



Menu 1: Order Entry and Invoicing

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Menu 1 Order Entry and Invoicing

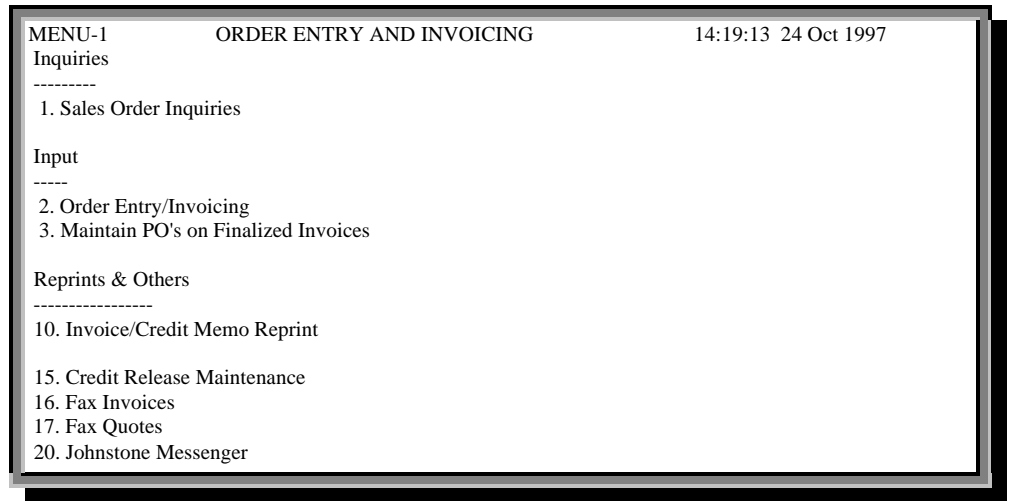





Figure 1-1. The main screen of Order Entry & Invoicing

Purpose

Menu 1, Order Entry and Invoicing, allows you to create and maintain customer orders and credit memos, release backorders, and create pro-forma quotes which are convertible to sales orders.

Basic Procedure

The flowchart on the next page gives you a visual understanding of the *basic* Order Entry (Menu 1) process. To help differentiate the menus within the process, the diagram consists of various elements; they are

-  = required step
-  = optional step
-  = process

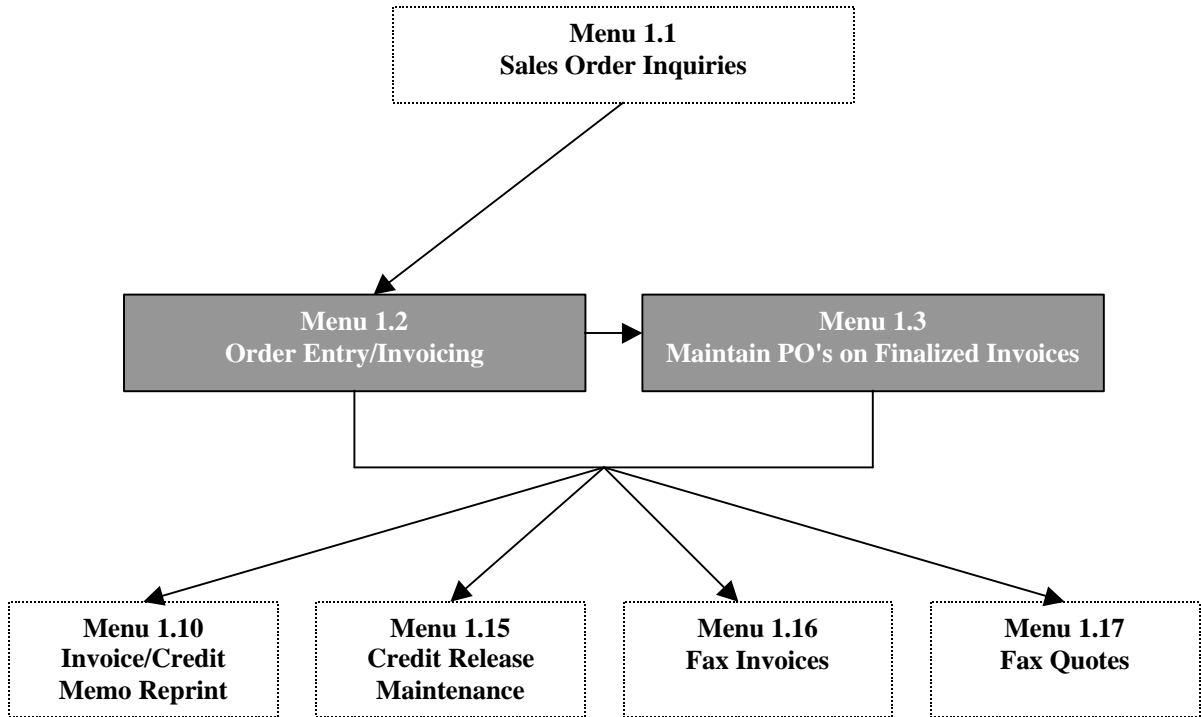


Figure 1-2. Basic Order Entry and Invoicing process

1.1 Sales Order Inquiries

This facility directly accesses the Inquiries Menu (Menu 19) for the following data:

- Customer, vendor, and product information
- Accounts receivables
- Stock
- Orders, releases, credit memos, quotes (pro-forma)
- Backorders
- Purchase orders
- Customer history

```

MENU-19                               INQUIRY MENU                               15 JSS.TEST dbs
15:22:33 11 Dec 1997
Customer / Order                        Accounts Receivable
-----
1. Customer Orders Not Purged          9. Summary A/R Inquiry
1A.Price Quote Lookup                 9A.Print Accounts Receivable Detail
2. Detailed Order Inquiry              10. Open Accounts Receivable Inquiry
2A.Customer Pricing (CPR)
3. Open Inpick Or Backorders By Cust
4. Open Inpick Or Backorders By Item
5. Detailed Invoice/Release Inq

Inventory / Product
-----
6. Stock Status Inquiry                Other
7. Inventory Inquiry                   -----
7A.Inventory Transaction By Customer   14. View Maintenance Menu
7B.Inventory Transaction by Product
8. Serial Number Inquiry
8A.Crossref

```

Figure 1-3. The many options in Menu 19

You can also access Inquiry Menu by typing *'inq'* from any main menu screen prompt. For a complete description of the options within Inquiry Menu, please see Menu 19.

1.2 Order Entry/Invoicing

Overview

This module combines all possible Order Entry functions into one comprehensive utility to

- create orders, credit memos, dropships, and quotes
- release, maintain, and cancel backorders
- unfinalize, maintain, and cancel releases
- convert pro-forma quotes to orders

Although somewhat complex, Order Entry/Invoicing is very versatile with special features:

- Order and invoice numbers assigned at the *end* of the order entry (OE) process
- Help windows and option lists are available at every prompt with a '?'
- Quick access to product data with the Line Detail screen
- Multiple warehouse shipping within a single order
- Complete audit trail in both order and release files
- Parameter-driven display and function options
- Continuous on-screen order information
- Easy dropships
- Automatic credit check
- Product entry of non-stock or special items
- Special Dashboard feature

Basic Procedure

Follow these screens sequentially for the basic Order Entry/Invoicing (Menu 1.2) process:

1. Operator Screen
2. Header Detail
3. Line Input
4. Total Screen
5. Invoicing Options

The flowchart on the next page gives you a visual understanding the process.

