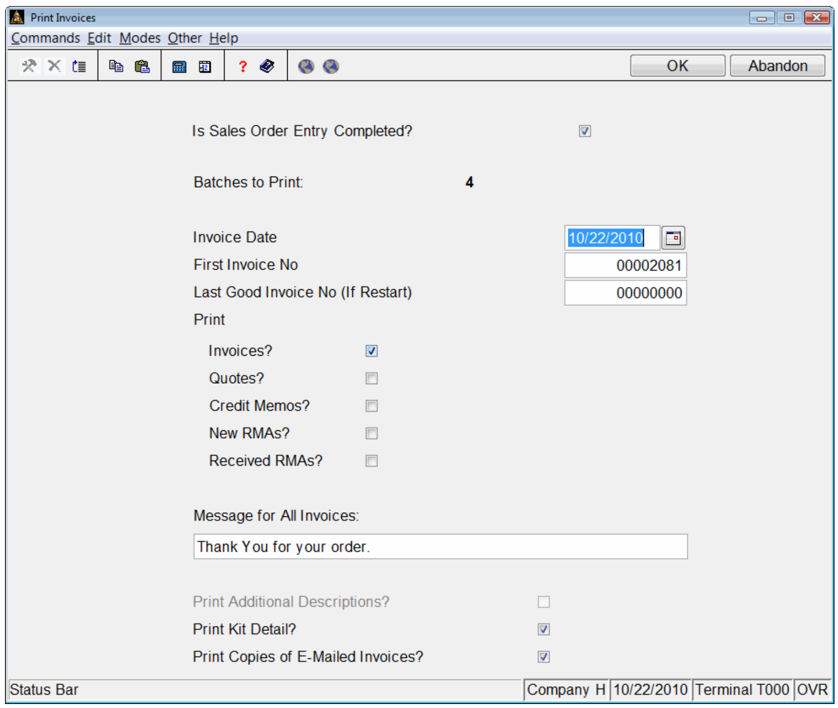
Use the **Print Invoices** function to print an invoice or a quote for an order you entered in the **SOTDxxx** and **SOTHxxx** (Open Order) files. This function is useful when you want to print invoices, quotes, or both for several transactions at once.

You can also print the invoice or quote when you enter the transaction. See “On-Demand Invoices or Quotes” on page 5-33 for more information.

Produce the Sales Journal before and after you print invoices to keep track of invoice numbers. The invoice information in the **ARINxxx** (Open Invoice) file should match the invoice information in the **SOTDxxx** and **SOTHxxx** files so that you can apply correct payment when an open invoice customer makes a payment toward a particular invoice. If you elected to use prenumbered invoices in the Resource Manager **Options and Interfaces** function, this function reassigns invoice numbers but not credit memo numbers; the Sales Journal includes both.

Print Invoices Screen

Select **Print Invoices** from the **Transaction Reports** menu. This screen appears.



1. If you are finished entering Sales Order transactions, select the check box (or enter **Y** in text mode); if not, clear the check box (or enter **N** in text mode). If you have not finished entering transactions, exit to the **Transaction Reports** menu and do so before printing invoices.

2. Select the batch numbers you want to print. You can select multiple batches to print at once. You cannot select batches if you did not elect to use transaction batching in the Resource Manager **Options and Interfaces** function.

3. Enter the date you want to print on the invoices, credit memos, or quotes. This date is used to age invoices if you elected to use online aging in the Resource Manager **Options and Interfaces** function.

Whether or not you print invoices determines how invoices are aged. The invoice header date is used for aging only if you do not print invoices. If you print invoices, the invoice date you enter here is used for aging, regardless of the header date. Quotes are not aged.

4. If you assigned numbers to the invoices or quotes, enter the number from which you want to start printing. If you did not assign numbers, enter the number of the first form you are going to use.

5. If you are reprinting invoices or quotes, enter the number of the last form that printed correctly. If you are reprinting and you use prenumbered invoices or quotes, produce the Sales Journal after you print all the invoices and quotes so that you have a record of the numbers.

6. Select the type of forms you want to print. You can print invoice forms, quotes, credit memos, new RMAs, or received RMAs.

7. If you want all invoices, quotes, credit memos, or RMAs to have a message, enter one.

8. If you want to print additional descriptions on the invoices or quotes, select the check box (or enter **Y** in text mode); if not, clear the check box (or enter **N** in text mode).

9. If you want to print kit detail on the invoices or quotes, select the check box (or enter **Y** in text mode); if not, clear the check box (or enter **N** in text mode).

10. If you want to copies of e-mailed forms, select the check box (or enter **Y** in text mode); if not, clear the check box (or enter **N** in text mode).

11. Select the output device. See “Reports” on page 1-31 for more information on output devices.

12. If you select **Printer** or **Print Preview** as the output device and if you elected not to print invoices on plain paper in the Resource Manager **Options and Interfaces** function, a form containing only alignment characters prints. If the **X**s are not centered on the alignment box (or if the **X**s are not aligned in the grid on laser forms), adjust the form and select **No** (or enter **N** in text mode) at the verification message to reprint the alignment form. Repeat this procedure until the form is aligned; then select **Yes** (or enter **Y** in text mode) to print the forms.

    If a customer's purchase order number is longer than 8 characters, a row of asterisks (*) prints in the **Order Number** column, and the entire order number is printed directly below the row of asterisks. To align the form so that the customer's purchase order number can be seen, make sure that only the bottom of the alignment character (**X**) prints in the upper part of the alignment box in the form's right-hand corner.

13. If you selected **Printer** or **Print Preview** as the output device, select the output device to print the invoices log. (If you selected **File**, this log appears after the invoice forms in the file.) After the forms and log are produced, the **Transaction Reports** menu appears.

Invoice Log

```
Run Totals:
Taxable                     53892.51-
Non-Taxable                 14769.70
Tax                          3224.05-
Freight                          .00
Misc                             .00
Total Sales                 42346.86-

Prepaid Amount                   .00
Total Credit Sales          42346.86-

Invoices Printed:        5
```

Invoice

INVOICE

BUILDERS SUPPLY
4301 DEAN LAKES BLVD.
SHAKOPEE MN 55379

PAGE 1
INVOICE DATE 12/21/2010
INVOICE NO 24889104

SOLD TO: CASHCA
CASH SALES-OAKLAND, CA

SHIP TO: CASH SALES-OAKLAND, CA

TOTAL DUE 26451.98

SLS 1	SLS 2	DUE DATE	DISC DUE DATE	ORDER NO	ORDER DATE	SHIP DATE	SHIP NO
		12/21/2010		00000006		12/21/10	

TERMS DESCRIPTION	CUSTOMER P.O.NUMBER	SHIP VIA	
C.O.D.			

ITEM ID	TX CL	UNIT OF MEASURE	ORDERED	SHIPPED	UNIT PRICE	EXTENSION
250 Exterior Panels	03	CS	10.0000	10.0000	2417.1700	24171.70
300 Interior Door	03	EA	5.0000	5.0000	51.3800	256.90
350 Entry Door	03	EA	1.0000	1.0000	526.1300	526.13
					Subtotal :	24954.70

TAXABLE	NONTAXABLE	FREIGHT	SALES TAX	MISC CHARGE	TOTAL
24954.70	.00	.00	1497.28	.00	26451.98

Credit Memo

BUILDERS SUPPLY
4301 DEAN LAKES BLVD.
SHAKOPEE MN 55379

CREDIT MEMO

PAGE 1
INVOICE DATE 12/21/2007
INVOICE NO 12670210

SOLD TO: CASHTX
CASH SALES-DALLAS, TX

SHIP TO: CASH SALES-DALLAS, TX

TOTAL DUE 3740.28

SLS 1	SLS 2	DUE DATE	DISC DUE DATE	ORDER NO	ORDER DATE	SHIP DATE	SHIP NO
		12/21/2007	12/31/2007	0022			

TERMS DESCRIPTION	CUSTOMER P.O.NUMBER	SHIP VIA	
C.O.D.			

ITEM ID	TX CL	UNIT OF MEASURE	ORDERED	SHIPPED	UNIT PRICE	EXTENSION
100 Electrical Package	03	PKG	2.0000	2.0000	475.6860	951.37
150 Plumbing Package	03	PKG	2.0000	2.0000	1317.3840	2634.77
300 Interior Door	03	EA	3.0000	3.0000	51.3810	154.14
					Subtotal :	3740.28

TAXABLE	NONTAXABLE	FREIGHT	SALES TAX	MISC CHARGE	TOTAL
.00	3740.28	.00	.00	.00	3740.28

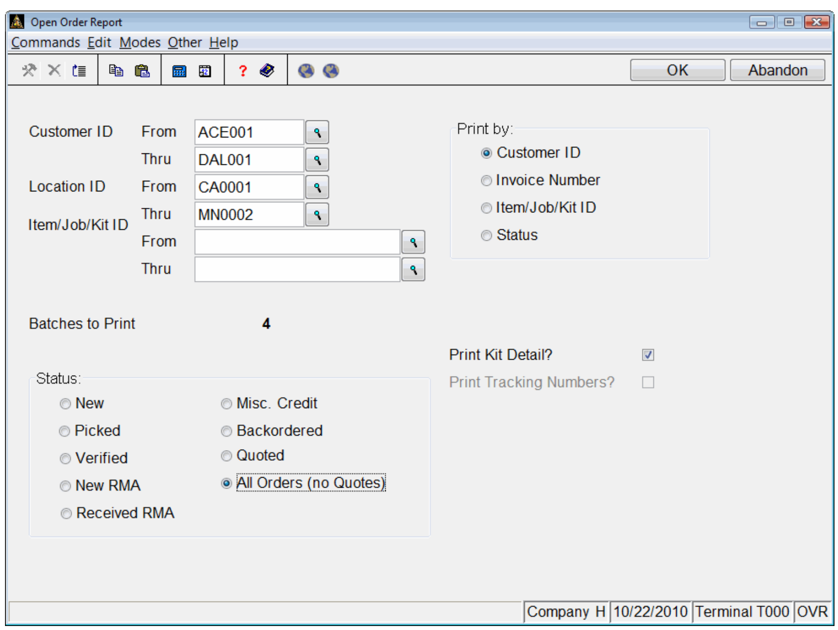
Thank you for your order.

Open Order Report

The Open Order Report lists unposted orders and returns.

Open Order Report Screen

Select **Open Order Report** from the **Transaction Reports** menu. The Open Order Report screen appears.



Inquiry

1. Enter the range of customers and locations for which you want to list unposted orders or returns.

2. Enter the range of items, jobs, or kits from unposted orders or returns you want to include in the report. The **Inquiry** (**F2**) command is available for items if Sales Order interfaces with Inventory, for jobs if Sales Order interfaces with Job Cost, and for kits if Sales Order interfaces with Bill of Materials/Kitting.

3. Select the batch numbers you want to print. You can select multiple batches to print at once. You are not prompted for batch selection if you did not elect to use transaction batching in the Resource Manager **Options and Interfaces** function.

4. Select the status of the orders you want to include in the report. If you elect to list all orders, all orders except quoted orders are listed.

   When an order has line items with backordered quantities, the items become **backordered** only when you post. Unposted backordered items appear in the report with a **verified** status.

5. Select the order in which you want to print the report. You can organize the report by status only if you list all the orders in the **SOTHxxx** and **SOTDxxx** (Open Order) files.

6. If you want to print additional detail on the report, select the format in which to print that information. Select **None** to keep from printing additional detail on the report, **Short** to print the short additional description, or **Long** to print the extended additional description.

7. Select the **Print Kit Detail?** check box (or enter **Y** in text mode) to kitted item component information in the report. Clear this check box (or enter **N** in text mode) if you do not want to print this information.

8. Select the **Print Tracking Numbers?** check box (or enter **Y** in text mode) to include shipment tracking numbers on the report; clear it (or enter **N** in text mode) if you do not want to print this information.

   This option is available only if you elected to enter tracking numbers in the **Options and Interfaces** function and if you selected **Invoice Number** as the **Print by** option.

9. Select the output device to produce the report. See “Reports” on page 1-31 for information on output devices. After the report is produced, the **Transaction Reports** menu appears.

Open Order Report

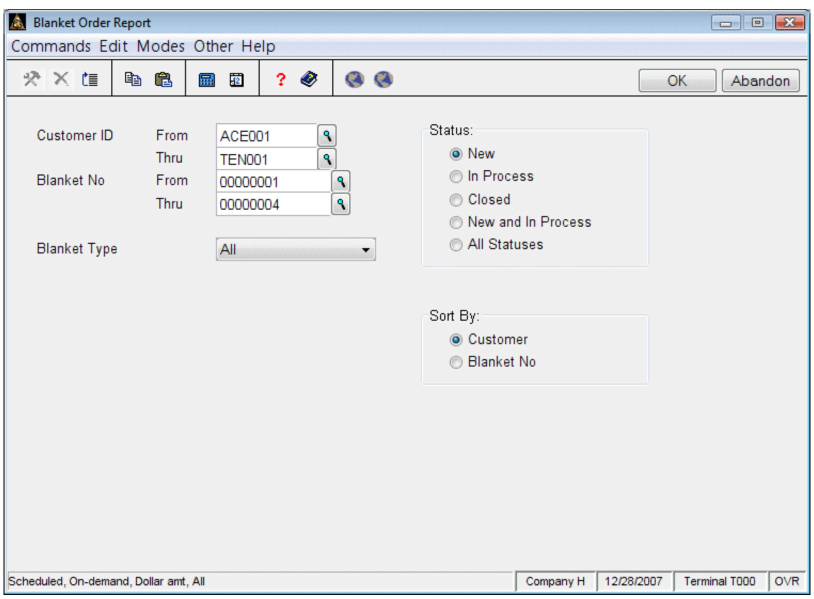
```
10/22/2010                                      Builders Supply                                        PAGE   1
12:45 PM                                       Open Order Report
                                                 By Customer

Order    Entry    Cust ID  Order Date   JIK Job/Phase or Loc/Item ID         Quantity Units                Quantity         Amount
Batch    Status   Rep 1    Req. Date    Description                         Available
Invoice           Rep 2    Ship Date
------------------------------------------------------------------------------------------------------------------------------------

00000011 001      ACE001   12/05/10     I  CA0001 100                          5.0000  PKG   Original         1.0000         380.55
000002   NEW      GPD      12/31/10     Electrical Package                                   Ordered          1.0000         380.55
                                                                                             Shipped           .0000            .00

         002                            I  CA0001 150                           .0000  PKG   Original         3.0000        3173.75
                           12/31/10     Plumbing Package                                     Ordered          3.0000        3173.75
                                                                                             Shipped           .0000            .00

                                                  Totals for Customer ACE001                 Original                       3554.30
                                                                                             Ordered                        3554.30
                                                                                             Shipped                            .00

                                                                         Grand Totals        Original                       3554.30
                                                                                             Ordered                        3554.30
                                                                                             Shipped                            .00
                                                                                             Backord                            .00

 End of Report
```

Blanket Order Report

Use the **Blanket Order Report** function to list the blanket orders on file by blanket number or customer ID.

Blanket Order Report Screen

Select **Blanket Order Report** from the **Transaction Reports** menu. The Blanket Order Report screen appears.



Inquiry

1. Enter the range of customers and blanket orders you want to include in the report.

2. Select the type of blanket orders you want to print.

3. Select the status of the blanket orders you want to include in the report.

4. Select the order in which you want to print the report.

5. Select the output device. See “Reports” on page 1-31 for more information on output devices. After the report is produced, the **Transaction Reports** menu appears.