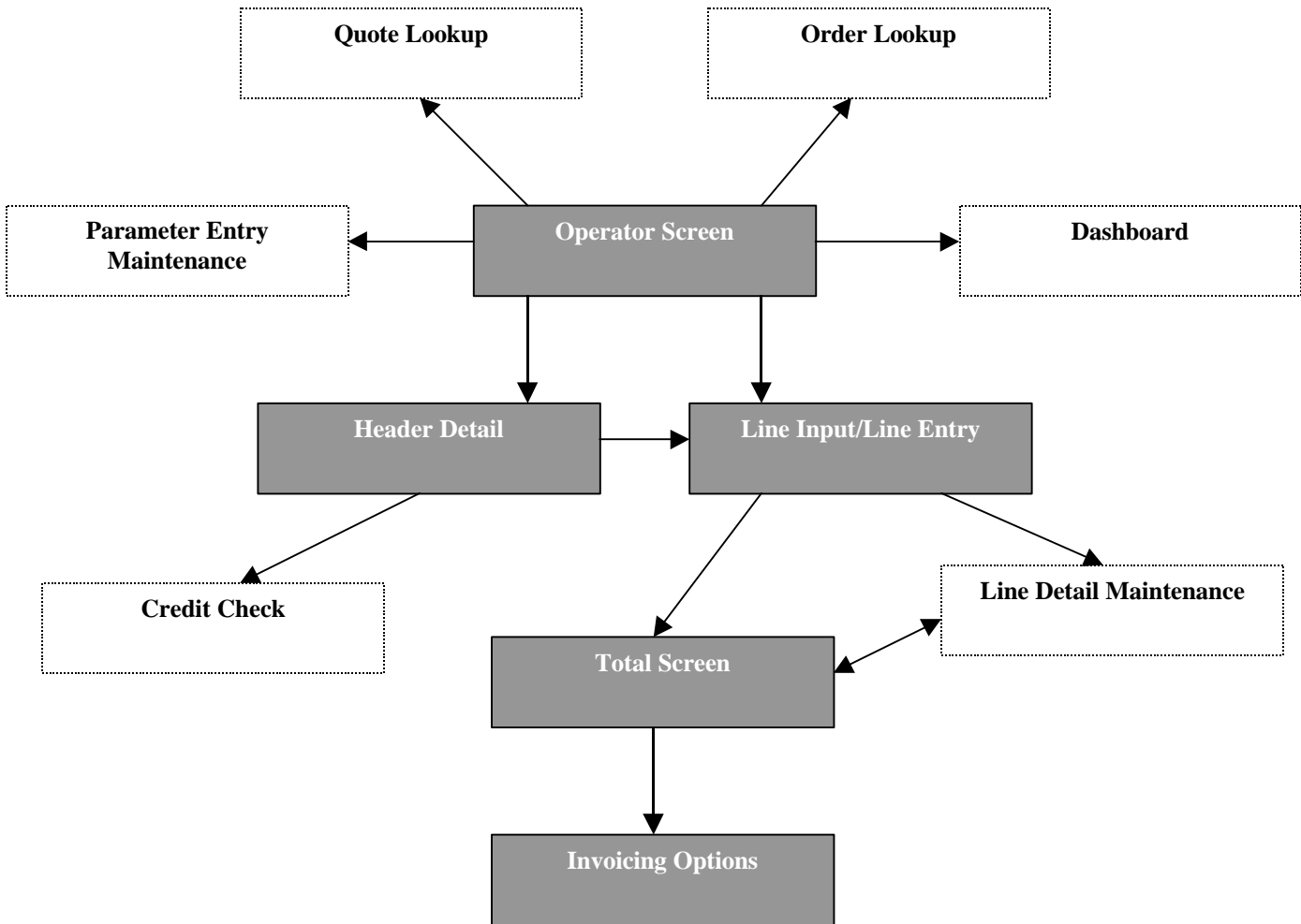


Figure 1-4. Order Entry/Invoicing process

Step 1: Operator Screen

Fill in the preliminary Order Entry screen—the Operator Screen.

20:21:58 11 Dec 1997	ORDER ENTRY AND INVOICING	15 JSS.TEST dbs
OPERATOR CD:	***	
COMPANY NBR:		
ORDER NUMBER:		
CUSTOMER NBR:		
ENTER OPERATOR CD, or END to exit:		

Figure 1-5. Your starting point: the Operator Screen

- a. OPERATOR CD Enter your personal operator code. For security purposes, the code does not display as you enter it, but is verified for authorization.



Enter '?' to access more options:

'-' to access **Dashboard** (see subsection on page 11)

'INQ' to access **Inquiry Menu (Menu 19)**

'S' to access **Stock Status (Menu 19.6)**

'LS' to access **Lost Sales**

'NSF' to access **Bad Check Lookup**

'CPR' to access **Customer Pricing**

'X' to access **Crossref (Menu 19.8A)**

- b. COMPANY NBR **Enter** to log on to the default company number preset by your port (see Menu 12.10, Port Maintenance). If this is not the case, the program displays the same company number you selected when you logged on. **Enter** to select it, or enter a different company number.
- c. ORDER NUMBER Order Entry determines whether you are pulling up an existing quote, a backorder release, a pick pack, creating a new order, or unfinalizing an order before processing it through end-of-day. Enter any of the following options (use '?' to help):
- **Enter** for a *new* order; the program automatically assigns an order and release number.
 - Six-digit order, credit memo, or quote number of an *existing* item
 - 'L' to lookup an *existing* order or credit memo number by customer (see Order Lookup below)
 - 'QL' to lookup a quote by customer number (see section on Quote Lookup, below)

- 'Q' to get a new quote; you do not have access to credit check or invoicing options at this point; to quickly open an existing quote, simply precede the PRO.FORMA number with "Q" (for example, 'Q123456')
- '-' to access the Dashboard
- 'PARAM' to modify the Order Entry parameters that control the flow of the Order Entry module; you must have operator clearance to use this option; see next subsection on *Parameter Entry Maintenance*
- 'END' to exit the program



Do not enter release numbers since this program automatically tracks the backorder status and assigns release numbers as necessary.

d. CUSTOMER NBR If you enter a valid order number, the program skips this prompt. Otherwise, enter any of the following options ('?' to help):

- Customer order number
- Customer phone number
- Part of a customer's name (the program automatically searches the Lookup file and lists all occurrences of the name)
- 'L' for Order Lookup
- '-' for the Dashboard
- 'END' to back up to the Order Number prompt
- Other inquiry options: S, 'INQ', 'CPR', 'LS', 'NSF', or X (see Appendix B for more explanation)

Multiple references display sequentially.

Example **123 HAS 3 REFERENCES ON FILE. THIS IS #1. CORRECT? (<ENTER>/N):**

Enter to display the current reference, or 'n' to go to the next one.

Parameter Entry Maintenance

The Parameter Entry Maintenance screen allows you to customize some of the Order Entry functions by port or by system-wide default. The modules are shipped with the default parameter preset to the most popular options. They should be reviewed prior to using the programs. To access the parameter maintenance screens, type 'PARAM' at the Order Number prompt.

If the parameters of your port have been set up, they will automatically display as in Figure 1-6. Otherwise, the program prompts the following line:

ENTER PORT#, 'DEFAULT', <ENTER> FOR PORT'?', OR 'E'ND:



The question mark in the above prompt is always the port number of the terminal you are currently using. If you select a specific port that has not been previously set up, the default parameters are automatically loaded to minimize changes.

```

                                OE.PARAM ENTRY MAINTENANCE
1. DISPLAY HEADER/SHIP-TO BEFORE LINE INPUTS (Y/N):
2. HEADER SCREEN STOPS:
3. TOTAL SCREEN STOPS:
4. DISPLAY FINAL BEFORE LINE INPUTS (Y/N):

Enter Port#, 'Default', <CR> for Port:'1', or 'E'nd:

```

Figure 1-6. Parameter Entry Maintenance (Port 1 as default)

- a. The prompt line in Figure 1-6 displays your options. Choose one:

ENTER PORT#, 'DEFAULT', <CR> FOR PORT:'1', OR 'E'ND:

- **Enter** to make changes or accept the parameter settings for the current port (in this case, Port 1).
- Enter a different port number to make unique changes. The number appears in the top right corner of the Parameter Maintenance screen. Repeat this for each port as necessary.
- Enter '*default*' to set the parameters accessed by all terminals. The word "default" appears in the top right corner of the screen.



Specific settings on any port override the default settings.

- b. Once you have selected an option from above, the information displays with the following prompt line:

ENTER LINE#, BACKOUT, DELETE, EDIT, 0 TO ACCEPT:

- Enter a line number (**LINE#**) of the field to change:

1. DISPLAY HEADER/SHIP-TO BEFORE LINE INPUTS

Choose '*n*' to skip the Header Detail screen and go straight to Line Input from Customer Number input; type '*n*' to display the Header Detail screen after the Line Input screen.

2. HEADER SCREEN STOPS

Select any one or several Header screen fields for automatic stop and prompt when the Header screen displays. Separate multiple field numbers with semicolons. You can also "require" a field by typing '*r*' after the field number.

Example **To require an authorized buyer and stop at CUST PO#, type 'IR;4.'**

3. TOTAL SCREEN STOPS Choose the same option and properties as for Header Screen Stops. This feature is useful for shipping terminals to stop at "Ship Method," weight, and freight. The stops at "Cash Received" are controlled by parameters elsewhere.

4. DISPLAY FINAL BEFORE LINE INPUTS (Y/N) 'y' allows you to go directly to the Total screen after the Header screen.

- **B**'ackout of the record without filing changes.
- **D**'elete the entry from the parameter file.
- **E**'dit sequentially from top to bottom.
- **0** to accept the record and write to the parameter file.



Beware of the Delete option. If you delete an entry for a particular port, that port will use the default parameter. If you delete the default parameter, Order Entry will not run on ports with any individual parameter set up.



To give you further control over Order Entry functions, you can set additional parameters in Menu 35.1

Order Lookup

This is an option to lookup existing customer *open* orders. You can view or maintain them.

- a. Enter '**L**' at the menu prompt, and then type the customer number or name. **Enter** to confirm.