Blanket Order Report

```
12/28/2007                                          Builders Supply                                                Page   3
9:31 PM                                           Blanket Order Report

Line IK Loc ID Item ID                  Sales Acct.  Units   Original Qty.     Unit Price     Ext. Price  Tax Class
     Description                        COGS Acct.           Released Qty.
                                        Inv. Acct.         In Process Qty.
                                                               Posted Qty.
------------------------------------------------------------------------------------------------------------------------------------

001  I  MN0001 200100                   401000       EA             4.0000       358.5708        1434.28  00
     Furnace                            501000                       .0000                           .00
                                        104400                       .0000                           .00
                                                                     .0000                           .00

002  I  MN0001 100                      401000       PKG            2.0000       380.5488         761.10  03
     Electrical Package                 501000                       .0000                           .00
                                        104400                       .0000                           .00
                                                                     .0000                           .00

Order Total    Our Blanket #                       Miscellaneous        Freight       Subtotal      Sales Tax          Total
------------------------------------------------------------------------------------------------------------------------------------
               00000004                Original              .00            .00        2195.38            .00        2195.38
                                       Released              .00            .00            .00            .00            .00
                                       In Process            .00            .00            .00            .00            .00
                                       Posted                .00            .00            .00            .00            .00

Customer ACE001 Total                              Miscellaneous        Freight       Subtotal      Sales Tax          Total
------------------------------------------------------------------------------------------------------------------------------------
               00000004                Original              .00            .00        2195.38            .00        2195.38
                                       Released              .00            .00            .00            .00            .00
                                       In Process            .00            .00            .00            .00            .00
                                       Posted                .00            .00            .00            .00            .00

GRAND TOTAL                                        Miscellaneous        Freight       Subtotal      Sales Tax          Total
------------------------------------------------------------------------------------------------------------------------------------
                                       Original              .00            .00       32980.72            .00       32980.72
                                       Released              .00            .00            .00            .00            .00
                                       In Process            .00            .00            .00            .00            .00
                                       Posted                .00            .00            .00            .00            .00

End of Report
```

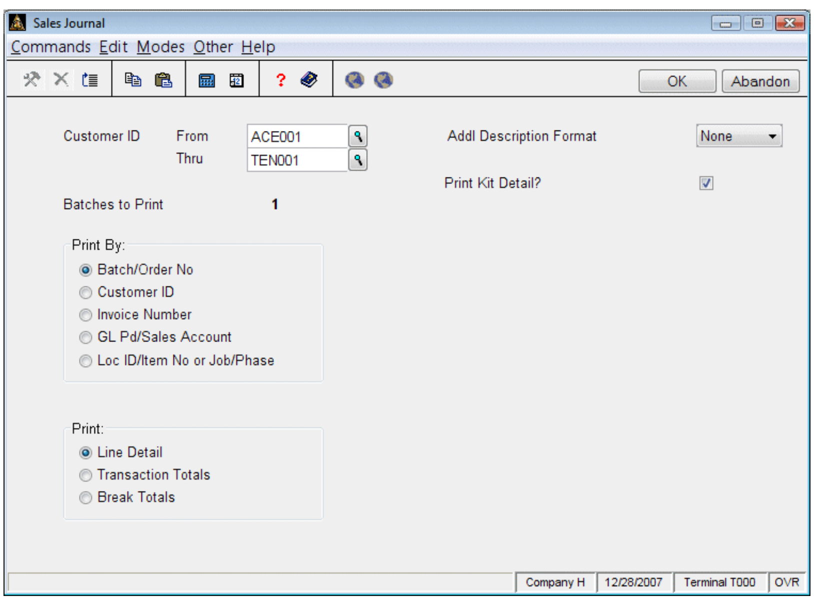
Sales Journal

Print the Sales Journal before you post transactions to check for mistakes and omissions and to use as an audit trail of sales transactions. If you find incorrect transactions in the Sales Journal, use the **Transactions** function to edit or delete them.

The Sales Journal includes cost information, but the unit cost of nonserialized items is only an estimate. The current cost updates it (based on your costing method) when you post.

Sales Journal Screen

Select **Sales Journal** from the **Transaction Reports** menu. The Sales Journal screen appears.



Inquiry

1. Enter the range of customers whose transactions you want to include in the journal.

2. Select the batch numbers you want to print. You can select multiple batches to print at once. You cannot select batches to print if you did not elect to use transaction batching in the Resource Manager **Options and Interfaces** function.

3. Select the order in which you want to organize the journal.

4. Select the amount of detail you want to print in the journal.

5. Select the output device. See “Reports” on page 1-31 for more information on output devices. After the journal is produced, the **Transaction Reports** menu appears.

   If the Sales Journal does not include some invoice numbers, you probably printed multiple-page invoices or credit memos. The number of an invoice that is a continuation of a previous one is skipped. Invoice numbers are not reassigned for credit memos.

Sales Journal

```
12/28/2007                                                        Builders Supply                                                      Page   1
9:35 PM                                                            Sales Journal
                                                                 By Batch/Order No.

Batch    Cust. ID   JIK Job/Phase or Loc/Item No.  Rep 1 Sales Acct.  Units    Qty. Ordered     Unit Price     Ext. Price   Tax Class
Our Ord# Invc. No.  Description                    Rep 2 COGS Acct.           Qty. Shipped      Unit Cost      Ext. Cost
Line     Ship Date                                       Inv. Acct.           Qty. Backord
-----------------------------------------------------------------------------------------------------------------------------------------

000001   ACE001     I  MN0001 100                  GPD   401000       PKG           1.0000       380.5488         380.55   03
00000012            Electrical Package                   501000                     1.0000       343.5500         343.55
001      12/28/2007                                      104400                      .0000


Cust.   Our Ord# Rep 1       Inv. Date  Per Tx Grp      Freight        Subtotal       Sales Tax      Inv. Total  Pmt.  Pmt. Amount
Batch   Invc. No Rep 2       Ord. Date          Miscellaneous
Ship To Order No Terms Desc. Ship Date
-----------------------------------------------------------------------------------------------------------------------------------------
ACE001  00000012 GPD         12/28/2007 12   MN             .00          380.55             .00          380.55                   .00
000001  00002081                                            .00                                                                   .00
                             12/28/2007
```

Post Transactions

When you post transactions, several things happen:

- Verified orders and returned goods are moved from the **SOTDxxx** and **SOTHxxx** (Open Order) files to the **ARINxxx** (Open Invoice) file.

- Cash receipts are moved from the **ARCRxxx** (Cash Receipts) file to the **ARINxxx** file.

- The **ARCUxxx** (Customer), **ARSRxxx** (Sales Rep), **RMTXxxx** (Tax Locations), **ARINxxx** (Open Invoice), **ARHIxxx** (Detail History), and **ARHSxxx** (Summary History) files are updated.

- Inventory, General Ledger, Bank Reconciliation, and Job Cost are updated if Sales Order interfaces with these applications.

  The *Accounts Receivable User's Manual* illustrates how files are updated and which accounts are debited and credited.

You can produce four posting logs when you post transactions:

- The Post Deposits Log shows the amounts posted to your bank accounts and contains information from the **SOTDxxx** and **SOTHxxx** files.

- The Post Inventory Items Log shows the detail of inventory line items and contains information from the **INVExxx** (Items), **INLDxxx** (Location Detail), **SOTDxxx**, and **SOTHxxx** files.

- The Post Sales Order Log shows the amounts posted to the **ARINxxx** and **ARCUxxx** files, the amounts posted to the General Ledger accounts, the balance, and the total posted to the **JOBSxxx** file; and it contains information from the **SOTDxxx** and **SOTHxxx** files.

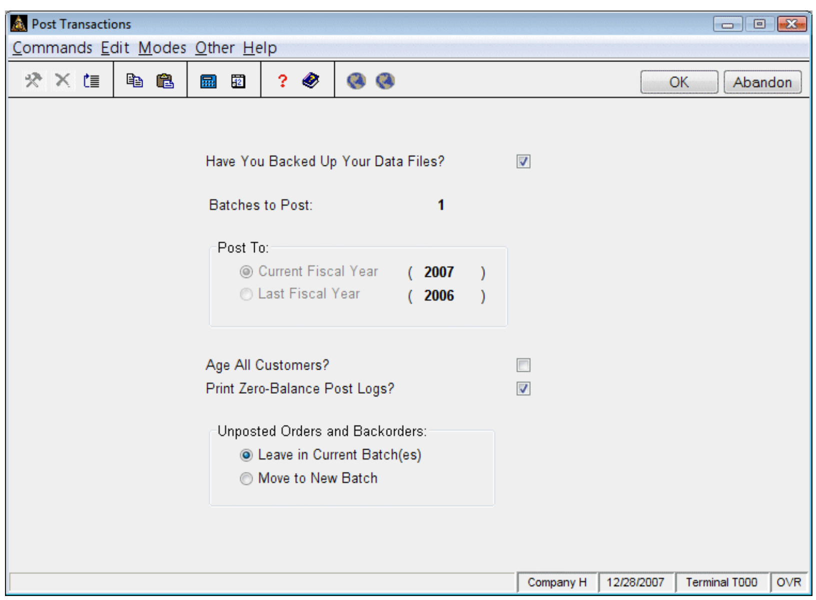
- The Post Cash Receipts Log shows the cash receipt amounts posted to the **ARINxxx** and **ARCUxxx** files and the general ledger accounts that are affected, and it contains information from the **ARCRxxx** file before it is cleared by posting.

Before Posting

Before you post, back up all of your data files. Backing up your data files before you post is an important practice. Unforeseen problems, such as a power surge or failure, can interrupt the post and result in the loss of data.

Post Transactions Screen

Select **Post Transactions** from the **Transaction Reports** menu. The Post Transactions screen appears.



1. If you have backed up your data files, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode). If you have not backed up your files, return to the menu and do so before you post.

2. Select the batch numbers you want to post. You can post multiple batches at one time. You have this option only if you elected to use batch processing in the Resource Manager **Options and Interfaces** function.

3. Select the fiscal year to which you want to post the transactions. If Sales Order does not interface with General Ledger, or if you did not create last-year data in General Ledger, you must post to the current-year files.

4. If you want to age customer invoices in the file during posting, select the check box (or enter **Y** in text mode); if not, clear the check box (or enter **N** in text mode). If you elect to age all customers, the **ARCUxxx** file is updated, and the AR Analysis Report is updated if you kept summary history. If you elect not to age all customers, the post takes less time.

5. Select the action you want to take for unposted orders and backorders. If you elect to move them to a different batch, a field appears where you can enter the new batch ID.

6. Select the output device to produce the posting log. See “Reports” on page 1-31 for more information on output devices. After the log is produced, the **Transaction Reports** menu appears.

Post Transaction Log

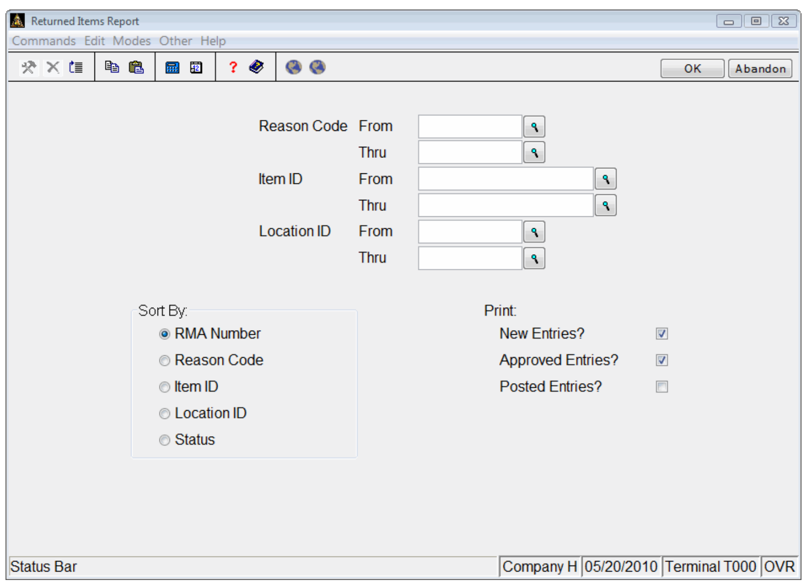
```
12/28/2007                                            Builders Supply                                        Page A-   1
9:38 PM                                             SO Post Transactions

Terminal:       T000

Batches Posted:

000001

Posted to CURRENT YEAR (2007)

12/28/2007                                            Builders Supply                                        Page B-   1
9:38 PM                                             POST INVENTORY ITEMS

Batch  Tran No. LN  TP Invoice  Loc.   Item ID or Job/Phase                    Qty. Shipped Unit      Unit Cost Extended Cost
                                  (Lot Numbers)    (Serial Numbers)

000001 00000012 001 IN 00000012 MN0001 100                                           1.0000 PKG       343.5500        343.55
                                                                                                                 --------------
          TRANSACTION TOTAL                                                                                              343.55

                                                   TOTAL OF LOT/SERIAL ITEMS                                                .00
                                                                                                                 --------------
          TRANSACTION TOTAL                                                                                                 .00

000001 00000017 001 IN 00000017 CA0001 101                                           1.0000 PKG          .0000           .00
                                                   554565465465                      1.0000 PKG          .0000           .00
                                                   TOTAL OF LOT/SERIAL ITEMS                                                .00
                                                                                                                 --------------
          TRANSACTION TOTAL                                                                                                 .00

000001 00000021 001 IN 00000015 MN0001 200                                           1.0000 PKG
                                MN0001 200100                                        1.0000 EA        379.4400        379.44
                                MN0001 200200                                        1.0000 EA        227.5300        227.53
                                MN0001 200300                                        1.0000 EA        429.9500        429.95
                                MN0001 200400                                        1.0000 EA        127.4000        127.40
                                MN0001 200500                                        1.0000 EA         47.5000         47.50
                                MN0001 200600                                        1.0000 EA         75.1500         75.15
                                             TOTAL OF ALL COMPONENTS                                                   1286.97
                                  274D2201                                            .0000 ROLL     1286.9700           .00
                                  274D2202                                            .0000 ROLL     1286.9700           .00
                                                   TOTAL OF LOT/SERIAL ITEMS                                                .00
                                                   TOTAL OF LOT/SERIAL ITEMS                                                .00
                                                                                                                 --------------
          TRANSACTION TOTAL                                                                                             1286.97

000001 00000025 001 IN 00000025 MN0001 300                                           4.0000 EA         22.0100         88.04
                                                                                                                 --------------
          TRANSACTION TOTAL                                                                                               88.04

000001 00000027 001 IN 00000027 MN0001 100                                          11.0000 PKG       343.5500       3779.05
                                                                                                                 --------------
          TRANSACTION TOTAL                                                                                             3779.05

                                                                                                                 --------------
          BATCH 000001 TOTAL                                                                                            5497.61
```

Returned Items Report

Use the Returned Items Report to print out a range of items that are currently in the Returned Items function.

Returned Items Report Screen

Select **Returned Items Report** from the **Transaction Reports** menu. The Returned Items Report screen appears



Inquiry 1. Enter the range of reason codes you want to include in the journal.

Inquiry 2. Enter the range of item IDs you want to include in the journal.

Inquiry 3. Enter the range of reason codes you want to include in the journal.