LN	ORDER#	REL	CUST	P/O	ORD DT	SHIP DT	WHS	STATUS	DS	OP	ORDERS
CUST 123 CUSTOMER ORDERS CONT											
PHONE# 503-283-2513						SLSM 000 SALESMAN ZERO					
Jeff's JSS.UPG Tester						CREDIT LIMIT 0					
700 N. HAYDEN ISLAND DR						CREDIT HOLD N					
PORTLAND OR 97217						ALC PRIORITY 5					
01	01100781	001			02/19	02/19	001	C INVOICED	Jef		38.00
02	01100780	001			02/19	02/19	001	C INVOICED	Jef		32.94
03	01100779	001			02/19	02/19	001	C INVOICED	Jef		38.14
04	01100778	001			02/19	02/19	001	C INVOICED	Jef		32.94
05	01100757	001	01100228		02/10	02/10	001	PICK/PACKDS	DAT		328.54
06	01100755	001			02/10	02/10	001	C CRED MEMO	Jef		-200.00
07	01100754	001			02/09	02/09	001	C CRED MEMO	Jef		-100.00
08	01100749	001			02/06	02/06	001	C INVOICED	Jef		80.00
09	01100748	001			02/06	02/06	001	C INVOICED	Jef		200.00
10	01100747	001			02/06	02/06	001	C INVOICED	Jef		200.00
12	01100726	001			01/29	01/29	001	PICK/PACK	Jef		217.60
13	01100725	001			01/29	01/29	001	PICK/PACK	Jef		400.00
NUM ORDERS 12					1,268.16						

Enter Line# to Maintain, <Enter> to Continue, 'P'previous page, or End

Figure 1-7. Sample of open orders

- b. Enter a line number to change, or **Enter** to view the next page. You may also type **P** to see the previous page or **E** to exit.

Order Number

For an explanation of each column heading, please see Appendix B. However, the ORDER# column is more complex and warrants more explanation below.

When an order number is originally entered, the program validates it for one the following conditions:

- The order number is a **valid order, credit memo, or quote**.
- The order is **not cancelled, or has gone through end-of-day**.
- The order is **cancelled**. No changes are allowed.
- The order is on **credit hold**. The following message appears:

THIS ORDER IS ON CREDIT HOLD! ENTER CREDIT HOLD
PASSWORD. PRESS <ENTER>

You can enter the credit release password to override and gain access to the order, or **Enter** to bypass this order.



You can enter 'BO' at any point on the prompt line to backout to the Order Number line to create or maintain the next release.

- The order has been **finalized, but not gone through end-of-day**:

THIS ORDER HAS BEEN FINALIZED. 'UNF'INALIZE, 'SER'IAL# OR
<ENTER>

Choose one of the following options:

1. Type '*unf*' to unfinalize. A message similar to the following appears:

```
RELEASE '01100781001' HAS BEEN UNFINALIZED.
THE ORDER AND PRODUCT RECORDS HAVE BEEN RESET
TO A HOLD/PICK STATUS. THIS IS TRUE EVEN IF
YOU CHOOSE THE BACKOUT OPTION IN THIS PROGRAM.
```

Press **Enter** and the Line Input screen displays.

2. Type '*ser*' to input or maintain the numbers for serialized products on the order if the invoice has products with such numbers. This option takes you directly to the serial number input, bypassing all other prompts. To get an updated invoice with the new serial number(s), reprint the ticket through Menu 1.10.
3. **Enter** for the next Order Number.
 - The order has **gone through end of day, but has open backorders**. The program automatically creates the next release and displays the Line Input screen.
 - The order has **more than one outstanding backorder line**. When you select a line, the program automatically rolls excess backorder releases backward to the oldest open release. Only one open backorder release is allowed at a time. The Backorder Availability screen displays all open lines on the order with the open and available quantities:

ORDER ENTRY AND INVOICING					
22:18:30 04 Mar 1998			1 JSS.UPG dbs		
BACKORDER AVAILABILITY DISPLAY					
Product Nbr	Open	Avail	Product Nbr	Open	Avail
b10-222	5	9			
B10-224	5	-25			
Enter Pick all lines, Sequential maint, or <Enter> for manual:					

Figure 1-8. Backorder Availability

You have three options at this point:

ENTER '**P**'ICK ALL LINES, '**S**'EQUENTIAL MAINT, OR '<**ENTER**>' FOR MANUAL:

- '**P**'ick Automatically forces all open lines on the order to pick, regardless of the availability status. This is helpful if the

number of lines to release exceeds those to backorder. Edit the backorder lines as necessary.

'Sequential Step sequentially through the open lines and maintain them through the Order Entry Detail Maintenance screen.



See page 25 for a complete explanation of Order Entry Detail Maintenance.

CUSTOMER 123		PHONE 503-283-2513		OE CO 01 WHSE 001		ORD DT11/29/97	
BUYER]		SPECIAL INST:					
BILL 12345 A TESTER		SHIP 1. 12345 A TESTER		ORDER NO			
TO: 567 NE 111TH ST		TO: 2. SOMEWHERE		000319			
		1 3.		REL			
		ON 4.		001			
VANCOUVER WA 98685		FILE 5. PORTLAND		OR 97217			
							-----SUBTOTAL > 120.82
--ITEM NUMBER--		-----QUANTITIES-----			-----PRICING-----		
LN	DESCRIPTION	ORDER	INVC	PICK	B/O	PRICE	DISC% DPRICE TX PH RT
001	B10-120	N		4 4	0	10.51	10.51 Y N
	083S DRYER						
	002 M						
	Above line is on SPECIAL						
003	B10-121			2 1 1		12.92	12.92 Y N
	163 DRYER						
004	B10-122			3 1 2		10.64	10.64 Y N
	084S DRYER						
	005 M						
	Above line is on SPECIAL						
006	B10-120	N		2 0 2		10.51	10.51 Y N
	083S DRYER						
Line#, Hdr, Add, INSert, ^-Scrl-up, v-scr1-dn, Backout, Notes, 0 to accept:							

Figure 1-9. Order Entry Detail Maintenance sample

Enter The program assumes manual mode. The lines are calculated according to the current availability status, so you can address each line individually.

- The order has **completed and gone through end-of-day** processing. This prompt displays:

ORDER IS COMPLETE AND HAS GONE THRU DAY-END. PRESS
<ENTER> OR 'CR'EDIT

You cannot access this order, but you can automatically create a Credit Memo by typing 'CR'. This feature automatically updates the credit pricing and cost (profit) data, saving you time from researching and retying. A screen similar to the one below displays:

```

ORDER ENTRY AND INVOICING
07:07:26 23 Feb 1998                                1 JSS.UPG dbs

LINE ITEM DISPLAY
Line   Product Nbr   Qty Ordered   Product Nbr   Qty Ordered
  1     b10-222           5

Enter CRedit all lines, Sequential maint, or <Enter> for manual:

```

Figure 1-10. Credit Memo sample

Your choices at this point are '**CR**' to actually credit all the lines (a reason code is then required), '**S**' to display Order Entry Detail Maintenance that requires a reason code, or **Enter** to edit each line manually.

Quote Lookup

This option is very similar to Order Lookup, but Quote Lookup is for verifying existing customer quotes.

- Enter '**QL**' at the menu prompt, and then type the customer number or name.

```

CUST 123          CUSTOMER QUOTES  CONT
PHONE# 503-283-2513      SLSM 001
12345 A TESTER          CREDIT LIMIT 10000
316 NE 107TH ST        CREDIT HOLD N
VANCOUVER WA 98685    ALC PRIORITY

LN QUOTE#   CUST P/O   QUOTE DATE   WHS STATUS   OP   QUOTES
01 01409348      10/29      001 OPEN QUOTE  UNK 2,852.03
02 01106876      05/21      001 OPEN QUOTE  DAT 153.47
03 01105918      09/18      001 OPEN QUOTE  DAT 202.97
04 01101233  TEST  03/21      001 OPEN QUOTE  DAT 20.37
05 01101220      10/06      001 OPEN QUOTE  DAT 21.48
06 01101217      08/24      001 OPEN QUOTE  DAT 10.63
07 01101212      06/29      001 OPEN QUOTE  DAT 84.79
08 01101211      06/29      001 OPEN QUOTE  DAT 84.79
09 01101208  TEST  06/16      001 OPEN QUOTE  DAT 41.44
10 01101207      06/16      001 OPEN QUOTE  DAT 41.84

NUM QUOTES  10  3,513.81

No More Open Quotes. Enter Line# to Maintain, or End

```

Figure 1-11. Customer Quotes sample

Dashboard

Dashboard is a special feature that includes menu-level warping to other parts of the DBS application such as special inquiries, cross-referencing, and Desqtop (DQ). You can also suspend the current order and begin a new one.

- Enter '-' (a dash) to access the Dashboard screen.