Inquiry

4. Enter the range of Location IDs you want to include in the journal.

5. Choose to sort the Returned Items Report by **RMA Number**, **Reason Code**, **Item ID**, **Location ID**, or **Status**.

6. Select whether the Returned Items Report should include new entries, approved entries, and/or posted entries.

7. Select the output device. See “Reports” on page 1-31 for more information on output devices. After the report is produced, the **Transaction Reports** menu appears.

Returned Items Report

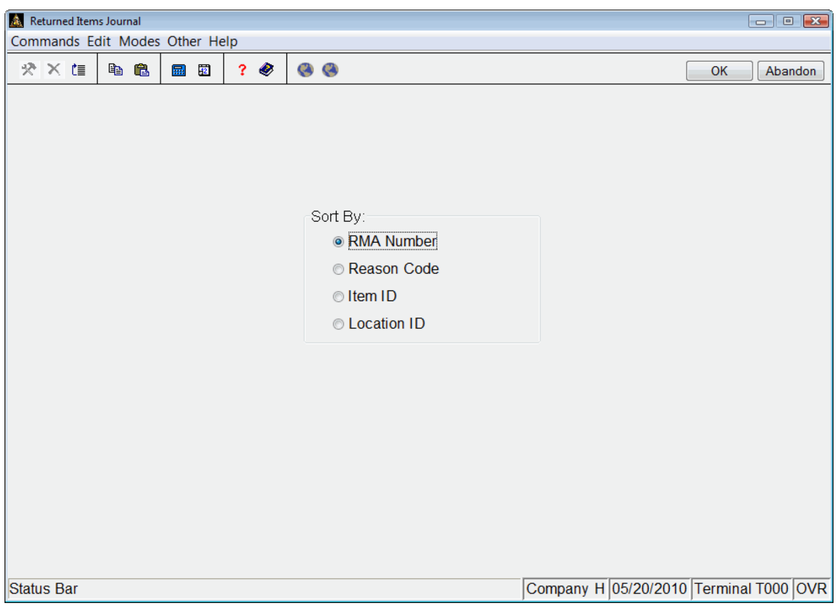
```
10/14/2010                                   Builders Supply                                                   Page    1
9:47 PM                                   Returned Items Report
                                           Sorted By RMA Number
Status   RMA Number                 Entry Date   Item ID                          Loc. ID Units   Original Qty    Returned Qty
Reason   Description                             Description
----------------------------------------------------------------------------------------------------------------------------------

Approved 00000001                   10/12/2010   100                              MN0001  PKG           1.0000          1.0000
                                                 Electrical Package

New      00000003                   10/13/2010   100                              MN0001  PKG           1.0000           .0000
DAMAGE   Damaged Merchandise                     Electrical Package

Approved 00000003                   10/13/2010   550                              MN0001  PKG           1.0000          1.0000
                                                 Millwork Package

Approved 00000004                   10/13/2010   200100                           MN0001  EA            1.0000          1.0000
ITEM     Wrong Item                              Furnace


 End of Report
```

Returned Items Journal

Use the **Returned Items Journal** to generate a journal of returned items that are ready for posting (flagged as **Approved**).

Returned Items Journal Screen

Select **Returned Items Journal** from the **Transaction Reports** menu. The Returned Items Journal screen appears.



1. Select whether you would like the journal sorted by **RMA Number**, **Reason Code**, **Item ID**, or **Location ID**.

2. Select the output device. See “Reports” on page 1-31 for more information on output devices. After the journal is produced, the **Transaction Reports** menu appears.

Returned Items Journal

```
10/14/2010                                   Builders Supply                                                          Page   1
9:50 PM                                   Returned Items Journal
                                           Sorted By RMA Number

RMA Number              Item ID            Loc. ID     Pending Rtn. Acct.  Units  Original Qty   Returned Qty     Ext. Cost
Entry Date   Reason Code    Item Description           Inventory Acct.
----------------------------------------------------------------------------------------------------------------------------------

00000001                100                MN0001      104400              PKG        1.0000         1.0000        343.55
10/12/2010              Electrical Package             104400


00000003                550                MN0001      104400              PKG        1.0000         1.0000       1036.10
10/13/2010              Millwork Package               104400


00000004                200100             MN0001      104400              EA         1.0000         1.0000        379.44
10/13/2010   ITEM       Furnace                        104400


                                                                                                              ==============
                                                                                             Grand Total      1759.09

 End of Report
```

Post Returned Items

Use the Post Returned Items function to update General Ledger and Inventory information for returned items that have been moved to **Approved** status.

The following occurs when you post returned items:

- For each returned item, the associated inventory for that item is updated using the approved quantity and unit cost.

- A GL entry is created for each returned item. The Pending Inventory Return account is credited for the cost of the returned items. The Inventory account is debited for the cost of the items returned to stock. If the entire quantity is not returned to stock, then the Loss on Return Account is debited for the cost of the items not returned to stock.

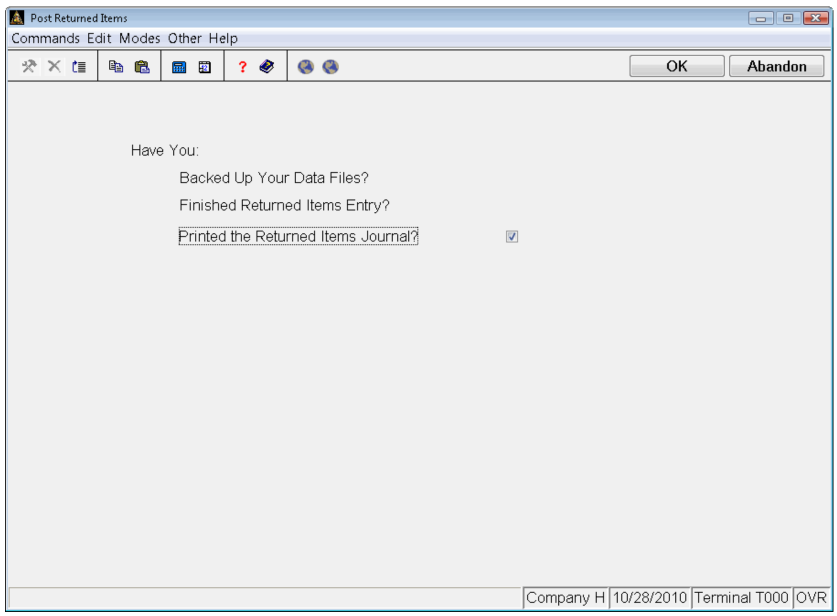
- Entries that have an associated Sales Order transaction still on file will be flagged as “Posted” and kept in the SORIx file; otherwise, the entry will be removed from the file.

Before Posting

Before you post, back up your data files. Backing up your data files before you post is an important practice. Unforeseen problems, such as a power surge or failure, can interrupt the post and result in the loss of data.

Post Returned Items Screen

Select **Post Returned Items** from the **Transaction Reports** menu. The Post Returned Items screen appears.



1. If you have backed up your data files, finished return item entry, and printed the returned items journal, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode). If you have not done all of these tasks, return to the menu and do so before you post.

2. Select the output device to produce the posting log. See “Reports” on page 1-31 for more information on output devices. After the log is produced, the **Transaction Reports** menu appears.

Post Returned Items GL Log

```
10/26/2010                                    Builders Supply                                           PAGE    1
2:13 PM                                  Post Returned Items GL Log

   Description               GL Account   Reference        Debit        Credit
------------------------------------------------------------------------------

   COST OF SALES             104400       AR                           2561.64
   INVENTORY                 104400       AR              2561.64
                                                    ----------------------------
Posted to Year 2010 Period 10                             2561.64      2561.64


                                                    ----------------------------
Total GL Postings for Year 2010                           2561.64      2561.64


10/26/2010                                    Builders Supply                                           PAGE    2
2:13 PM                                 Post Returned Inventory Items

RMA Number                ----- Original ---- Invoice  Item                 Loc.        Quantity Units     Unit Cost Extended Cost
                          Batch  Order   Line                               ID
-----------------------------------------------------------------------------------------------------------------------------------

00000001                  000001 00000020 001          200100               MN0001        5.0000 EA        379.4400       1897.20
00000001                  000001 00000020 002          200500               MN0001        6.0000 EA         47.5000        285.00
00000001                  000001 00000020 003          200100               MN0001        1.0000 EA        379.4400        379.44
                                                                                                                    ==============
                                                                                                 Grand Total            2561.64
End of Report
```

CHAPTER 8

8

History Reports

Introduction

Sales Order shares some Accounts Receivable menus with some of its own functions: **Information Inquiry**, **Daily Work**, **Transaction Reports**, **History Reports**, **Periodic Processing**, **File Maintenance**, and **Master File Lists**. Refer to the *Accounts Receivable User's Manual* for questions on these shared menus, or for questions on functions not covered in this manual.

Shipping Efficiency Report

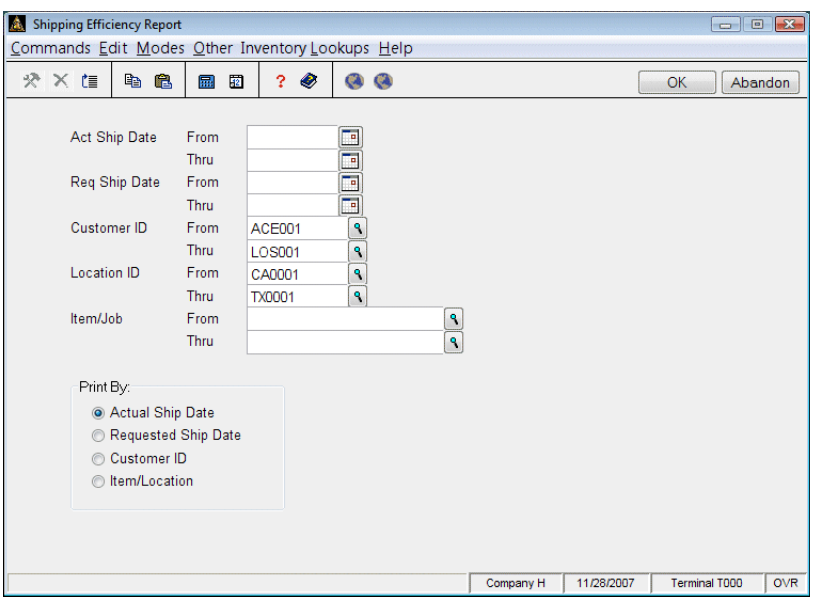
The **Shipping Efficiency Report** function creates a report that helps you analyze your effectiveness at meeting the requests for shipping your customers made when they placed their orders.

This report is organized by date. To analyze your shipping efficiency by customer, use the Customer Shipping Efficiency Report (see page 6-7).

You cannot print this report if you did not elect to save detail history in the Resource Manager **Options and Interfaces** function.

Shipping Efficiency Report screen

Select **Shipping Efficiency Report** from the **Shipping Reports** menu. The Shipping Efficiency Report screen appears.



1. Enter the range of actual shipping dates for the shipments you want to analyze.

2. Enter the range of requested shipping dates for the shipments you want to analyze.

3. Enter the range of customers you want to include in the report.

4. Enter the range of locations you want to include in the report.

5. Enter the range of items or jobs you want to include in the report.

   Leave any of these fields blank to select all values.

6. Select the order in which you want to print the report.

7. Select the output device to produce the report. See “Reports” on page 1-31 for more information on output devices. After the report is produced, the **History Reports** menu appears.

Shipping Efficiency Report

11/28/2007 Builders Supply Page 2
8:41 AM Shipping Efficiency Report
By Actual Ship Date

Actual Ship Date	Average Early Date	Average Late Date	Shipments Total No.	---- Early Days ---- Number	Average	On-Time Number	---- Late Days ---- Number	Average	Efficiency %
04/02/2008	04/02/2008	04/02/2008	1	0	.00	1	0	.00	100.0000
03/17/2008	03/17/2008	03/17/2008	1	0	.00	1	0	.00	100.0000
03/03/2008	03/03/2008	03/03/2008	1	0	.00	1	0	.00	100.0000
03/01/2008	03/01/2008	03/01/2008	1	0	.00	1	0	.00	100.0000
02/22/2008	02/22/2008	02/22/2008	1	0	.00	1	0	.00	100.0000
02/05/2008	02/05/2008	02/05/2008	1	0	.00	1	0	.00	100.0000
01/26/2008	01/26/2008	01/26/2008	1	0	.00	1	0	.00	100.0000
01/25/2008	01/25/2008	01/25/2008	1	0	.00	1	0	.00	100.0000
01/24/2008	01/24/2008	01/24/2008	1	0	.00	1	0	.00	100.0000
01/21/2008	01/21/2008	01/21/2008	2	0	.00	2	0	.00	100.0000
12/28/2007	12/28/2007	12/28/2007	5	0	.00	5	0	.00	100.0000
12/21/2007	12/21/2007	12/21/2007	1	0	.00	1	0	.00	100.0000
12/17/2007	12/17/2007	12/17/2007	2	0	.00	2	0	.00	100.0000
12/03/2007	12/03/2007	12/03/2007	1	0	.00	1	0	.00	100.0000
12/01/2007	12/01/2007	12/01/2007	1	0	.00	1	0	.00	100.0000
11/06/2007	11/06/2007	11/06/2007	1	0	.00	1	0	.00	100.0000
11/03/2007	11/03/2007	11/03/2007	1	0	.00	1	0	.00	100.0000
10/04/2007	10/04/2007	10/04/2007	1	0	.00	1	0	.00	100.0000
10/02/2007	10/02/2007	10/02/2007	1	0	.00	1	0	.00	100.0000
09/18/2007	09/18/2007	09/18/2007	1	0	.00	1	0	.00	100.0000
09/10/2007	09/10/2007	09/10/2007	1	0	.00	1	0	.00	100.0000
09/07/2007	09/07/2007	09/07/2007	3	0	.00	3	0	.00	100.0000
09/02/2007	09/02/2007	09/02/2007	1	0	.00	1	0	.00	100.0000
08/26/2007	08/26/2007	08/26/2007	1	0	.00	1	0	.00	100.0000
08/17/2007	08/17/2007	08/17/2007	1	0	.00	1	0	.00	100.0000
08/15/2007	08/15/2007	08/15/2007	2	0	.00	2	0	.00	100.0000
07/26/2007	07/26/2007	07/26/2007	1	0	.00	1	0	.00	100.0000
07/19/2007	07/19/2007	07/19/2007	1	0	.00	1	0	.00	100.0000
07/15/2007	07/15/2007	07/15/2007	1	0	.00	1	0	.00	100.0000
07/14/2007	07/14/2007	07/14/2007	1	0	.00	1	0	.00	100.0000
07/11/2007	07/11/2007	07/11/2007	7	0	.00	7	0	.00	100.0000
07/09/2007	07/09/2007	07/09/2007	1	0	.00	1	0	.00	100.0000
07/07/2007	07/07/2007	07/07/2007	1	0	.00	1	0	.00	100.0000
07/05/2007	07/05/2007	07/05/2007	1	0	.00	1	0	.00	100.0000
Overall			107	6	1.83	101	0	.00	100.0000

End of Report

Customer Shipping Efficiency Report

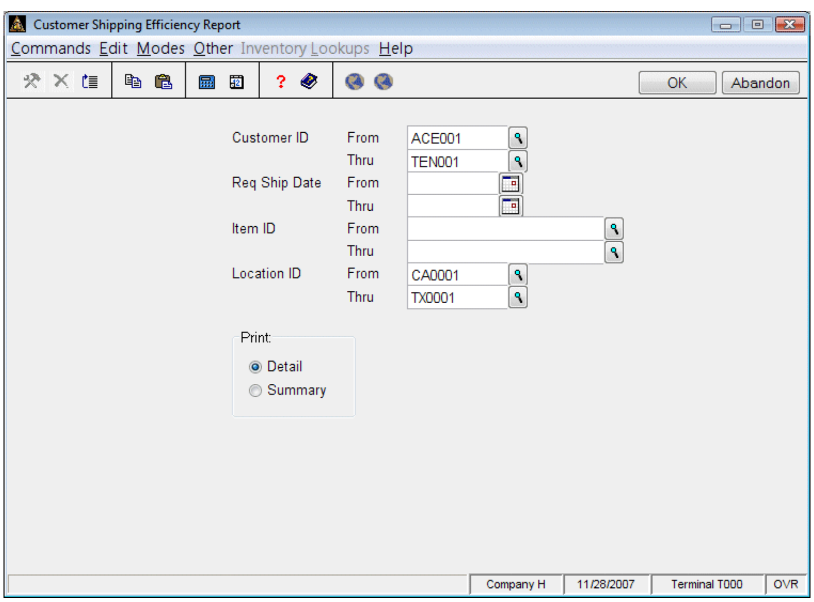
The **Customer Shipping Efficiency Report** function creates a report that helps you analyze your effectiveness at meeting the requests for shipping your customers made when they placed their orders.

This report is organized by customer. To analyze your shipping efficiency by date, use the Shipping Efficiency Report (see page 6-3).

You cannot print this report if you did not elect to save detail history in the Resource Manager **Options and Interfaces** function.

Customer Shipping Efficiency Report screen

Select **Customer Shipping Efficiency Report** from the **Shipping Reports** menu. The Customer Shipping Efficiency Report screen appears.



Inquiry

1. Enter the range of customers you want to include in the report.

2. Enter the range of requested shipment dates for the shipments you want to include in the report.

Inquiry

3. Enter the range of items you want to include in the report.

Inquiry

4. Enter the range of locations you want to include in the report.

   Leave these fields blank to include all values in the report.

5. Select whether you want to print the report in detail or in summary.

6. Select the output device to produce the report. See “Reports” on page 1-31 for more information on output devices. After the report is produced, the **History Reports** menu appears.

Customer Shipping Efficiency Report

12/28/2008 Builders Supply Page 4
8:44 AM Detail Customer Shipping Efficiency Report

Invoice Item ID	Description	Loc. ID	Requested Ship Date	Actual Ship Date	Difference In Days	Efficiency %
650	Steel Supports	MN0001	11/25/2008	11/23/2008	2	

			Total for Invoice	12670064		100.0000
100	Electrical Package	MN0001	12/20/2008	12/20/2008	0	
300	Interior Door	MN0001	12/20/2008	12/20/2008	0	
350	Entry Door	MN0001	12/20/2008	12/20/2008	0	
450	Slide by Window 24" x 40"	MN0001	12/20/2008	12/20/2008	0	
460	Slide by Window 30" X 40"	MN0001	12/20/2008	12/20/2008	0	
600	Standard Window 24" X 40"	MN0001	12/20/2008	12/20/2008	0	

			Total for Invoice	12670074		100.0000
100	Electrical Package	MN0001	12/21/2007	12/21/2007	0	
150	Plumbing Package	MN0001	12/21/2007	12/21/2007	0	
300	Interior Door	MN0001	12/21/2007	12/21/2007	0	
550	Millwork Package	MN0001	12/21/2007	12/21/2007	0	
600	Standard Window 24" X 40"	MN0001	12/21/2007	12/21/2007	0	
100	Electrical Package	MN0001	12/21/2007	12/21/2007	0	

			Total for Invoice	12670201		100.0000
	SERVICE CHARGE	MN0001	12/21/2007	12/21/2007	0	

			Total for Invoice	12670206		100.0000
	Heating/Cooling Package	MN0001	07/11/2007	07/11/2007	0	

			Total for Invoice	24889003		100.0000
	Heating/Cooling Package	MN0001	12/17/2007	12/17/2007	0	

			Total for Invoice	24889014		100.0000
	Heating/Cooling Package	MN0001	09/02/2008	09/02/2008	0	

			Total for Invoice	24889022		100.0000
	Heating/Cooling Package	MN0001	12/08/2008	12/08/2008	0	

			Total for Invoice	24889030		100.0000

			Total for Customer	ACE001		100.0000

			GRAND TOTAL			100.0000

End of Report

CHAPTER 9

9

Periodic Processing

Introduction

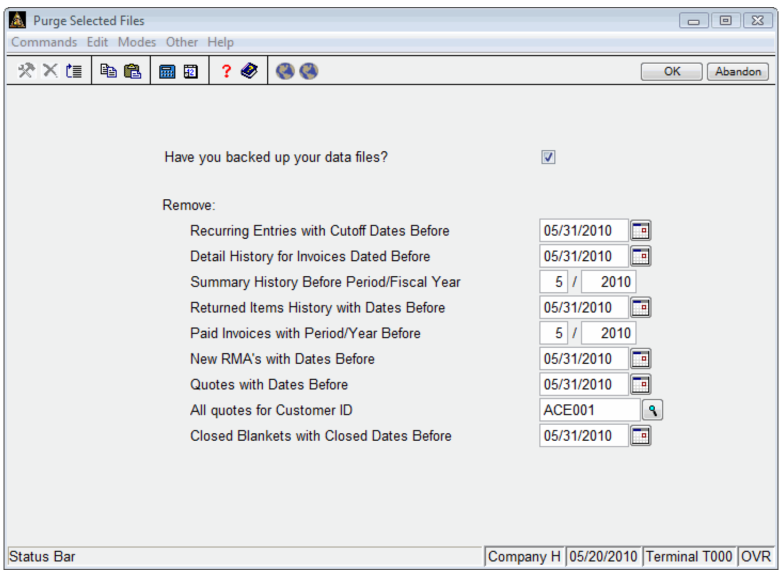
Sales Order shares some Accounts Receivable menus with some of its own functions: **Information Inquiry**, **Daily Work**, **Transaction Reports**, **History Reports**, **Periodic Processing**, **File Maintenance**, and **Master File Lists**. Refer to the *Accounts Receivable User's Manual* for questions on these shared menus, or for questions on functions not covered in this manual.

Purge Selected Files

Use the **Purge Selected Files** function to delete history from the **SORHxxx** and **SORLxxx** (Recurring Order), **ARHIxxx** (Detail History), **ARHSxxx** (Summary History), **ARINxxx** (Open Invoice), **SOHTxxx** (Tracking Number History), **SOTRxxx** (Tracking Number), and **SOTDxxx** and **SOTHxxx** (Open Order) files.

Purge Selected Files Screen

Select **Purge Selected Files** from the **Periodic Processing** menu. The Purge Selected Files screen appears.



1. If you have backed up your data files, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode). If you have not backed up your files, return to the **Periodic Processing** menu and back up your files before continuing.

2. Enter the date of the recurring orders you want to purge. Recurring orders with cutoff dates on or before the date you enter are purged.

3. Enter the date of the invoices for which you want to purge detail history. Detail history for invoices dated on or before the date you enter are purged.

4. Enter the period and year of the summary history you want to purge. Summary history before the period and year you enter are purged.

5. Enter the date of the paid invoices you want to purge. Paid invoices dated on or before the date you enter are purged.

6. Enter the date of the new RMAs you want to purge. RMAs dated on or before the date you enter are purged.

7. Enter the date of the quotes you want to purge. Quotes dated before the date you enter are purged.

Inquiry

8. To purge all quotes for a specific customer, enter that customer ID.

9. Enter the date of the closed blankets you want to purge. Blanket orders with Close Dates before the date you enter are purged.

   Leave any of these fields empty if you do not want to purge that type of data.

10. To purge the files and return to the **Periodic Processing** menu, use the **Proceed** (**OK**) command.

CHAPTER 10

10

File Maintenance

Introduction

Sales Order shares some Accounts Receivable menus with some of its own functions: **Information Inquiry**, **Daily Work**, **Transaction Reports**, **History Reports**, **Periodic Processing**, **File Maintenance**, and **Master File Lists**. Refer to the *Accounts Receivable User's Manual* for questions on these shared menus, or for questions on functions not covered in this manual.

Recurring Orders

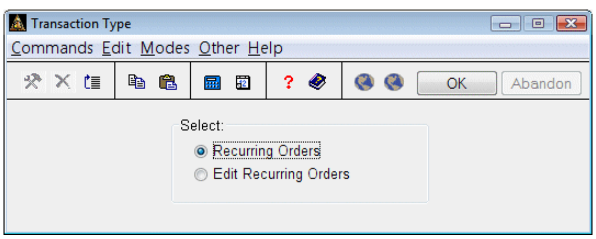
Use the **Recurring Orders** function to set up orders that you regularly get from customers. You can set up recurring orders for individual customers and for groups of customers.

After you set up the recurring orders, use the **Copy Recurring Orders** function to copy them to the **SOTDxxx** and **SOTHxxx** (Open Order) files when they come due.

To save time, you can copy a group of recurring orders to the **SOTDxxx** and **SOTHxxx** files instead of entering each transaction each time you send the bill. By assigning each order a run code, you can process these groups of orders on different schedules—monthly, bimonthly, or whatever fits your company's needs.

Recurring Orders Selection Screen

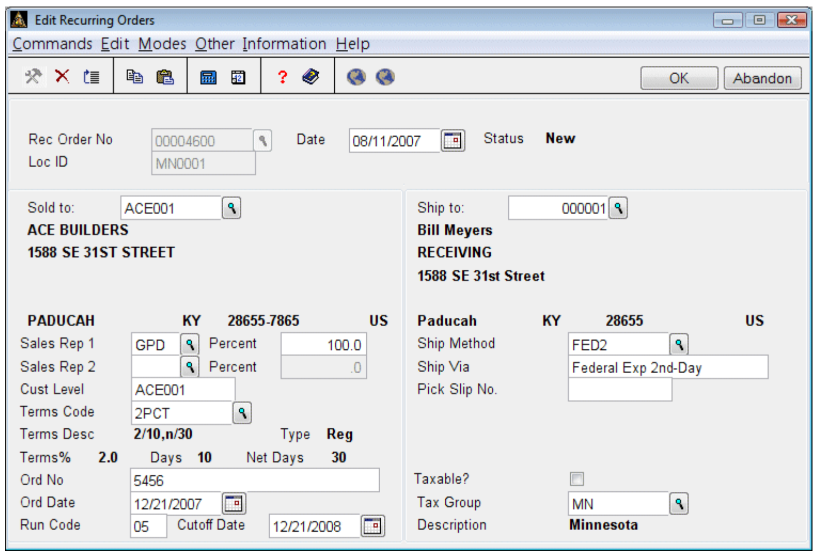
Select **Recurring Orders** from the **File Maintenance** menu. The Transaction Type menu appears over the Recurring Orders and Header Information screens.



The Recurring Orders Transaction Type selection screen offers two choices: **Recurring Orders** and **Edit Recurring Orders**. The only difference between the two functions is that when you create a recurring order, you create data; when you edit a recurring order, you work with existing data. After you make your selection, the Recurring Orders header screen appears.

Recurring Orders Header Screen

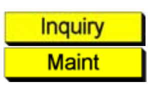
After you make your selection from the Recurring Orders selection screen, the header screen appears.



	Field	**Description**
Inquiry	**Rec Order No**	Enter a number that identifies the recurring order.
	Date	The date the order was set up appears. Press **Enter** to accept that date, or enter a different date.
	Status	**New** always appears for recurring orders.
Inquiry Maint	**Loc ID**	If you entered a location ID when you set up the company, that ID appears. If you change the location ID, the location's description appears for verification. If you did not enter a default location ID, enter the location ID for line items in the order. (The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory.)

	Field	Description
Inquiry Maint	**Sold to**	If the recurring order is for one customer, enter the ID of the customer. The customer's name and address appear. If the recurring order is for a group of customers, enter an asterisk (*) and the customers' group code. (You assigned group codes when you set up customer records.)
Inquiry Maint	**Sales Rep 1/Percent**	If you entered a customer ID in the **Sold to** field, the ID of the sales rep who usually sells to the customer appears. Accept it, or enter a different ID. Next, enter the percentage of the sale on which you want to base the sales rep's commission, or press **Enter** for a commission of 100 percent of the sale.
Inquiry Maint	**Sales Rep 2/Percent**	Enter the ID of the second sales rep receiving a commission on the sale, or press **Enter** to skip this field. If you entered an ID, enter the percentage of the sale on which you want to base the sales rep's commission. The sum of the two percentages you entered cannot exceed **100**.
Inquiry Maint	**Cust Level**	Accept the current customer level, or enter a different customer level. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory.
Inquiry Maint	**Terms Code**	The terms code describes the terms of the payment. (It is set up in the **Terms** function.) Accept the current terms code, or enter a different code. Use the **Maintenance** (**F6**) command to open the **Terms** function to add or edit terms codes. After you enter the terms code, its description appears.

Field	**Description**
Ord No	To identify the transaction, enter the sales order number or the customer's purchase order number. To skip this field, press **Enter**.
Ord Date	If you entered an order number, enter the order date.
Run Code	You copy recurring orders by run code to the **SOTDxxx** and **SOTHxxx** files. Use the same run code for orders that you copy on the same basis. For example, you could use **01** for orders you copy on the first day of each month, **15** for the fifteenth day of each month, and so on. Enter the run code to which the order belongs.
Cutoff Date	Enter the date after which the recurring order is not to be copied to the **SOTDxxx** and **SOTHxxx** files, or press **Enter** to skip this field if the recurring order is valid indefinitely.
Ship to	Enter the shipping address code for one customer or for a group of customers. Use the **Maintenance** (**F6**) command to open the **Ship-to Addresses** function to add or edit addresses (see the *Accounts Receivable User's Manual*). If you enter a code for one customer and the code is in the **ARSAxxx** (Ship-to Address) file, the address appears. If you enter a code for a group of customers, the associated shipping address is used for the customers in the group with the same shipping address code when you copy the order. If the code is not valid for a customer, no address is used when you copy the order.



	Field	Description
Inquiry Maint	**Ship Method**	Enter a notation for the shipping method—for example, **AIR** or **TRAIN**. Use the **Maintenance** (**F6**) command to open the **Ship-to Addresses** function to add or edit shipping methods (see the *Accounts Receivable User's Manual*).
	Ship Via	If you entered a shipping address code that is on file, the means by which the method is shipped appears. Accept it, or enter a different shipping method.
	Pick Slip No	Enter the picking slip number for the order.
	Taxable?	Select the check box (or enter **Y** in text mode) if the recurring order is taxable. Clear the check box (or enter **N** in text mode) if it is not.
Inquiry Maint	**Tax Group**	Accept the current tax group, or enter a different tax group for the customer. Use the **Maintenance** (**F6**) command to open the **Tax Groups** function to add or edit tax groups (see the *Resource Manager User's Manual*). After you enter the tax group, its description appears.
	Description	The description of the item appears.

Use the **Proceed** (**OK**) command to save the header information. After you approve the header information, the Line Item Entry screen appears.