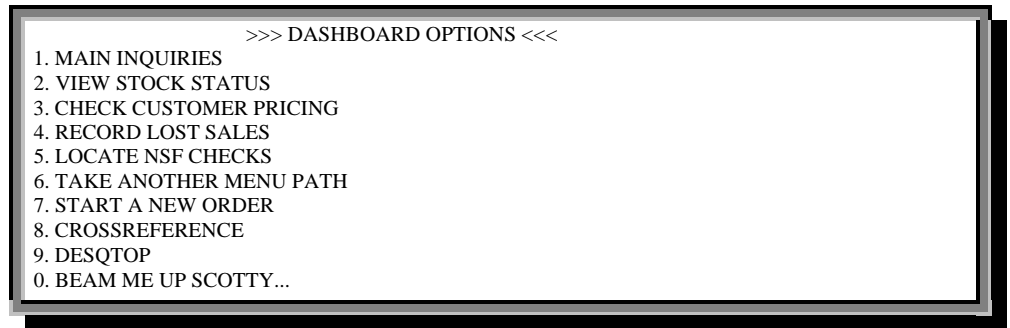


Figure 1-12. The Dashboard options

1. MAIN INQUIRIES Accesses Menu 19, Inquiries.

2. VIEW STOCK STATUS Checks the stock status; type 'S' from most prompts (depending on the menu) to access it.

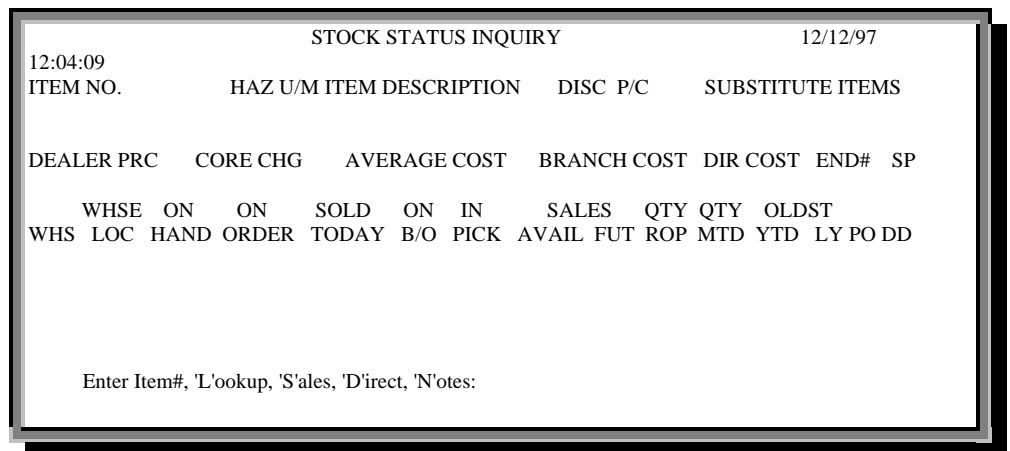


Figure 1-13. Stock Status Inquiry

3. CHECK CUSTOMER PRICING Check the customer pricing without creating a new order. You can also access this screen by typing '**CPR**' at most prompts.

CUSTOMER PRICE REVIEW									
12:15:45 12 Dec 1997					15 JSS.TEST dbs				
CUSTOMER NBR: 123									
12345 A TESTER					CLASS 01 - GENERAL CUSTOMERS				
316 NE 107TH ST					TERMS 05 - NET 10TH FOLL PURC				
VANCOUVER, WA 98685									
--ITEM NUMBER-- -----QUANTITIES----- -----PRICING-----									
LN	DESCRIPTION	ORDER	AVAILABLE	B/O	PRICE	DISC%	DPRICE	TX	PH
001	b10-120	2	2	0	10.51		10.51		
	083S DRYER								
002	#####								
* FLYER	EACH	25	50	M	AVAIL				
10.51	10.51	8.53	8.02	C 472	60				

Figure 1-14. Customer Price Review

4. RECORD LOST SALES Forecasts stock. It is useful if the customer did not want the sale because the product was not in stock and he or she did not want to backorder. Access this function by typing '**LS**' at most prompts.

- a. Enter the product number.
- b. Enter the quantity lost.

RECORD LOST SALE
ENTER PROD #, OR 'END' TO END:

Figure 1-15. Record Lost Sale

5. LOCATE NSF CHECKS Verifies customer's history of bad checks. Access this function by entering '**NSF**' at most prompts.

- Enter customer's full or part of last name, and then confirm.

NSF ITEMS FOR testers	
LAST	TESTERS
FIRST	JOHNS
COMPANY NAME	DBS
CUSTOMER #	123
CHECK DT	08/20/97
CHECK AMT	50.00
MEMOS	TEST
ENTRY DATE	08/21/97

[405] 1 items listed out of 3 items.

ENTER LAST NAME, PART NAME TO SEARCH FOR, OR 'END' TO END

Figure 1-16. NSF Items sample

6. TAKE ANOTHER MENU PATH Exits Order Entry at any point, and "warps" to any other menu with the new menu path. *The menu accesses are all operator code protected when called from here, so security is maintained.*



The program automatically returns to the point in Order Entry where you left off before accessing the Dashboard. Typing 'end' performs the same action.

7. START A NEW ORDER Suspends, saves the current order, and starts a new one. This is helpful when, for example, you enter a large order and you are interrupted by a phone-in order.

8. CROSSREFERENCE Runs the cross-reference program if it is installed on your system.

9. DESQTOP Runs the Desqtop office automation, if it is installed on your system.

0. BEAM ME UP SCOTTY Just for fun. Don't overdo it.

Step 2: Header Detail

The Header Detail screen appears next unless you have set the Order Entry Parameter Maintenance (page 7) to show the Line Input screen first.

a. **Enter** when you see the following prompt:

CUSTOMER HAS OTHER OPEN PICK/PACKS. CONTINUE (<ENTER>/N)?

Enter continues with this order. If you answer 'N', Order Lookup displays so you can access existing pick packs. This allows you to clean up open orders for a specific customer.

```

CUSTOMER 123      PHONE 503-283-2513   OE CO 01 WHSE 001 ORD DATE 12/11
BUYER              SPECIAL INST:
BILL 12345 A TESTER  SHIP 1. 12345 A TESTER   ORDER NO
TO: 316 NE 107TH ST    TO: 2. SOMEWHERE        NEW
                        1 3.                REL
                        ON 4.                001
VANCOUVER WA 98685    FILE 5. PORTLAND        OR 97217
=====

```

```

1. AUTH BUY
2. REQ DATE 12/11/97
3. DISCOUNT%
4. CUST PO#
5. SALESMAN 001 -
6. A/R TERMS 05 - NET 10TH FOLL PURCH
7. ORD SRC
8. RGA #
9. CERTIFY#
10. SPEC INST
11. CRED CARD

```

Enter Line#, Ship to, Backout, Notes, 0 to accept :

Figure 1-17. Header Detail screen in Order Entry

Header Detail screen fields:

1. AUTH BUY Lists and allows entry and maintenance of customer's authorized buyers. A more direct way of entering and maintaining Authorized Buyers is through Menu 12.2.2.6. When you access this field, the Authorized Buyer screen appears:

AUTHORIZED BUYERS	OTHER
1. John Smith	05/15/95
2. George Jones	09/30/95
3.	

Enter LINE# , Temp buyer, Add, Delete, NEXT, PREVIOUS, BACKOUT:

Figure 1-18. Authorized Buyers

The Authorized Buyers screen displays the buyer names and the expiration dates. Your options are

- Select the buyer for the order.
- Press 'T' for a temporary buyer's name. This applies to current tickets only, and does not become part of the file.
- Press 'A' to add names to the list. If the parameter (Menu 12.2.2.2, field 30) is set to limit your access to this option, you cannot add or delete names from this screen. Alternatively, you are prompted for a buyer name, and a field called "Other" appears which is an optional field for miscellaneous information. When done, select the new buyer. To exit the 'A'dd mode, press **Enter**.

- Press **'D'** to delete an entry from the list.
- Press **'N'** to view the next screen of buyers (if any).
- Press **'P'** to view the previous screen of buyers.
- Press **'B'** to backout of the order. If you choose this option, the order session will terminate, and all the information entered to this point will be discarded.

2. REQ DATE Automatically defaults to the current date, but may be changed to any future date. This field has no effect on inventory; the items on the order will go in-pick when the order is filed regardless of the date entered.

3. DISCOUNT% Displays a predetermined discount percentage from the customer detail file (Menu 12.2.2.3). You can also enter a discount in this field that would affect all items in the ticket except flyer items.

4. CUST PO# This is your customer purchase order number that helps identify the order for your accounts payable department. The number in this field prints on the invoice; it may also print if the customer master file, Menu 12.2.2.2, has a blanket PO number entered in Field 11.

5. SALESMAN Automatically displays the default salesperson from the customer detail file, Menu 12.2.2.3, Field 1. To alter this field press '?' to display the Salesman Help screen to choose an alternate name.

6. A/R TERMS Automatically displays the accounts receivable terms from the customer file. This field is password-protected and is accessed only by authorized personnel.

7. ORD SRC Automatically displays the order source code. Enter '?' to display a list. No changes can be made here; however, access Menu 12.1.14 to maintain the list of possible order sources.

8. RGA# Shows the Returned Goods Authorization number as a credit memo.

9. CERTIFY# If the order contains hazardous materials, you can enter the certification code in this field to prevent the line screen from asking for it. When you select this field, the Hazardous Certification Selection window appears:

HAZARDOUS CERTIFICATION SELECTION	
BUYER NAME	CERTIFICATION#
1 TEST	123545
2 1234 TEST	7777
3 1234 TESTING	8887777
4 JOHNS CURTIS C	X1Y5-5147189
5 GARY CHAPMAN	X1Y6-2598410
6 JOHNS CURTIS C	X1Y5-5147189
7 JOHNS CURTIS C	X1Y5-5147189
8 RICH	123-11-1234
9 RICHARD B.	DD9912
10 JEFF TEST	123BOOG456

Enter **Line#** to select, <Enter> to skip
Add, Delete, Next, Previous, Search:

Figure 1-19. The Hazardous Certification displays certified buyers and their certification numbers.

Prompts and options on this screen are similar to those in Authorized Buyer. Press **Enter** to bypass this screen. However, if you enter hazardous products in the order, the Line Entry screen will display this screen again (page 29). You can skip it, but this screen appears once again at the Total screen and will not allow you to proceed until you make a selection. Only authorized personnel can add or delete a certification entry.



You can set the parameter in Menu 35.1 to have Line Input require a certification number. You can also set it to bypass the Certify Number field, but ultimately it will not allow finalization without a buyer.

The 'Search function finds a certified buyer name which may be loaded under a different customer. Once found, you can select the buyer name, delete it, copy it, or transfer it to the current customer.

10. SPEC INST Displays special instructions that are maintained in Menu 12.2.2.2. This is a display-only field. To stress the importance of this screen, you can set PARAM (see page 7) to prompt "Read the special instructions-Line 10 above." Special instructions also displays with the billing and address information.

11. CRED CARD Displays a list of the customer's credit cards and their information (if they have been loaded) when you select this field. Choose a credit card for the transaction.

CREDIT CARD	EX DATE	TYP
1 123465789	11/99	a
2 999877588	11/00	d
3 90258147	11/01	j
4 999999999	11/05	m
5 252522583223	11/00	a
6 225265456465	02/01	m

Enter **Line#**, **Add**, **Delete**, **Temp**,
Next, **Previous**, **Backout**, **Remove**:

Figure 1-20. Credit Card (one entry)

Credit Card screen options:

- Enter the **Line#** to view the credit card information.
- **'A'**dd and **'D'**elete display the Customer Credit Card maintenance screen, Menu 12.2.2.8. Column A is the credit card number(s), B is the expiration date, C is the cardholder's name, D is the type of credit card, E is the print option for printing the card information on the pick ticket. Type '?' to display these options:

LAST COLUMN:
P=PRINT ON PICK TICKETS
I=PRINT ON INVOICES
Y=PRINT ON BOTH
N=DON'T PRINT

CUSTOMER CREDIT CARD MAINTENANCE - SCREEN 1				
CUSTOMER:	123	Jeff's JSS.UPG Tester 700 N. HAYDEN ISLAND DR PORTLAND OR 97217		
A. CARD NUMBER	B. EXP DATE	C. CARD HOLDER NAME	D. TYPE	E. PRT
1. 123465789	16. 11/99	31. jeff	46. amx	61. p
2. 999877588	17. 11/00	32. joe	47. dscv	62. I
3. 90258147	18. 11/01	33. many	48. jscard	63. Y
4. 999999999	19. 11/05	34. Flip	49. m/c	64. N
5. 252522583223	20. 11/00	35. Harold P.	50. amx	65. p
6. 225265456465	21. 02/01	36. 2	51. m/c	66. n
7.	22.	37.	52.	67.
8.	23.	38.	53.	68.
9.	24.	39.	54.	69.
10.	25.	40.	55.	70.
11.	26.	41.	56.	71.
12.	27.	42.	57.	72.
13.	28.	43.	58.	73.
14.	29.	44.	59.	74.
15.	30.	45.	60.	75.

Enter Line#, Backout, DELETE, Edit, 0 to Accept, More

Figure 1-21. Credit Card Maintenance

- **'T'**emp prompts you to enter a temporary credit card number and name in Field 11 of the Header Detail screen.

- View the 'N'ext or 'P'revious screen of information
 - 'B'ackout exits the credit card screen without saving any new information.
 - 'R'emove deletes the temporary credit card in Field 11.
- b. At the main prompt line of the Header screen choose one of the following:
- ENTER LINE#, SHIP TO, BACKOUT, NOTES, 0 TO ACCEPT :
- **Line#** corresponds to the field you want to change (in this case, Lines 1-11) in the Header.
 - 'S'hip To accesses the Ship-To Maintenance screen.

SHIP-TO MAINTENANCE

ENTER:
M - MANUAL ENTRY
S - SAME
R - REPEAT SOLD TO
N - NEXT SHIP-TO
999- SPECIFIC SHIP-TO
C - CUSTOMER#
ENTER OPTION ###

Figure 1-22. Ship-to information (based on the customer maintenance file, Menu 12.2.2.2, field 20)

Select one of the following options to modify the ship-to address:

M-MANUAL ENTRY allows you to manually enter a ship-to address. Enter a new ship-to address, or change a specific line of the existing address.

S-SAME replaces the current ship-to address with the word "SAME."

R-REPEAT SOLD TO Replaces the current ship-to address with the current sold-to address displayed on the left half of the header.

N-NEXT SHIP-TO If more than one ship-to address exists for a customer, the total number of available ship-tos will display in a highlighted box beside the ship-to address in the Header. Press 'N' to sequentially display the ship-to addresses. As long as there are ship-to addresses on file, the program prompts each time with "IS THIS CORRECT (<ENTER>/N)" followed by "Y" out of "X" addresses on file.



Ship-to addresses are created and maintained in Menu 12.2.2.4.

Enter to accept the address currently displayed. The sequential ship-to number will display to the right of the Ship-to field. You can still use the **M**anual option to further modify the address.

999-SPECIFIC SHIP-TO If you know the *number* of the specific ship-to address you want, enter it. The corresponding ship-to address displays.

C-CUSTOMER # Then enter a customer number to select that customer's billing address as the ship-to address. The Lookup option is available.

- **B**ackout exits the current order entry session *without updating* the order file. No warning is given until you enter products. Depending on the settings, the program clears the screen and returns to the beginning to the CUSTOMER NUMBER prompt.
- **N**otes is for viewing notes for the current customer. Notes for customer, products, and vendors are input in the NOTES option from the menus.
- **0** accepts the data on the Header and Ship-To screens, and continues with the next step in the order process, Line Input.

Credit Check

The Order Entry program automatically runs a credit check on a customer to determine if he or she qualifies. If the Maintenance Parameter (Menu 35.1, option 5) is set to perform a credit check at the time the customer number is entered, the Credit Check program verifies the customer's credit status based on credit methods set in Menu 12.2.2.2, option 27, in the customer file. Based on the order dollar amount and the credit method, a credit check may also occur at the finalization screen.

Only if the customer fails the credit check will the Credit Check screen appear:

CUSTOMER 123 N	PHONE 503-283-2513	OE CO 02	WHSE 002	ORD DATE 02/25
BUYER	SPECIAL INST: Sell Low			
BILL Jeff's JSS.UPG Tester	SHIP	1. Jeff's JSS.UPG Tester	ORDER NO	
TO: 700 N. HAYDEN ISLAND DR	TO:	2. 700 N. HAYDEN ISLAND DR	NEW	
SUITE 250		3. SUITE 250	REL	
		4.	001	
PORTLAND OR 97217		5. PORTLAND	OR	97217

CREDIT CHECK	
CR CODE:05	LIMIT: 0
	A/R BAL: 254.86
CR HOLD:YES	ORD BAL: 4971.73
CUST CR HOLD:Y	OLD INV: 03/10/98
	200.00
CREDIT HOLD	
	A - TO AUTHORIZE
	C - TO CANCEL
	H - HOLD ORDER
ACTION ?	CM- CREDIT MEMO

Figure 1-23. Credit Check subscreen

Credit Check options:

- **A** to authorize the order
- **C** to cancel this order
- **H** to hold the order so it not invoiced
- **CM** to indicate that this order will be a credit memo and will not need authorization

Again, the Credit Check screen may appear depending on the customer credit method such as the customer is over the limit, is on credit hold, or has open invoices.

If you choose to authorize the customer, you are prompted for the credit authorization password and your operator code. If you authorize the transaction here, the Credit Check is *not* called at the time the order is totaled.

After the credit check, the program scans for other open orders in the customer's file. If it finds any, the following prompt appears:

CUSTOMER HAS OTHER OPEN ORDERS. CONTINUE (<ENTER>/N)?

To continue creating the new order, press **Enter**. To select an existing order to add to, type **'n'** to return to the Order Lookup function (see page 9). The advantages of accessing Order Lookup are threefold: 1) to reduce the number of open orders for a customer, 2) to clean up the account, and 3) to reduce open tickets in the system.

Step 3: Line Input

The Line Input screen has two main purposes: 1) to enter product quantities and messages into the order, and 2) to check stock and pricing on a product. Line Input also maintains automatic pricing based

on customer discounts, programs, and contract pricing. The Line Input screen actually has two screens XLine Entry and Detail Maintenance X which are described below.