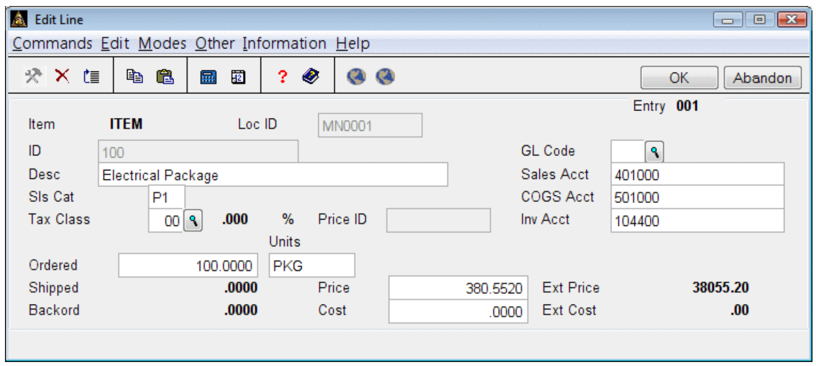
Recurring Orders Line Item Entry Screen

The Recurring Orders Line Item Entry screen appears for one of these reasons:

- You are creating a recurring order and have finished entering header information.
- You use the **Append** command to add an item to the end of the list.

- You use the **Edit** command to edit an item in the list. If you use this command, the Line Item Entry screen is titled Edit Line instead of Append Line.

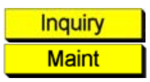
- You insert a line item into the order.



Field Descriptions

Field	Description
Item/Job	Item appears automatically. You cannot enter recurring orders for jobs in the **Recurring Orders** function.
Inquiry Maint **Loc ID**	The location ID appears.
Inquiry Maint **ID**	Enter the ID of the item or job you want to include in the recurring order. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory or Job Cost. If you entered a job ID, you are prompted for a phase ID after you enter the job ID.
Desc	Enter a description of the recurring order.

	Field	Description
	Additional Desc	If you elected to enter additional descriptive text about line items when you enter invoices in the Resource Manager **Options and Interfaces** function, the Additional Description Lines screen appears when you press **Enter** in the **Desc** field. Enter up to 10 lines of additional text. When you finish entering text, press **Enter** at a blank line to save your text and return to the Line Item Entry screen.
Inquiry Maint	**Sls Cat**	The sales category refers to an inventory item. Enter a sales category, or press **Enter** to skip this field. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory.
Inquiry Maint	**Tax Class**	If the order is for one customer, the sales tax code you assigned in the customer record appears. If the order is for a group of customers, this field is blank. Accept the current value, or enter a different tax class.
Inquiry	**Price ID**	If Sales Order interfaces with Inventory, the price ID assigned to the item appears. Press **Enter** to accept the price ID or enter a different price ID.
Inquiry Maint	**GL Code**	The GL code identifies the pairs of general ledger sales and cost-of-goods-sold (COGS) accounts to use for a line of an entry. (The codes are set up in the **GL Codes** function.) If you entered a GL code in the **DFxxxx** table, that code appears.
Inquiry Maint	**Sales Acct/COGS Acct/Inv Acct**	If you entered a GL code, the sales and COGS accounts appears. The inventory account appears from the **ARGLxxx** table.

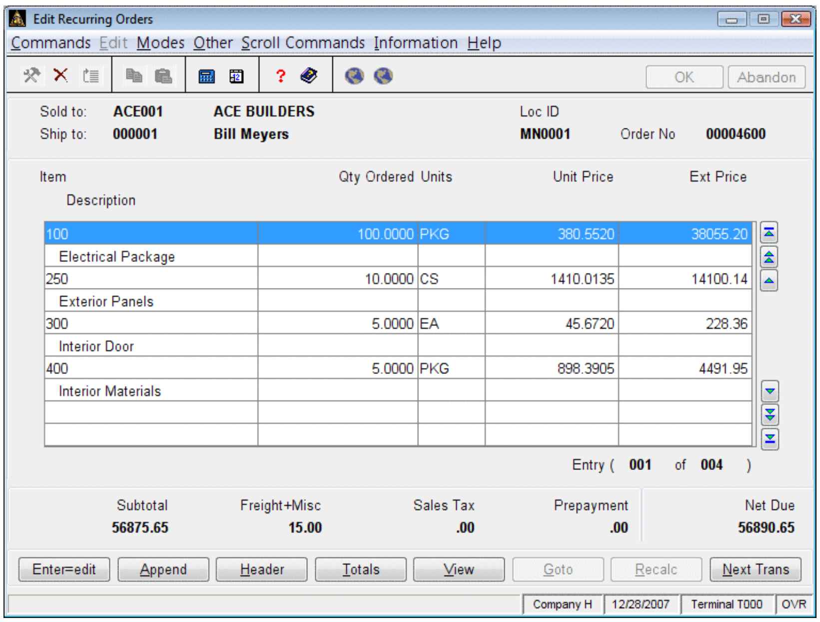


Field	Description
	Accept each account number. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with General Ledger.
Ordered	Enter the number of units ordered.
Units	Enter the type of unit by which the item is sold—for example, **EACH** if it is sold individually. The **Inquiry** (**F2**) and **Maintenance** (**F6**) commands are available if Sales Order interfaces with Inventory.
Price/Cost	Enter the item’s unit price. If Sales Order interfaces with Inventory, the unit cost appears.
Shipped	You cannot enter anything in this field until the order is copied.
Backord	You cannot enter anything in this field until the order is copied.
Ext Price/Ext Cost	The order’s total price (the quantity ordered times the unit price) appears, and the order’s total cost (the quantity ordered times the unit cost) appears.

Use the **Proceed** (**OK**) command to save the line item information. Next, enter another line item or exit use the **Exit** (**F7**) command to exit to the Recurring Orders screen. When you save the first line item, the totals are updated and your entries are saved. You cannot use the **Abandon** (**F5**) command to cancel the order. To delete the entire recurring order, use the **Delete** (**F3**) command on the header screen.

Recurring Orders Screen

When you exit from the Line Item Entry screen, this screen appears.



The Recurring Orders screen is divided into these sections:

- Information from the header screen is summarized at the top of the screen.
- The line-item entry area (or *scroll region*) is in the middle of the screen.
- Order totals appear at the bottom of the screen.

Commands

Use the commands to work with the information on the screen:

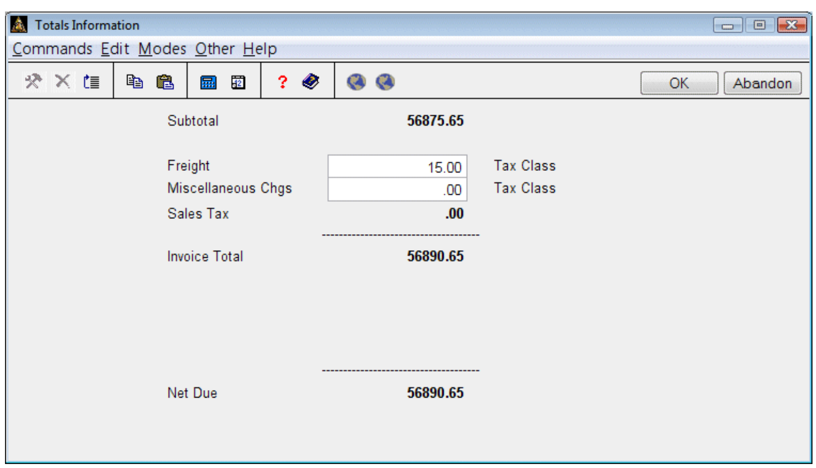
- Press **Enter** to edit the selected line item. The Edit Line Item screen (page 10-7) appears.

- Press **A** to add a line item to the end of the list. The Append Line Item screen (page 10-7) appears.

- Press **H** to return to the header screen. When you return to the header screen, you do not lose line item and totals entries, because these entries are already saved.
- Press **T** to enter or edit totals associated with the recurring order. The Totals Information screen appears
- Press **V** to view an expanded summary of the selected line item. Additional information about the line item, such as the General Ledger account and description, appears on the View Line screen. Press any key to return to the Recurring Orders screen.
- Press **G** to go to a particular line item, then enter the line number. This command appears only if there is more than one screen of line items.
- Press **N** to enter a different recurring order. The Recurring Orders selection screen (page 10-3) appears.

Totals Information Screen

The Totals Information screen appears when you press **T** on the Recurring Orders screen to view order totals.



The screen lists the order subtotal, calculated sales tax (if the order is taxable), and invoice total.

Inquiry
Maint

Enter the freight charges to be added to the order in the **Freight** field, or press **Enter** to skip the field. If you enter a freight charge, if the order is taxable, and if you indicated that freight is taxable in the Resource Manager **Tax Groups** function, the freight's tax class appears in the **Tax Class** field. Change this tax class, if necessary.

Inquiry
Maint

Enter the miscellaneous charges to be added to the order in the **Miscellaneous Chgs** field, or press **Enter** to skip the field. If you enter a freight charge, if the order is taxable, and if you indicated that miscellaneous charges are taxable in the Resource Manager **Tax Groups** function, the miscellaneous charges' tax class appears in the **Tax Class** field. Change this tax class, if necessary.

You cannot change the calculated sales tax for recurring orders. To edit sales tax, use the **Copy Recurring Orders** function to create an order for the recurring order record, then edit the order totals using the **Transactions** function. See "Totals Information" on page 5-28 for more information on editing calculated sales tax amounts.

After you enter any freight and miscellaneous charges, the total amount of the order (subtotal plus freight, miscellaneous, and sales tax amounts) appears in the **Net Due** field.

Use the **Proceed** (**OK**) command to save your changes and return to the Recurring Orders screen.

Tables

Use the **Tables** function to set up and maintain the Sales Order tables. Tables store information about the system, data, options, and default settings.

Many Sales Order tables have the same name as Accounts Receivable tables, but to use them in Sales Order, you must build them in Sales Order.

The following tables are related to Sales Order:

- ARGLxxx
- ARPDxxx
- DFxxxx
- DUNxxx
- FINCHxxx
- FORMxxx
- LABEL
- QCxxxx
- QH1xxxx
- QH2xxxx
- QNxxxx
- QRxxxx
- QSxxxx
- QVxxxx

For more information about each of these tables, see their individual descriptions in this section. For information about shareable, unshared, and terminal tables, see page 3-3.

The **OPTxxx** (Options) tables store options and interfaces settings. Maintain the information stored in this table through the Resource Manager **Options and Interfaces** function, not through the table itself.

Tables Screen

Select **Tables** from the **File Maintenance** menu. A blank Tables screen appears.

Inquiry

1. To add or change a table, enter the table ID. To set up a company-specific table, enter the table ID plus the company ID. To set up a terminal-specific table, enter the table ID plus the terminal ID. To delete the table, use the **Delete** (**F3**) command.

Inquiry

2. If you entered a new table ID, the **Copy From** field appears. To copy a company-specific or terminal-specific table, enter the table ID plus the company or terminal ID.

   A set of tables comes with the sample company, Builders' Supply. You can copy the sample tables for a company and then change the appropriate fields. To copy a sample table, enter the table ID.

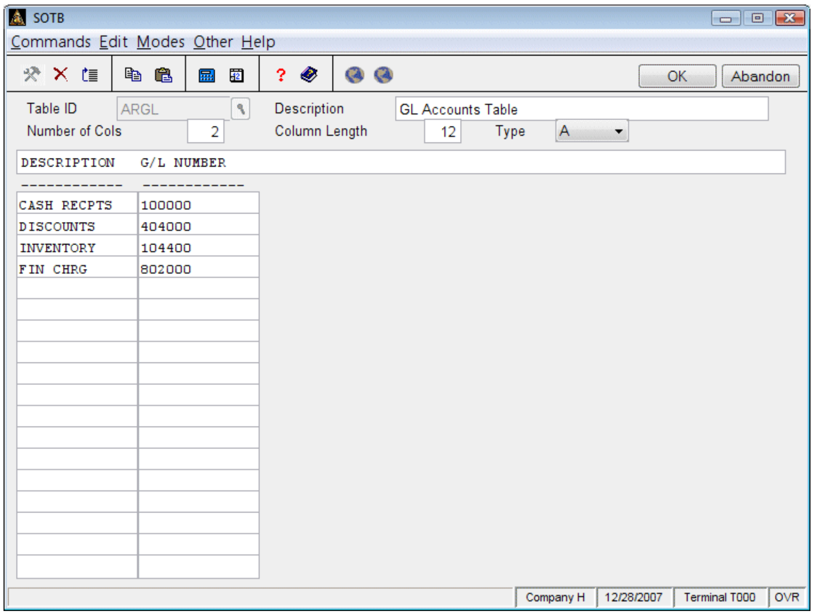
3. Accept the displayed description of the table, or enter a different description.

   The number of columns, the length of the columns, and the type of characters you can enter—alphanumeric (**A**), numeric with two decimals (**N**), numeric with three decimals (**3**), or numeric with four decimals (**4**)—appear.

ARGLxxx Table

The **ARGLxxx** table stores the accounts to which cash receipts, discounts, inventory, and finance charges are posted in the **GLJRxxx** (Journal) file.

When you enter the table ID, the rest of the **ARGLxxx** table appears.

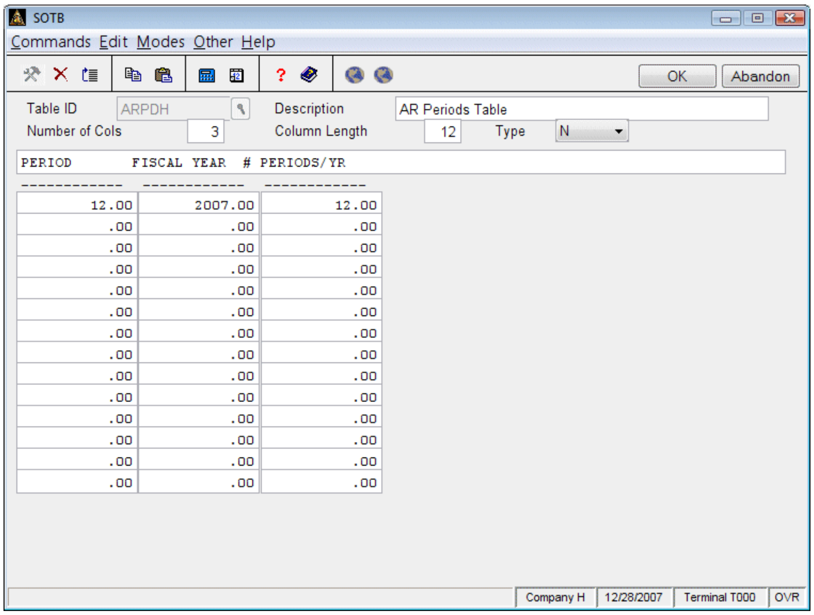


Field	Description
Description	Sales Order posts to four accounts: cash receipts, discounts, inventory, and finance charges. Accept each account description, or change it. The cash receipts account is used only if Sales Order does not interface with Bank Reconciliation and if the payment method record is missing. The inventory account is used for noninventory items and when Sales Order does not interface with Inventory.
GL Number	For each account description, accept the General Ledger account number, or enter a different account. Do not delete lines or rearrange field names. The system looks for the defaults by their position in the table; it treats the number on the first line as the cash receipts account, the number on the second line as the discounts account, and so forth.

ARPDxxx Table

The **ARPDxxx** tables stores a company's current general ledger period, fiscal year, and number of periods per year for posting and periodic history.

When you enter the table ID, the rest of the **ARPDxxx** table appears.