Line Entry Screen

The Line Entry screen *is also* the Line Input screen that displays the product number and order quantity. It is displayed first:

```

CUSTOMER 123      PHONE 503-283-2513  OE CO 01 WHSE 001 ORD DATE 12/15
BUYER
BILL 12345 A TESTER      SHIP 1. 12345 A TESTER      ORDER NO
TO: 316 NE 107TH ST      TO: 2. SOMEWHERE           NEW
                            1 3.                       REL
                            ON 4.                       001
VANCOUVER WA 98685      FILE 5. PORTLAND OR 97217
=====SUBTOTAL > 0.00
--ITEM NUMBER-- -----QUANTITIES----- -----PRICING-----
LN  DESCRIPTION  ORDER INVC D PICK  B/O PRICE DISC%  DPRICE  TX PH RT
001 b10-120  N 2####
083S DRYER TESTING ANTHER  CONFIRM <Enter>=YES D=DETAIL C=CANCEL

* FLYER      EACH      25      50      M      AVAIL
  10.51      10.51      8.53      8.02      C 472      60

```

Figure 1-24. Line Input—first screen

At the first Line Input screen, enter

1. the item (product) number,
2. the quantity to order, and
3. **Enter** to accept the order. The product is automatically priced.

1. Product Number

Enter one of the following options (type '?' for a list):

- Enter a product number (without the dash on Johnstone products) to check stock and pricing, or use the optional barcode scanner.
- Enter '.' (a period) to obtain the next number in sequence.
- Enter '*nnn*' to obtain the next number with the same prefix.
- If you do not know the part number, press '**L**' to access the Lookup screen to find the number based on its description. (See page 9, Order Lookup)
- Another way to find a product number is to enter '**X**' to access the cross-reference program (see Menu 19.8A). Select a number from the screen to return to Order Entry.
- Enter '-' for the Dashboard.
- Enter '**S**' for the Stock Status screen.

- Type '**NSF**' to access the screen for bad checks.
- Type '**LS**' for lost sales.
- Type '**CPR**' for customer prices.
- Type '**INQ**' or '**I**' for the Inquiries menu.

2. Order Quantity

At the next column, QUANTITIES, enter the quantity of the product that you would like to order. This entry can be any type of number listed below. Any non-valid entry cancels the line and prompts for another item number. Other options:

- Enter a number, which may be negative if you are crediting.
- Enter '**C**' at the prompt to clear the entry if you are just checking stock availability.
- Enter '-' for the Dashboard
- Follow the quantity order number with one of these types:
 - **R** for Warranty Credit Exchange
 - **O** for Credit Line
 - **K** for Core charge only
 - **M** for Merchandize only
 - **E** for Exceptional Sales

Examples **1R** **20E** **10K**

At the next prompt enter one of the following:

CONFIRM <ENTER>=YES **D**=DETAIL **C**=CANCEL

- **Enter** to accept the product and pricing as calculated.
- '**D**' and **Enter** to get to Order Detail Maintenance and to edit any part of the line (product).
- '**C**' and **Enter** to cancel the product.

The information processes after you enter a product and quantity. The screen that comes up next is determined by a few factors: product availability, quantity of order (if it is a return), price hold (if the product is sold for too little or too much), or if the product is hazardous. One of two screens appears based on the item and quantity you entered: Hazardous Certification sub-screen or Line Detail Maintenance screen.

Line Detail Maintenance

- a. You can access the Order Entry Line Detail Maintenance screen one of three ways from the Line Entry screen:
 - 1) press '**D**' at the CONFIRM prompt on each line,
 - 2) enter a line number, or
 - 3) enter order quantity greater than quantity available

ORDER ENTRY LINE DETAIL MAINTENANCE				STATUS MESSAGES			
ORDER LINE #:	1			Part Ships and Backorders ok.			
1. PRODUCT #..	b10-100			Substitutes ok			
2. DESCRIPTION	PSG-5S SIGHT GLASS						
3. ORDER QTY..	2						
4. PICK QTY...	2						
5. BO QTY.....	0						
6. WHSE.....	001			QUANTITIES IN OTHER WAREHOUSES			
7. REASON CODE	001 002 003 004 005 006 007 008 009 010						
8. RETURN IND.	6 0 0						
9. TAXABLE....	Y						
10. PRICE HOLD.	N						
11. GL#.....							
12. PRICE CODE.	F			SUBSTITUTE PRODUCTS			
13. PRICE.....	13.13	DISC PRICE		LN PROD NBR DESCRIPTION PRICE AVL			
14. DISC %.....	13.13						
15. COST.....	7.755						
16. CORE.....	0.00			No Substitutes Available			
17. CORE COST..	0.000			CALCULATED ORDER PICK BACKORD			
18. DROPSHIP...				DEFAULT 2 2 0			
	QUANTITIES						
	EACH	5	25	M	AVAIL		
	13.13	12.34	11.12	C 479	6		
Enter Line#, Backout, CAN, SUBstitutes, Notes, 0 to Accept							

Figure 1-25. Line Detail Maintenance

The Line Detail Maintenance screen has 18 numbered fields, many of which you can alter to customize your order. The screen also displays special status messages, quantities available in other warehouses, and substitutes.



For help, remember to type a question mark at any of the fields.

Line Detail Maintenance fields:

- 1. PRODUCT#** Enter the new product number on line 1; all the fields on the screen will change accordingly.
- 2. DESCRIPTION** Type a new description to print on the order and invoice forms.
- 3. ORDER QTY** Enter a new quantity. Note that doing so recalculates Pick and backorder quantities, depending on product availability.
- 4. PICK QTY** This is the amount of products available to ship right now.
- 5. BO QTY** You can override the backorder quantity to zero or cancel it, leaving the original order quantity. This alerts appropriate personnel to adjust their inventory to meet demand.
- 6. WHSE** This field is based on the company number entered in the preliminary screen. You can override it to pick up stock available in other warehouses. Be aware that an order will be split if some lines have different warehouse numbers. In some cases it might be faster to change all the lines to the warehouse

that has the stock. When you alter this field, choose one of three options below. Regardless of the option you choose, you must enter the quantity, warehouse, and ship method.

1. Transfer. The product is added to a running transfer purchase order for the selected warehouse, and the product remains on backorder for the current customer order.
2. Ship to. Separate Pick/Pack orders are created for each specified warehouse after the Total screen has been accepted. This is similar to the Split Credit Memo option in which two documents print. The specified warehouse receives credit for the sale of this line, as though it had been entered at that warehouse.
3. Dropship. The line is flagged as a dropship and a Pick ticket is created at the selected warehouse with the selling store as the bill-to and the customer as the ship-to. Credit for the sale remains at the selling warehouse.

7. REASON CODE Enter a code for a credit situation ('?' for list).



Some reason codes automatically load the return indicator. As an example, Warranty does not return an item to stock.

8. RETURN IND Enter a return indicator used on a credit memo line.

9. TAXABLE Automatically set by the flags in the product file. You can change this field depending on the customer status.

10. PRICE HOLD Accessed only if the product is sold for too much or too little, based on parameters set in the Company parameters, Menu 35.7, Fields 6-8. Enter your choice of price hold from list '?': 'y'es, 'n'o, or 'o'verride.

11. GL# Field unavailable.

12. PRICE CODE Automatically determined by the pricing module; cannot be changed. The code is either "O" or "F", where O defaults if you override the price and F displays if you use the file price already in the system.

13. PRICE Calculated by the pricing module which is based on such things as customer contracts and pointers. This field is maintainable.

14. DISC% The discount percentage originates in the customer file, either from the Customer Detail record, from input in the Header, or on a line-by-line basis. If you enter a discount in the Header, the discount amount displays on all non-flyer items.

15. COST Originates in the product file, but the display of cost is based on Port Control, Menu 12.10. It is generally not displayed at the counter and is password-protected.

16. CORE This number displays if a product has a core charge associated with it.

17. CORE COST If a product has a core cost, it is calculated automatically.

18. DROPSHIP Enter the dropship code. Note that the default for regular line item is "ND," while "DS" indicates that it is a dropship line.

As you enter products and quantities, default values are automatically calculated for pricing and backorder quantities. These are based on customer flags and product availability. A backorder situation automatically calls the Detail function. The calculated default quantities (order, pick, and backorder) display at the bottom of the status screen.

Item on backorder

If an item is on backorder, the following prompt appears:

ENTER C TO CHANGE ORD QTY, CAN, OR 0 TO ACCEPT DEFAULT:

- Press 'C' for a new order quantity.
- Enter 'CAN' to cancel the line. Returns to the main Line Input screen at the PRODUCT# prompt for the same line number.
- Type '0' and **Enter** to accept the defaults. The screen clears and returns to the Line Input screen.

Item with substitutes

If the backorder item has substitutes, the prompt appears as

ENTER C TO CHANGE ORD QTY, SUB#, CAN, 0 TO ACCEPT DEFAULT,
OR <ENTER> FOR NONE:

- Enter 'SUB#' for a substitute: the product and pricing will automatically change on the line.
- Press **Enter** to leave the order quantity unchanged and to override pick or backorder quantities.

b. When you are finished with Line Detail Maintenance, enter one of the following prompt options:

ENTER LINE#, BACKOUT, CAN, SUBSTITUTES, 0 TO ACCEPT

- **B**'ackout to exit Line Detail Maintenance without accepting any changes. Returns to Line Input.
- 'CAN' to cancel this line.
- 'SUB'stitutes to recall the Status display screen and any substitute product information. If available, choose a substitute from the list. This will change the product and pricing information for the line.

- '0' to accept the changes and return to the General Entry Line screen.
- c. The second screen that may appear at Line Input is based on the item number you have entered. It has a sub-screen called Hazardous Certification Selection (see Figure below).

```

CUSTOMER 123      PHONE 503-283-2513  OE CO 01 WHSE 001 ORD DATE 12/15
BUYER              SPECIAL INST:
BILL 12345 A TESTER      SHIP 1. 12345 A TESTER      ORDER NO
TO: 316 NE 107TH ST      TO: 2. SOMEWHERE           NEW
                               1 3.                       REL
                               ON 4.                       001
VANCOUVER WA 98685      FILE 5. PORTLAND           OR 97217
-----SUBTOTAL > 0.00
--ITEM NUMBER--  -----QUANTITIES--
LN  DESCRIPTION  ORDER INVCD  PICK
001 b10-130     2           2
    165S DRYER
002 b10-130     -2          -2
    165S DRYER
003 b10-120     N 2#####
    083S DRYER TESTING ANOTHER DESCRIP

```

HAZARDOUS CERTIFICATION SELECTION

BUYER NAME	CERTIFICATION#
1 TEST	123545
2 1234 TEST	7777
3 1234 TEST	7777
4 JOHNS CURTIS	C X1Y5-5147189
5 GARY CHAPMAN	X1Y6-2598410
6 JOHNS CURTIS	C X1Y5-5147189
7 JOHNS CURTIS	C X1Y5-5147189
8 RICH	123-11-1234
9 RICHARD NIXON	DD9912
10 JEFF TEST	123BOOG456

Enter Line# to select, <Enter> to skip
Add, Delete, Next, Previous, Search:

```

10.51  10.51      8.53  8.02      C 472  60

```

Figure 1-26. Hazardous Certification Selection

The Line Entry screen displays up to six lines of data at a time. Scroll the screen using the arrow keys on your keyboard.



This is the *only* place where using up and down arrow keys will work.


```

CUSTOMER 123      PHONE 503-283-2513   OE CO 01 WHSE 001 ORD DATE 12/15
BUYER              SPECIAL INST:
BILL 12345 A TESTER      SHIP 1. 12345 A TESTER      ORDER NO
TO: 316 NE 107TH ST      TO: 2. SOMEWHERE           NEW
                          1 3.                          REL
                          ON 4.                          001
VANCOUVER WA 98685      FILE 5. PORTLAND           OR 97217
=====SUBTOTAL > 21.02
--ITEM NUMBER-- -----QUANTITIES----- -----PRICING-----
LN  DESCRIPTION  ORDER INVCD PICK  B/O PRICE DISC%  DPRICE TX PH RT
001 b10-120    N  2      2  0 10.51   10.51 Y  N
    083S DRYER      Dichlorodifluoromethane
002 M
    Above line is on SPECIAL

Line#, Hdr, Add, INsert, ^-Scrl-up, v-scrl-dn, Backout, Notes, 0 to accept:

```

Figure 1-27. Line Entry final screen

- d. The final Line Entry screen provides you with eight visible options as well as several hidden ones. Type '?' for a screen of available hidden options. The visible options are

LINE#, **HDR**, **ADD**, **INSert**, **^-SCRL-UP**, **V-SCRL-DN**, **BACKOUT**, **0** TO ACCEPT:

- LINE#** Displays the Detail Maintenance screen for the line number you enter.
- Hdr** Press **'H'** to display the Header Detail screen to change its information.
- Add** Press **'A'** to add more lines to the order.
- INSert** Type **'ins'** to insert a line (product or message) in between existing lines on the order (instead of at the end of the document).
- ^-Scrl-up** Use the up and down arrow keys to scroll through the lines on your screen.
- v-Scrl-dn**
- Backout** The program issues a warning and requires you to input **'y'** to continue. The program immediately exits the current order and discards any data entered during the session.



The Backout option is an invaluable training tool since you do not have to file an actual order. If you 'B'ackout, the customer and product files are not updated.

- 0 to accept** Type **'0'** and **Enter** to accept the data entered to this point. This option moves to the next step in the order entry process: the Total screen.

Step 4: Total Screen

The final screen is the Total that provides a summary of the order and allows input of items that affect the total invoice amount.

CUSTOMER 123	PHONE 503-283-2513	OE CO 01	WHSE 001	ORD DATE 12/11
BUYER	SPECIAL INST:			
BILL 12345 A TESTER	SHIP 1. 12345 A TESTER	ORDER NO		
TO: 316 NE 107TH ST	TO: 2. SOMEWHERE	NEW		
	1 3.	REL		
	ON 4.	001		
VANCOUVER WA 98685	FILE 5. PORTLAND	OR 97217		
				-----SUBTOTAL > 21.02
STATUS OF RELEASE 001 New Order	SHIPPED	ORDERED	TOTAL ORDER	BACK SHIP
	DOLLARS	DOLLARS	LINES	QUAN QUAN
	21.02	21.02	2	2 0 2
1. RESTOCK CH%	0.00			
2. TAX JURIS 00 NON-TAX				
3. TAX% 0.000 ON 21.02	0.00	0.00		
4. SHIP METHOD 00 WILL CALL				
5. WEIGHT PRODUCT WGT 2.6	A/R TERMS 05 NET 10TH FOLL P			
6. NBR CTNS				
7. FREIGHT				
8. PICKER				
9. PACKER				20.CASH RECD 0.00
10. MISC CHRG				21.CHECK NO
11. TAX ONLY	TOTAL: 21.02	21.02	CHANGE	
	GROSS PROFIT % 44.10			
Line#, CL-Chg-Lines, CH-Chg-Hdr, CANcel, Backout, P/O nbr, Notes, 0 to accept:				

Figure 1-28. Total screen

Total screen fields:

- 1. RESTOCK CH%** Restock charge is a credit memo field added to orders to penalize customers for returning products.
- 2. TAX JURIS** Defaults to the tax jurisdiction from the customer file. It is maintainable. Type '?' to list valid tax jurisdictions.
- 3. TAX%** This field reads from the TAX.RATE file based on the jurisdiction in field 2.
- 4. SHIP METHOD** This code determines the ship method of the order that is sent; it is automatically loaded from the customer maintenance file. Some codes prompt special processing elsewhere in the order entry process. For example, the tax jurisdiction may change the tax charged based on the destination. For a complete ship method list, type '?'.
- 5. WEIGHT** Automatically calculated based on weights stored in the product record, but you may change the number.
- 6. NBR CTNS** Enter the number of cartons on ship-out orders.
- 7. FREIGHT** Enter any freight costs associated with this order.
- 8. PICKER** Represents the person who picks the order.

9. PACKER Represents the person who packs the order.

10. MISC CHRG Enter any miscellaneous charges, such as special handling fees.

20. CASH RECD Input total amount of payment received on the order, whether the payment is cash, check, or credit card.

21. CHECK NO Enter the type of payment received with the order. Note your choices in the prompt:

CHECK#, S)PLIT, **1**)CASH, **2**)VISA, **3**)M/C, **4**)AMX, **5**)DSCV, **6**)JSCARD, **7**)OTHER

The Split screen ('s') displays the following screen in which you may enter various amounts and various types of payment:

MULTIPLE PAYMENT METHODS			
Customer	123	Cash Received	55.00
Release#	100720	Balance Remaining	0.00
Payment method selections			
1. Payment method 1	CASH	1. Cash	
2. Payment amount 1	25.00	2. Visa	
3. Payment method 2	VISA	3. M/C	
4. Payment amount 2	30.00	4. Amx	
5. Payment method 3		5. Dscv	
6. Payment amount 3		6. Jscard	
		7. Other	
		Check #	
Enter Line#, Backout, DELETE, Edit, 0 to Accept			

Figure 1-29. The Split screen

22. CHANGE The program automatically calculates change to help in cash handling. With backorder deposits, the change calculated is based on *shipped* dollars—not *ordered* dollars. Enter '0' (zero) in this field if the cash received is exactly the order total. The program keeps track of the deposits received and applies them automatically to subsequent releases.

When you have finished editing the lines, choose one of the following prompt options:

- 'CL' to access the line detail screen; beware of the 'B'ackout option.
- 'CH' to access the Header Detail screen; again, careful using the 'B'ackout option.
- 'CAN' to cancel existing orders. (Use the 'B'ackout option to cancel new orders.)