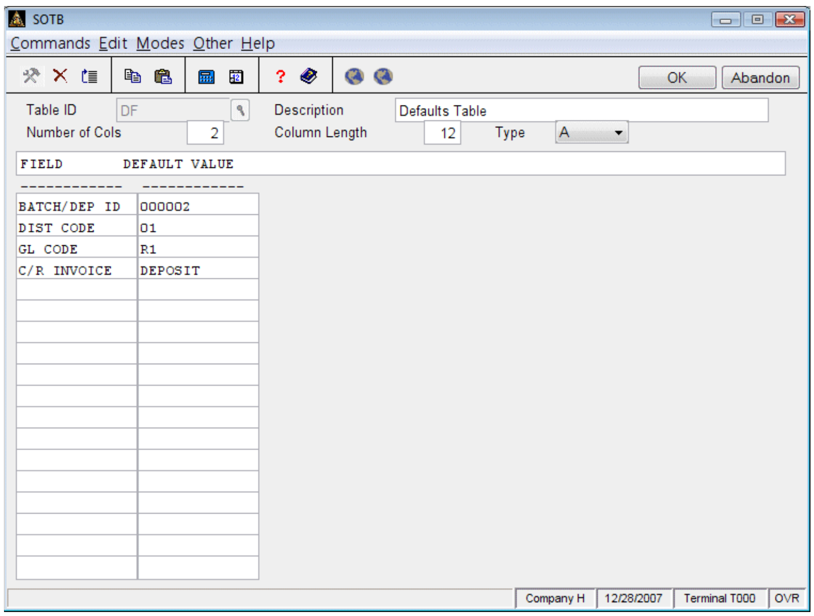


Field	Description
Period (1.00-13.00)	Enter the number of the current period. The period is incremented when you perform periodic maintenance.
Fiscal Year	Enter the current fiscal year. The fiscal year is incremented when you do year-end maintenance.
# Periods/Yr (1.00-13.00)	Enter the number of accounting periods your company uses in a year.

DFxxxx Table

The **DFxxxx** table stores the default batch ID, distribution code, GL code, and cash receipt invoice number that appear when you enter transactions.

When you enter the table ID, the rest of the **DFxxxx** table appears.

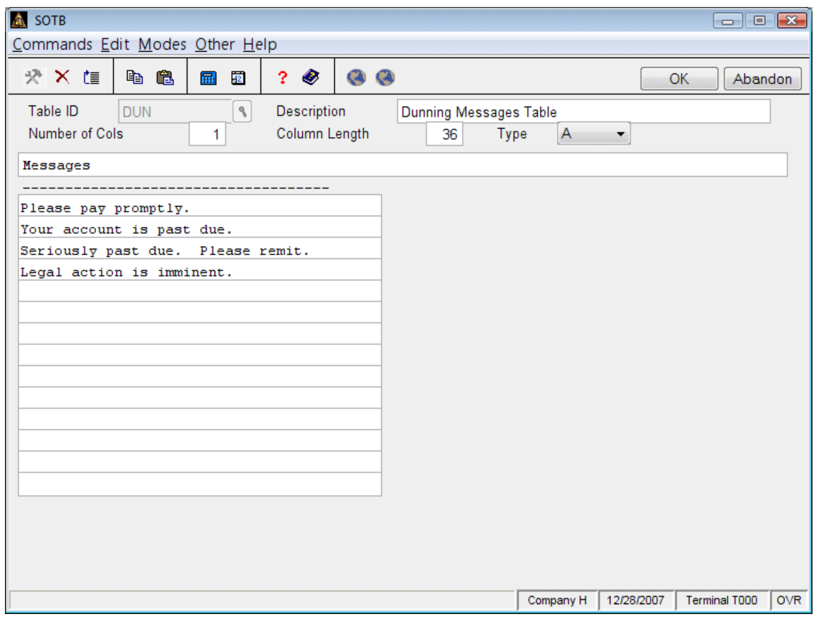


Field	Description
Field	The fields for which you can enter defaults appear. Accept these field descriptions, or change them. Do not delete lines or rearrange field names. The system looks for the defaults by their position in the table; it treats the number on the first line as the batch/department ID, the value on the second line as the distribution code, and so on.
Default Value	For each field, enter the value that you want to appear when you enter invoices, miscellaneous credits, and cash receipts.

DUNxxx Table

The **DUNxxx** table stores dunning messages for statements in the **Statements** function (see the *Accounts Receivable User's Manual*). These messages appear at the bottom of a statement. You can change the message on that function screen or in the **DUNxxx** table.

When you enter the table ID, the rest of the **DUNxxx** table appears.

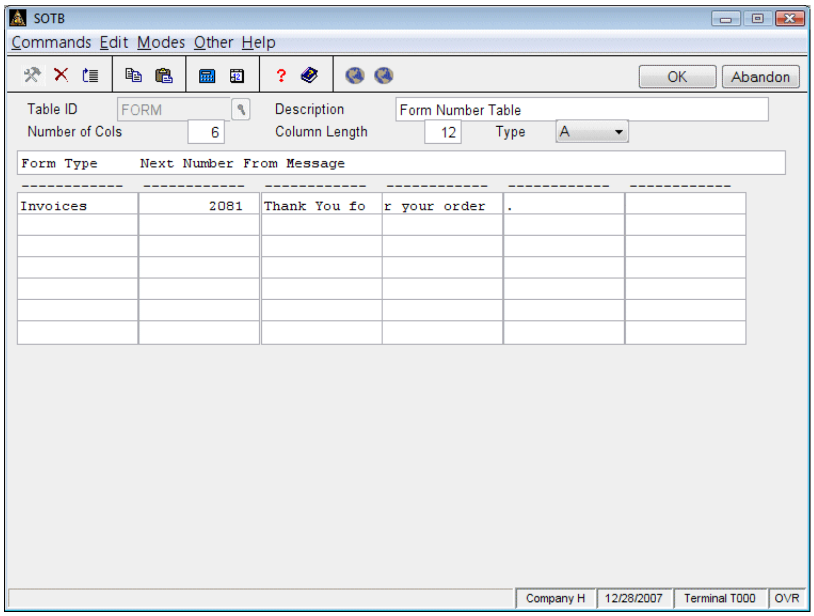


Enter the messages for statements less than 30 days past due, from 31 to 60 days past due, from 61 to 90 days past due, and from 91 days or more past due, respectively, in the first four lines on the screen. The system assigned the message on the first line to statements less than 30 days past due, the message on the second line to statements from 31 to 60 days past due, and so on.

FORMxxx Table

The **FORMxxx** table stores information about forms: the type of form, the number of the first form, and the message to appear on invoices.

When you enter the table ID, the rest of the **FORMxxx** table appears.



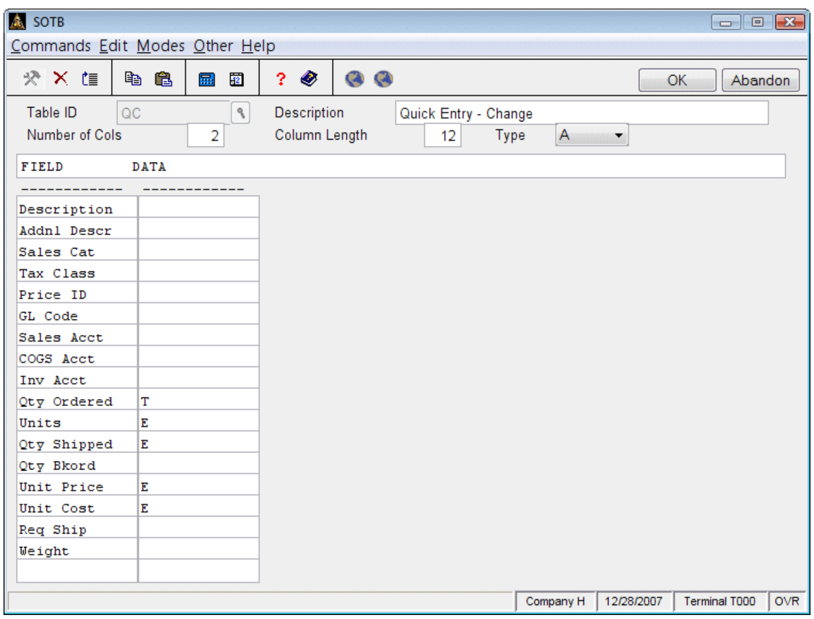
Field	Description
Form Type	Enter the type of form whose information you want to adjust, or accept the current type.
Next Number	Enter the number to be assigned to the next form, or accept the current number.
Form Message (four columns of A12)	Enter the message to be assigned with this type of form, or accept the current message.

QCxxxx, QNxxxx, QRxxxx, QSxxxx, and QVxxxx Tables

The **QCxxxx**, **QNxxxx**, **QRxxxx**, **QSxxxx**, and **QVxxxx** tables have the same layout and serve the same purpose: to store quick-entry stops for line item entry if the **Quick-Entry** mode is activated (from the **Modes** pull-down menu in graphical mode or by pressing **Ctrl+F** in text mode).

- The **QCxxxx** table stores the quick-entry stops used by the **Change Order** option in the **Transactions** function.
- The **QNxxxx** table stores the quick-entry stops used by the **New Order** option.
- The **QRxxxx** table stores the quick-entry stops used by the **Miscellaneous Credits** option.
- The **QSxxxx** table stores the quick-entry stops used by the **Shipped Order** option.
- The **QVxxxx** table stores the quick-entry stops used by the **Verify Order** option.

When you enter the table ID, the rest of the table appears. A **QCxxxx** table is shown below.

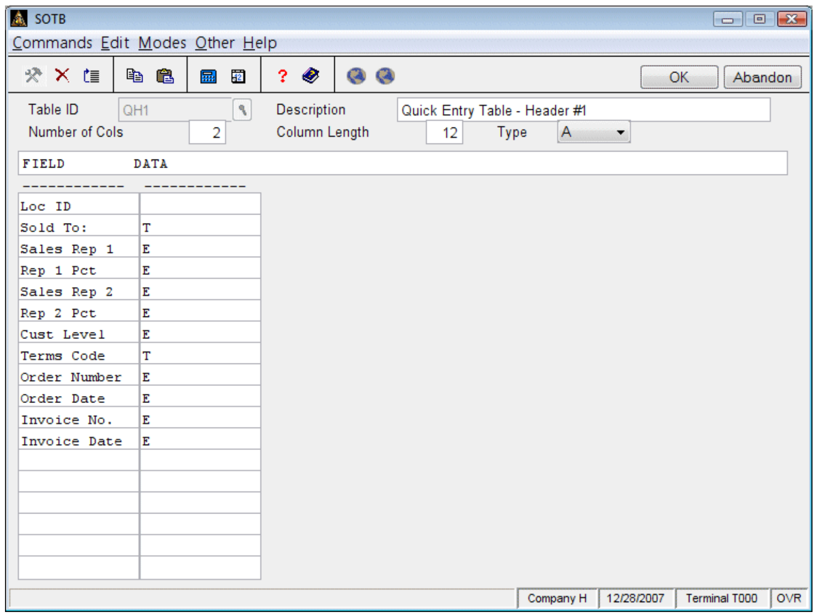


Field	Description
Field	The fields that appear on the line-item entry screen when you add or change line items are listed. Accept these field descriptions, or change them. Do not delete lines or rearrange the field descriptions. The system looks for these fields by their position in the table; it applies the information on the first line to the description, the information on the second line to the additional description, and so on.
Data	If you want the cursor to stop at that field only when you press **Enter**, enter **E**. If you want the cursor to stop at that field when you press either **Tab** or **Enter**, enter **T**. If you do not want the cursor to stop at that field, leave the field blank.

QH1xxxx and QH2xxxx Tables

The **QHxxxx** tables store quick-entry stops used by the **Transactions** function when you enter header information. The **QH1xxxx** table stores quick-entry stops for the left side of the header screen, while the **QH2xxxx** table stores quick-entry stops for the right side.

When you enter the table ID, the rest of the table appears. A **QH1xxxx** table is shown below.



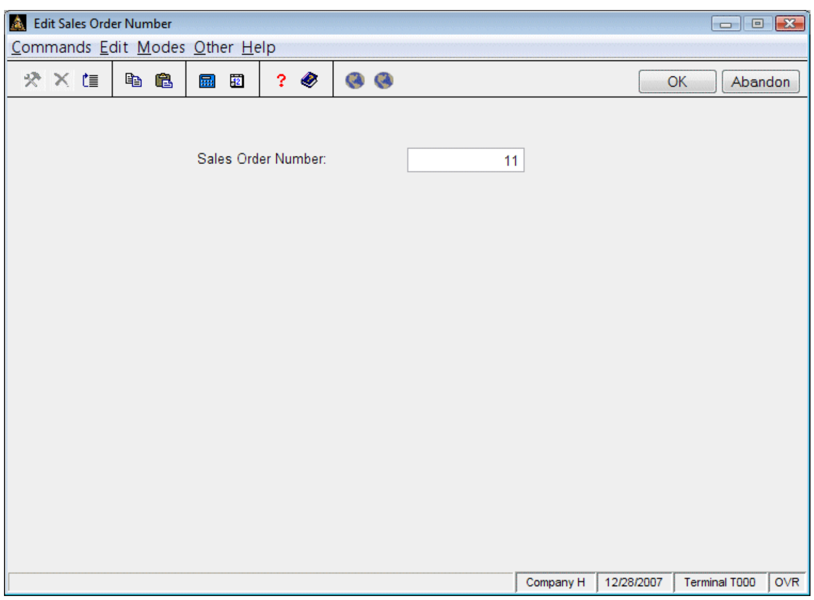
Field	Description
Field	The fields that appear on the header screen when you add or change transactions are listed. Accept the current field descriptions, or change them. Do not delete lines or rearrange the descriptions. The system looks for these fields by their position in the table; it applies the information on the first line to the **Loc ID** field, the information on the second line to the **Sold To** field, and so on.
Data	If you want the cursor to stop at that field only when you press **Enter**, enter **E**. If you want the cursor to stop at that field when you press either **Tab** or **Enter,** enter **T**. If you do not want the cursor to stop at that field, leave the field blank.

Edit Sales Order Number

Use the **Edit Sales Order Number** function to change the number the system assigns to the next sales order. You can use this function only if you elected to have the system generate sales order numbers in the Resource Manager **Options and Interfaces** function.

Edit Sales Order Number Screen

Select **Edit Sales Order Number** from the **File Maintenance** menu. The Edit Sales Order Number screen appears.



1. Enter the number you want the system to assign to the next sales order or return. The system starts with this number and increments it by one when you enter sales order transactions.

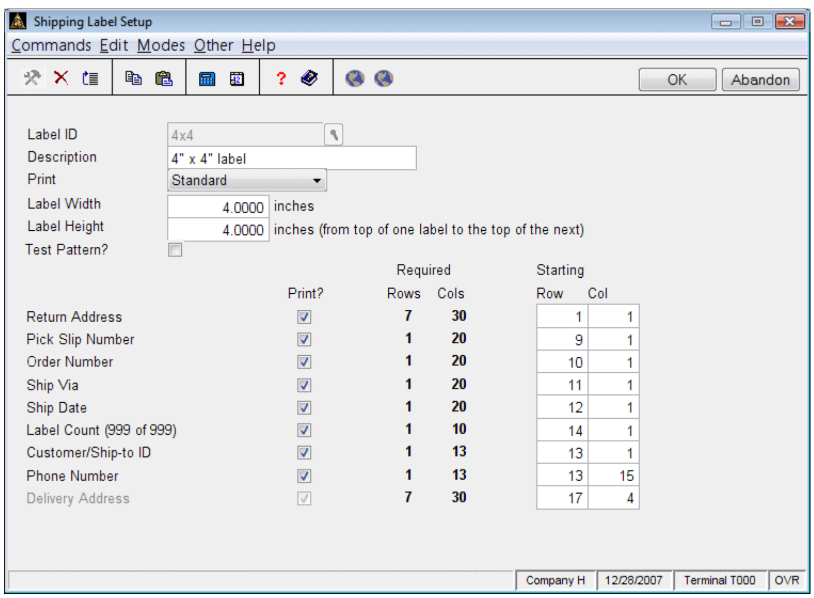
2. Use the **Proceed** (**OK**) command to save the number and exit to the **File Maintenance** menu.

Shipping Label Setup

Use the **Shipping Label Setup** function to format your shipping labels before you print them.

Shipping Label Setup Screen

Select **Shipping Label Setup** from the **File Maintenance** menu. The Shipping Label Setup screen appears.



Field	Description
Inquiry **Label ID**	Enter the label ID.
Description	Accept the current description, or enter a different description for the label.

Field	Description
Print	Enter **S** to print the labels in standard format. Enter **C** to print the labels in compressed format.
Label Width	Accept the current width, or enter a different width for the labels (no smaller than 3 inches and no greater than 8 inches).
Label Height	Accept the current height, or enter a different height for the labels (no smaller than 1.5 inches and no greater than 11 inches).
Test Pattern?	If you want to print a test pattern with the required and starting rows and columns at their current settings, select the check box (or enter **Y** in text mode) and select an output device to print the text pattern; if not, clear the check box (or enter **N** in text mode) and proceed with the rest of the fields.
Print?	For each type of information you want to print on the labels, select the corresponding check box (or enter **Y** in text mode) for each type of information you want to print on the labels. Clear the check box (or enter **N** in text mode) to keep from printing this information.
Required Rows/Cols	For each type of information you elected to print on the labels, enter the number of rows and columns it requires.
Starting Row/Col	For each type of information you elected to print on the labels, enter the row and column where you want to begin printing it.

Use the **Proceed** (**OK**) command to save your entries and exit to the **File Maintenance** menu.

CHAPTER 11

11

Codes Maintenance

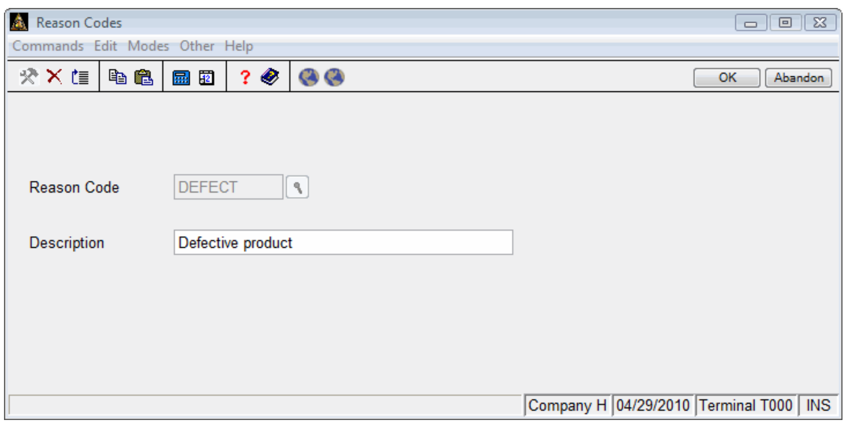
Introduction

Sales Order shares some Accounts Receivable menus with some of its own functions: **Information Inquiry**, **Daily Work**, **Transaction Reports**, **History Reports**, **Periodic Processing**, **File Maintenance**, **Master File Lists,** and **Codes Maintenance**. Refer to the *Accounts Receivable User's Manual* for questions on these shared menus, or for questions on functions not covered in this manual.

Reason Codes

Use the **Reason Codes** function to set up merchandise return reason codes for use with Return of Merchandise Authorizations.

Select **Reason Codes** from the **Codes Maintenance** menu. The Reason Codes screen appears.



Inquiry

1. Enter the reason code whose information you want to add or change.

2. Enter or edit the reason code's description, if necessary.

3. Press **Enter**, and click **OK** to save the reason code. Press **F5** or **Abandon** to start over.

4. After you save the reason code information, enter information about a different reason code, or exit to the **Codes Maintenance** menu.

CHAPTER 12

12

Master File Lists

Introduction

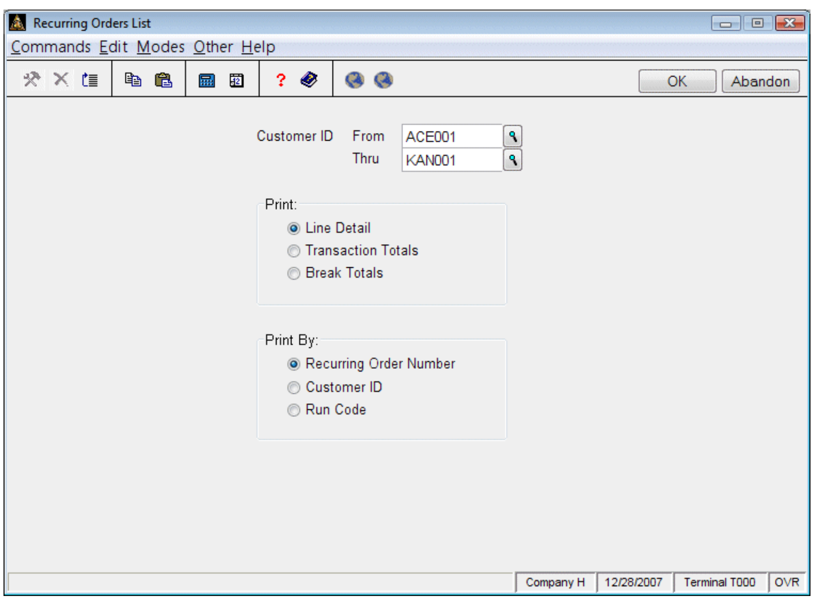
Sales Order shares some Accounts Receivable menus with some of its own functions: **Information Inquiry**, **Daily Work**, **Transaction Reports**, **History Reports**, **Periodic Processing**, **File Maintenance**, and **Master File Lists**. Refer to the *Accounts Receivable User's Manual* for questions on these shared menus, or for questions on functions not covered in this manual.

Recurring Orders List

Produce the Recurring Orders List after you set up recurring order to make sure that everything is correct in the **SORHxxx** and **SORLxxx** (Recurring Order) files and to use as a reference before you copy recurring orders to the **SOTDxxx** and **SOTHxxx** (Open Order) files. Produce a new list each time you add, change, or delete recurring orders.

Recurring Orders List Screen

Select **Recurring Orders List** from the **Master File Lists** menu. The Recurring Orders List screen appears.



Inquiry

1. Enter the range of customers whose recurring orders you want to include in the list.

2. Select the amount of detail you want to include in the list.
3. Select the order in which you want to print the list.
4. Select the output device to produce the list. See “Reports” on page 1-31 for more information on output devices. After the list is produced, the **Master File List** menu appears.

Recurring Orders List

```
12/28/2007                                                Builders Supply                                                PAGE   3
9:27 AM                                                Recurring Orders List
                                                     By Recurring Order Number

Order No Cust ID    IK Loc/Item ID                           Sales Acct.  Units   Qty. Ordered     Unit Price      Ext. Price  Tax Class
Line No  Run Code   Description                              COGS Acct.           Qty. Shipped      Unit Cost       Ext. Cost
         Ship Date                                           Inv. Acct.
-----------------------------------------------------------------------------------------------------------------------------------

00004620 KAN001     I  MN0001 700                            401000       SET           5.0000      1055.0925         5275.46  00
005      06         Cabinets                                 501000                      .0000          .0000             .00
                                                             104400

Cust ID  Order No   Order Date    SR1 SR2     Tx Grp.         Freight        Subtotal     Sales Tax     Inv. Total
Ship To  Run Code   Cutoff Date   Terms Desc                    Misc.
-----------------------------------------------------------------------------------------------------------------------------------
KAN001   6465       12/21/2007    JAH         MN                  .00       11259.99            .00       11259.99
         06         08/30/2008    1/10,n/30                       .00

SERVICE  *1         I  MN0001                                401000                     1.0000        43.0000           43.00  00
001      77         SERVICE CHARGE FOR USE OF 900            501000                      .0000          .0000             .00
                                                             104400

Cust ID  Order No   Order Date    SR1 SR2     Tx Grp.         Freight        Subtotal     Sales Tax     Inv. Total
Ship To  Run Code   Cutoff Date   Terms Desc                    Misc.
-----------------------------------------------------------------------------------------------------------------------------------
*1                                                                .00          43.00            .00          43.00
         77                       Not on file                     .00

Grand Total                                                   Freight        Subtotal     Sales Tax      Ext. Cost     Ext. Price
                                                                Misc.
                                                        ----------------------------------------------------------------------------
                                                                65.00      129539.96            .00            .00      129604.96
                                                                  .00

 End of Report
```

Reason Codes List

The Reason Codes List shows the available Return Merchandise Authorization (RMA) reason codes as set up in the Reason Codes function in the Codes Maintenance menu.

Sample List

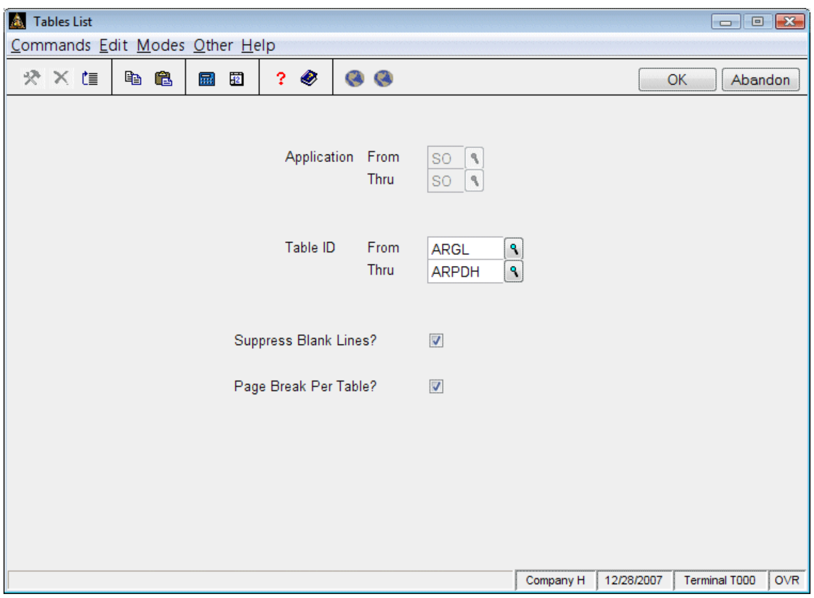
```
05/03/2010                                   Builders Supply                                  Page    1
11:08 AM                                    Reason Codes List


Reason Code   Description
-----------------------------------------------------------------------------------------------------------------------------------

DEFECT        Defective product
EXCESS        Excessive Order
INCORR        Incorrect stock shipped
OTHER         Other reason

End of Report
```

Tables List

Produce the Tables List to get information from a particular Sales Order table. This function is valuable if you plan to change a table and want a list to compare it against.

Tables List Screen

Select **Tables List** from the **Master File Lists** menu. The Tables screen appears.



SO appears as the application ID. You cannot change it.

Inquiry

1. Enter the range of table IDs you want to include in the list.

2. Most tables do not hold information in all lines. If you want the list to include blank lines, select the box (or enter **Y** in text mode). If you want the list to suppress blank lines, clear the box (or enter **N** in text mode).

3. If you want a page break between each table, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

4. Select the output device to produce the list. See "Reports" on page 1-31 for more information on output devices. After the list is produced, the **Master File List** menu appears.

Tables List

```
12/28/2007                                                  Builders Supply                                            Page    1
9:29 AM                                                       Tables List
                                                              Sales Order

  Table ID ARGL       Description GL Accounts Table
  No. of Columns   2  Column Length   12    Type  A

 DESCRIPTION   G/L NUMBER
 ------------ ------------
 CASH RECPTS  100000
 DISCOUNTS    404000
 INVENTORY    104400
 FIN CHRG     802000


End of Report
```

GL Account Audit Report

The **GL Account Audit Report** List shows Sales Order tables and data files with invalid or missing GL account numbers.

Sample List

```
10/10/2007                                          Builders Supply                                              Page    1
3:24 PM                                         GL Account Audit Report


Application  Description                        Interfaced to GL?
------------------------------------------------------------------------------------------------------------------------------
SO           Sales Order                        Yes

  File           File Description              Record Description                    Field Name           GL Account   Reason
  ----------------------------------------------------------------------------------------------------------------------------
  SORLH          Recurring Order Lines         Bat/Ord/Ln       /00000001/001        Sales Acct.          1            Not Found
  SORLH          Recurring Order Lines         Bat/Ord/Ln       /00000001/001        COGS Acct.                        Missing
  SORLH          Recurring Order Lines         Bat/Ord/Ln       /00000001/001        Inventory Acct.      100001       Inactive
  SORLH          Recurring Order Lines         Bat/Ord/Ln       /00000001/002        Sales Acct.          200000       Inactive
  SORLH          Recurring Order Lines         Bat/Ord/Ln       /00000001/002        COGS Acct.                        Missing
  SORLH          Recurring Order Lines         Bat/Ord/Ln       /00004600/001        Sales Acct.                       Missing
  SORLH          Recurring Order Lines         Bat/Ord/Ln       /00004600/001        Inventory Acct.                   Missing
  SORLH          Recurring Order Lines         Bat/Ord/Ln       /00004620/002        Sales Acct.                       Missing
  SORLH          Recurring Order Lines         Bat/Ord/Ln       /00004620/003        Sales Acct.          1            Not Found
  SOTDH          Sales Order Lines             Bat/Ord/Ln 000002/00000012/001        COGS Acct.           501100       Not Found
  SOTDH          Sales Order Lines             Bat/Ord/Ln 000002/00000012/001        Inventory Acct.                   Missing
  SOTDH          Sales Order Lines             Bat/Ord/Ln 000002/00000012/002        Sales Acct.          100001       Inactive
  SOTDH          Sales Order Lines             Bat/Ord/Ln 000002/00000012/002        COGS Acct.           501100       Not Found
  SOTDH          Sales Order Lines             Bat/Ord/Ln 000002/00000012/002        Inventory Acct.      1213         Not Found
  SOTDH          Sales Order Lines             Bat/Ord/Ln 000002/00000013/001        Sales Acct.          200000       Inactive
  SOTDH          Sales Order Lines             Bat/Ord/Ln 000002/00000013/001        COGS Acct.           501100       Not Found
  SOTDH          Sales Order Lines             Bat/Ord/Ln 000002/00000013/001        Inventory Acct.                   Missing

  Table     Table Name                                Row  Column   Description          GL Account    Reason
  ----------------------------------------------------------------------------------------------------------------------------
  ARGL      GL Accounts Table                           3       2   INVENTORY                          Missing

End of Report
```

APPENDIX A

A

System Messages

Messages on the screen or in a report indicate an error or tell you how to enter data or what is happening in the function you are using. Self-explanatory messages are not listed.

If you cannot find a system message in this appendix, refer to appendix A in the *Accounts Receivable User's Manual*.

xx data files exist. Do you want this task to erase them?

The directory where you are creating files already has files for the selected application and company. To continue with the conversion and erase the existing files, select the check box (or enter **Y** in text mode). To create only the missing files (if any), clear the check box (or enter **N** in text mode). To cancel the operation, exit from the function.

***(file name)* does not exist. Cannot convert it.**

One of the files listed in **\xxDATA** is not in your old data directory. See **Destination file (drive:/path/file name) not found. No conversion**.

Basic Error = *nn* Host Error = *xxx* Line = *nnnn* Program = *xxxxxx*
Basic Error = *nn* Line = *nnnn* Program = *xxxxxx*

A serious error has occurred. Write down the information that appears and get help from a support technician.

Cannot delete last line of order.

An order must have at least one line item. You cannot delete the last line item, but you can delete the entire order.

Cannot print slips for returns.

The order number you entered is for a return. You cannot print picking slips for returns.

Credit card expired.

The customer’s credit card number is expired. Press **Enter** to remove the message. You can continue entering the transaction if appropriate.

Customer does not accept partial shipments.

The **Partial Shipment** flag in the customer’s record is set to prohibit partial shipments, indicating that the customer does not accept partial shipments. Press **Enter** to remove the message. You can still ship the items.

Customer ID (ID) is not on file.

The customer ID you entered is not in the **ARCUxxx** file. Enter a different ID.

Customer (ID) is on credit hold. Cannot print picking slip.

You cannot print a picking slip online or in a batch for a customer that is on credit hold.

Customer is on credit hold.

You cannot enter a shipped order or verify an order for a customer that is on credit hold.

Date must be greater than previous date entered.

You must enter the aging period dates in chronological order in the Cash Flow Report.

Delete entire transaction?

To delete the entire transaction, use the **Delete** (**F3**) command.

Delete entry number *n.*

To delete the line item, use the **Delete** (**F3**) command.

Destination file (*drive:/path/file name)* not found. No conversion.

The file name or path you specified does not exist.

Disk drive not ready.

The system cannot access one of the disk drives to find the file for which it is looking. Usually the door of the disk drive is open; check it. If closing the door corrects the problem, press **Enter**; if not, consult your system administrator or hardware support specialist.

Drive not available.

The system does not have the disk drive ID you entered. Press **Enter** and enter a different ID. If this message appears when you enter the correct drive ID, get help from a support technician.

Entry in process on terminal *nnnn.*

Another user is entering or editing a transaction in the batch you are working with. You cannot process the batch while it is in use.

Field size is too large.

The line item's amount makes one of the calculated amounts exceed the space provided for it. Check the amounts you entered in the fields. If they are correct, you must enter the transaction as two transactions to accommodate the total.

File unavailable *(XXXXXXXX).*

This message appears for one of these reasons:

- The function you are trying to access needs one or more files that are locked by another user on your system. When a file is locked, other users cannot access it during posts and other functions that need to keep the file intact.

- The function you are trying to access needs one or more files that are not on your system. Use the **Options and Interfaces** function on the Resource Manager **Company Setup** menu to verify that the correct interfaces are selected. If that does not correct the problem, get help from a support technician.

- You are working with the wrong company. Return to the menu; then use the **Change Company** (**F3**) command to enter the ID you want.

In any case, press **Enter** to get back to the menu, correct the problem, and select the function again.

GL account *(#)* is a memo account.

You cannot use a memo account as the sales, COGS, or inventory account for a line item.

GL account *(#)* is not in Master file.

The account number you entered is not in the **GLMAxxx** (Master) file. Enter the correct account number; the **Inquiry** (**F2**) command is available.

Invalid date - mm/dd/yyyy.
Invalid date - dd/mm/yyyy.

The date you entered is invalid, or the format you used is incorrect (for example, American format in a European-format system). This message is usually accompanied by one of two explanatory messages:

Month out of range (1 to 12)

or

Day out of range (1 to *nn*)

If you entered an invalid date, press **Enter** and enter a valid one. You can enter dates in either format: **010101** or **01012001**.

Invalid entry.

The information is not valid in the field where you entered it. Check the data and enter it again. Consult the user's manual or use the **Help** (**F1**) command for information.

Invalid number of periods in ARPDxxx table.

The valid number of periods you can enter in the **ARPDxxx** table are 1, 4, 12, and 13.

Invalid Period Conversion table.

The **CNVTxxx** table for the company is invalid. A common reason is that you did not update the table with the corresponding data for the next period. Use the **Period Setup** function to make adjustments (see the *Resource Manager User's Manual*).

Invalid year.

The fiscal year you entered is invalid.

Item/Job *(#)* is not on file.

The item or job number you entered is not on file. Enter a different number; the **Inquiry** (**F2**) command is available.

Job *(#)* not found.
Job *(ID)* is not on file.

The job number you entered is not on file in the Job Cost **JOBSxxx** file. Check your records. Then enter a job number that the Job Cost system recognizes, or add the job number to Job Cost.

Mask format error use *(mask).*

You entered data that does not fit the predefined format for the field. Enter the data again, using the predefined format.

Maximum number of lines is 998.
Maximum number of lines reached. Cannot insert.

You cannot insert a line item if the transaction already has 998 line items.

Must be *(within range).*

You must enter a value within the range specified in this message.

Must be greater than 0.

You must enter an invoice number that is greater than zero when you print invoices.

Must build ARPDxxx table first.

You must build the table shown in this message before you can use the function.

Must enter *(1-n).*

You must enter a value within the range specified in this message.

Must enter *(value).*

You must enter the kind of value specified in this message.

Net due days cannot be less than discount days.

The net due days must be equal to or greater than the number of discount days.

New batch ID cannot equal old batch ID.

You must enter a unique ID for the new batch number when you use the **Change Batches** function (see the *Accounts Receivable User's Manual*).

No more open invoices for *(ID).*

The customer does not have any more open invoices to scan.

No summary history for this period.

You selected a period whose summary history was either deleted or never kept.

Open Invoice file not empty.

You cannot use the **Build Open Invoice File** function for a company whose **ARINxxx** (Open Invoice) file has been initialized and contains open invoices. If you are using the wrong company, exit to the **File Maintenance** menu, change to the correct company, and then try the function again.

Over maximum of 999 sequences for this date and reference ID.

You can enter a maximum of 999 comments for a particular date and reference ID.

Percentages cannot total more than 100.

The sum of the sales rep's percentages cannot exceed 100.

Press Enter to adjust payment amount and return to menu.

You cannot exit to the menu until the remaining amount is zero. Press **Enter** to adjust the payment amount and return to the menu, or use the up-arrow key to return to the scroll region.

Printer busy.

You are trying to use a printer that is in use. Press **Enter** to continue with your entry, and try to print later.

Record in use.

Another terminal is using the record you are trying to access. Exit from the function. Then try to access the record again when the other terminal is finished with it.

Sales history is not implemented.

You cannot print the Detail History Report if you elected not to keep detail sales history in the Resource Manager **Options and Interfaces** function.

Sales rep (ID) has current balance.

You cannot delete the record of a sales rep who has outstanding commissions.

Sales rep (ID) is not on file.

You entered the ID of a sales rep that is not set up in the **ARSRxxx** (Sales Rep) file. Enter a different ID; the **Inquiry** (**F2**) command is available.

Summary history not available for this period.

You cannot print the report for this period because it does not have any summary history. It might have been deleted from the **ARHSxxx** (Summary History) file, or you might have elected not to keep summary history in the Resource Manager **Options and Interfaces** function when this period was active.

Tax *(ID)* is not on file.

You entered a tax ID that is not in the **RMGCxxx** (Group Code) file. Enter a different ID; the **Inquiry** (**F2**) command is available.

There is no summary history for customer *(ID)* in *(fiscal year).*

You cannot print the report for this fiscal year because it does not have any summary history. It might have been deleted from the **ARHSxxx** (Summary History) file, or you might have elected not to keep summary history in the Resource Manager **Options and Interfaces** function during this year.

Thru value cannot be less than From value.
Thru value must be greater than From value.

The value you entered in the **Thru** field is smaller than the value you entered in the **From** field. Press **Enter**; then enter the correct value in the **Thru** field.

Transaction is not on file.
Transaction number not found.
Transaction number not on file.
Transaction *(#)* not found.

The transaction number you entered is not in the **SOTHxxx** (Transaction) file. Enter a different transaction number; the **Inquiry** (**F2**) command is available.

Transaction in process on terminal *(ID).*

The terminal in this message is adding the transaction number. Assign a different number to the transaction.

Unable to execute program *(program).*

The system cannot run the program you selected from the menu. Make sure that the current program is in the application's program directory, and select the function again.

Unable to load menu record *(menu)* from file *(file).*

The application's menu record is not in the menu file, or the menu file is missing. Make sure that the application is properly installed and try again.

Unable to lock - file in use.

One of the function's files is locked because another workstation on the system is using it. Try the function again when no one else is using the file.

Unable to open file.
Unable to open - file in use.

The file you are trying to use is either corrupted or locked at another terminal on the system. Wait a few minutes and try again. If the condition continues, get help from a support technician.

Unable to print to device.

The system cannot access the output device you are trying to use. Make sure that the output device is online.

Valid entries are *(range).*
Valid units are: *n.*

Enter one of the valid selections shown in this message.

Warning: customer is on credit hold.

The customer is on credit hold. Press **Enter** to remove the message; then continue working with the customer ID or enter a different customer ID.

Warning: summary history not available for all comparisons.

Summary history is not available for all the comparisons in the report. In each column of the report where summary history is unavailable or insufficient, **.00 *** prints.

You must build ARPDxxx table before *(doing operation).*

You must build the **ARPDxxx** table for the company before you can use the **Periodic Maintenance** and **Post Transactions** functions. These functions rely on being able to sort by period.

Your hard disk is full - unable to finish copying.

The system cannot finish converting your files because your hard disk is full. Delete unnecessary files, optimize your hard disk, or take other measures to make space. Then restore the backup you made before converting the files, and try again.

APPENDIX B

B

Common Questions

These commonly asked questions about the Sales Order system are divided into two categories: Installation and Order Processing.

Installation

I installed Sales Order and now neither Accounts Receivable nor Sales Order shows up on the menu. What happened?

When you install Sales Order, it is added to the Accounts Receivable system without erasing anything. Accounts Receivable is removed from the main menu, but Sales Order does not appear on the main menu until you create Sales Order files for the company.

When both Sales Order and Accounts Receivable are installed, which Tables file is used, SOTBxxx or ARTBxxx?

The **SOTBxxx** file is used. It holds all the tables you need for Accounts Receivable/Sales Order.

Order Processing

I usually ship orders the day I enter them. Do I have to go through the two-step process of entering and verifying them?

No. Use the **Shipped Order** option in the **Transactions** function so that you do not have to verify the orders.

The items that are backordered for an order do not show up in the Open Order Report. Why not?

Backorders are generated when you post to the **ARINxxx** (Open Invoice) file. They show up in the Open Order Report after you post transactions. They are assigned the original order number.

When I used the Miscellaneous Credits option to credit a customer's account for returned goods, I entered negative amounts so that the system would subtract the amounts from the customer's account. Now the customer's balance is double what it was before. What happened?

The **Miscellaneous Credits** option automatically reverses the earlier transaction, crediting instead of debiting. If you enter a negative amount for a return, you are adding the transaction to the customer's accounts. Since returning goods creates a credit, enter the amount as a positive amount.

What is the difference between the Verify Order and Change Order options in the Transactions function?

Use the **Verify Order** option to change the status of the order to **verified**. You cannot change the order status through the **Change Order** option.

How do I enter a miscellaneous credit in Sales Order?

Use the **Miscellaneous Credits** option in the **Transactions** function to enter a miscellaneous credit.

How do I indicate that the terms are C.O.D. on an order?

Type **COD** in the ship-to address portion of the invoice, or enter a line in the **TERMSxxx** table with zeros for the percentage, days, and net due days.

After copying recurring orders, I realized that one of the orders was incorrect. I used the Edit Recurring Orders option to change the order, but when I verified and invoiced it, it was still incorrect. What happened?

Use the **Edit Recurring Orders** option to change a recurring order before you copy it to the **SOTDxxx** and **SOTHxxx** (Open Order) files. The changes you make affect only the orders in the **SORHxxx** and **SORLxxx** (Recurring Order) files, not the **SOTDxxx** and **SOTHxxx** files.

When you copied the recurring order, a new order was created in the **SOTDxxx** and **SOTHxxx** files. To change incorrect orders that were copied, use the **Change Order** option in the **Transactions** function. The changes you make affect only the orders in the **SOTDxxx** and **SOTHxxx** files, not the **SORHxxx** and **SORLxxx** files.

How do I convert a price quote to a live order?

On the Orders or Change Orders screen in the **Transactions** function, press **L**. When you convert a quote to a live order (if Inventory is interfaced), the committed quantity for the inventory item is increased by the ordered quantity of the line items, and the order status changes from **quote** to **new**.

GLOSSARY

Gl

account — A storage unit of financial data in accounting, usually grouping related information under one account number or account ID.

accounting period — A period of time in accounting, used to provide distinct units of time you can work with. For example, you might want a report to include transactions done within a particular accounting period.

application — A software package made up of several related programs (functions) and files. Usually an application is named after a common accounting practice—for example, Accounts Receivable, Inventory, or Payroll.

available — The status of an item when it is ready for sale.

back up — To make a copy of data for archival purposes. For example, you would want to back up a history file before you purged history so that you could retrieve the data if you had to.

backorder — A part of an order that could not be filled with the original shipment.

committed — Goods that are set aside for customer orders and reserved for shipment.

company — In OSAS, a business record associated with its own files, tables, and menu of applications.

conversion — The process of updating existing files, programs, or applications to the current version. *See also* **installation**.

field A region on the screen that accepts input from the user; also, one element of a record in a file. On the screen, most fields are labeled.

file A collection of records stored under a particular name. Function screens often represent files, but you do not directly see a file. *See also* **table**.

function A menu item that leads to a full screen. Most functions have a corresponding program. *See also* **program**.

general ledger A record of accounts in terms of a chart of accounts and accounting periods. The General Ledger application tracks the effects on accounts from transactions entered in General Ledger and interfaced applications, and it is updated by other applications interfaced with it.

in use The status of an item that has been sold but for which the invoice has not been posted.

installation The process of adding an application to an existing system. *See also* **conversion**.

interface To join to another application for the purpose of having information entered in one application update information in another application's files.

journal A chronological record of transactions.

journal entries Transactions recorded in a journal.

menu A list of applications, functions, options, or other menus.

picking slip A list of the contents of a shipment—detailed contents, weight, and other required information.

post To transfer information from one place to another, usually at the end of the day or at a distinct break in business.

program A self-contained list of executable code, written and implemented to do a task. Most programs are represented by a function on a menu. *See also* **function**.

purge To remove from the system. *See also* **restore**.

record	A unit of information that has other pieces of information assigned to it. Each record is assigned an ID so that the file can sort information in terms of record IDs.
restore	To bring information back to its original place and condition. *See also* **purge**.
serialized inventory	A system in which individual inventory items have unique serial numbers and are tracked individually by the system.
table	A grid that holds records and is visible. *See also* **file**.
verify	To match an order against the actual stock on hand to make sure that all items can be shipped. Items that cannot be shipped are backordered.

IX

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