- **B**'ackout to exit the order session without updating any changes; a warning displays and prompts **Y** to continue — be sure you really want to do this before typing **B**.
- Type **P**/O for the purchase order number.
- **N**otes displays any customer notes.
- **0** to accept the data as entered. The next screen is displayed: Invoicing Options screen.

CUSTOMER 123	PHONE 503-283-2513	OE CO 01	WHSE 001	ORD DATE 12/11
BUYER	SPECIAL INST:			
BILL 12345 A TESTER		SHIP 1. 12345 A TESTER		ORDER NO
TO: 316 NE 107TH ST		TO: 2. SOMEWHERE		NEW
		1 3.		REL
		ON 4.		001
VANCOUVER WA 98685		FILE 5. PORTLAND	OR 97217	
				-----SUBTOTAL > 21.02
STATUS OF RELEASE 001 New Order				
		INVOICING OPTIONS		
1. RESTOCK CH%		1. INVOICE	1A. DO NOT SPLIT	
2. TAX JURIS 00 NON-TAX		2. INVOICE - NO PRINT		
3. TAX% 0.000 ON 21.02		3. PICK PACK		
4. SHIP METHOD 00 WILL CALL		4. PICK PACK - NO PRINT		
5. WEIGHT PRODUCT WGT		5. QUOTE		
6. NBR CTNS		6. QUOTE - NO PRINT		
7. FREIGHT		ENTER Option# followed by <Enter>, Totals only or No prices:		
8. PICKER				
9. PACKER				
10. MISC CHRG		21. CHECK NO		
11. TAX ONLY		TOTAL: 21.02 21.02	CHANGE	
GROSS PROFIT % 44.10				
Line#, CL-Chg-Lines,CH-Chg-Hdr,CANcel,Backout,P/O nbr,Notes,0 to accept:0				

Figure 1-29. Total screen with invoicing options

Step 5: Invoicing options

Precede each of the following with **T**otals only to display an invoice with a total line only or **N**o prices to omit dollar amounts.

Example **Type '1T' for an invoice with totals only, or '3N' for pick pack with no prices at all.**

1.INVOICE The order is invoiced.

1A. DO NOT SPLIT If the parameter in Menu 35.1 is set to allow split credit memos, and if the ticket being run has both an invoiced line and a credit line, the system will *not* print two tickets.

2. INVOICE - NO PRINT The order is invoiced but does not print. Two situations may override this option: 1) The parameter in Menu 35.1 is set to not allow this, or 2) if the order received any cash.

3. PICK PACK This option “holds” the order and prints a picking ticket to the assigned printer.

4. PICK PACK - NO PRINT Same as above but does not print.

5. QUOTE Files the order as a quote. You are prompted for the number of days to honor the quote. The number prints on the quote form.

6. QUOTE - NO PRINT The quote is filed but does not print.

Enter returns you to the prompt of the Total screen.

Once your option is processed, the order and release numbers display at the bottom of the screen. Please note these numbers for reference.

1.3 Maintain PO's on Finalized Invoices

This menu is helpful in adding purchase order numbers to finalized releases. In many instances, a customer cannot give you a PO number until you provide an invoice number. This program allows you to add the PO to the release without needing the authority to unfinalize the ticket, allowing flexibility while maintaining security.

When you access this menu, the screen clears and prompts

```
MAINTAIN PO NUMBERS ON FINALIZED INVOICES
ENTER RELEASE NUMBER (11N)
```

Step 1

Type the 11-digit release number printed at the top of the invoice form, and press **Enter**.

The program reads the release and displays the customer's number and name and the current PO number. This is followed by the next prompt:

```
ENTER NEW PURCHASE ORDER NUMBER:
```

Step 2

Enter the purchase order number given to you by the customer.

The number automatically updates the order. The program clears and prompts for another release number.

Step 3

Press **Enter** or type *'end'* to exit.

Use Menu 1.10 to reprint the invoice if the customer requires a copy.

1.10 Invoice/Credit Memo Reprint

With this function, you can easily *reprint* a copy of an invoice or a credit memo. The printer defaults to the port assignment entered in Menu 12.10; otherwise, you can use this menu to direct your printing to another printer.



Simply reprint a ticket instead of unfinalizing and re-invoicing.

```
** ORDER REPRINT PROGRAM **  
  
DO YOU WANT TO PRINT THE ORDER IN LINE-NUMBER ORDER  
OR IN ALPHABETIC PART-NUMBER ORDER (L/A) ?? :
```

Figure 1-30. Reprint screen

Step 1

Choose to print in numerical 'L'ine or 'A'lphabetical part order.

Step 2

Enter a release number at the next prompt:

```
ENTER RELEASE NBR(S): SEPARATE MULTIPLES BY (;):
```

A release number is the 11-digit number that identifies the invoice. In most cases, each branch has its own unique set of numbers that makes recognition easier. The first two digits refer to the store number that created the order (normally, the main store is Company 01, while the branch locations are 02, 03, and so on). The next six digits represent the order number that is automatically assigned by the computer. The last three digits represent the release sequence number. Each time you invoice an order from Order Entry, it increments the release sequence so that backorders always backtrack to the original parent order. The complete release number is printed at the top of the invoice, the pricing documents, and on most inquiry screens.

After you have entered the release number, the program prompts for the type of document:

```
REPRINT 1) INVOICE 2)PICK TICKET
```

Step 3

Choose either option to reroute the document to the printer assigned to your terminal.

1.15 Credit Release Maintenance

With Credit Release Maintenance you can release credit holds on invoices without accessing the Credit Manager screens or leaving Menu 1. You must have Accounts Receivable clearance and a Credit Authorization password to do this.

Step 1

Enter your operator code.


```

<<< CREDIT HOLD RELEASE MAINTENANCE >>>
Order# / Release#: #####

Customer#:      Internal#:    Terms:
Name   :
Address :

Salesman  :      Last Payment Date  :
Credit Method:    Last Payment Amount  :
Credit Limit :    Sales Dollars YTD   :
Credit Hold  :    Amount Paid YTD    :
A/R Balance  :    Highest Credit     :
Open Order $ :    Avg. Payment Days   :
In Picking $ :    Oldest Invoice Date  :
Total Amount :    Amt. of Oldest Invoice:
                Customer Create Date :

```

Figure 1-31. Credit Hold Release Maintenance**Step 2**

Enter the 8-digit order or 11-digit release number.

With the information on the screen, decide whether to release an order on credit hold or require a cash payment.

Step 3

Enter the Credit Release password to continue. This password is maintained in Company Maintenance, Menu 12.1.1.

The order information then displays three choices:

ENTER <**R**> TO REMOVE CREDIT HOLD, <**C**> TO CANCEL, OR <**END**> TO END:

Choose an option:

- **'R'** releases the credit hold and invoices the customer.
- **'C'** cancels the order and returns the picked quantities to inventory.
- **'END'** ends the release maintenance session for the order without further processing.

1.16 Fax Invoices

This function requires the Desqtop program. If you already have Desqtop loaded on your computer, the first prompt is

ENTER RELEASE NUMBER(S): (11N) SEPARATED BY (;), OR END:?

Step 1

Enter the release number.

Step 2

Choose '*i*' for immediate or '*o*' for overnight transmission when rates are lower or the receiving fax machine is not busy.

Step 3

Enter the customer fax number manually, or press **Enter** for the default fax number set in Customer Master, Menu 12.2.2.2.

Step 4

Enter your operator code for the name to print on the cover sheet, or press **Enter** to use the name of the operator who entered the order.

Step 5

Enter the name at the "attention name" prompt, or **Enter** for the default Authorized Buyer name from the order.

Step 6

Enter your user ID or **Enter** for the Desktop ID of the last person to use the port. Note that you cannot fax without a valid Desktop ID.

Step 7

Enter any special message (type '*y*') to appear on the cover sheet. Messages are free form and are not limited in length.

Step 8

When done entering special message(s), press **Esc**, then select '**S'ave**'. The fax is filed in the DQ fax queue and sent at the appropriate time. Confirmation of the fax appears in your DQ mailbox.

1.17 Fax Quotes

Use this function as you would Fax Invoices. However, note two differences: 1) the quote numbers are only eight digits long, and 2) there is an additional prompt for the number of days to honor the quote.

1.20 Messenger

This program allows you to send one-page notes to any printer on the system, even in other branches.

1. Type your name (first, last, or both)
2. Type the receiver's name
3. Type your message(s)
4. Change, cancel, or send your message(s).

Appendix**Screen Columns Names**

Name	Meaning
2 nd COUNT	Subsequent count of the shelves
A.PROD.NO	Product number
AVAIL	Available
AVG COST, AVG.CST	Average cost of the product; copied from Product Detail, Menu 12.3.2.3
B.ON.ORD, BACKORD	Backorder
BACK QUAN	Backorder quantity
BATCH#	Batch number
C.ON.ORD	
CNT.VALUE	New count value (new count x avg. cost)
CNTR	Center
COMPTR QTY-OH	On-hand quantity calculated by the computer
CORE CHG	Core charge
COST	Average cost of a single item
COUNT	Final count
COUNT ON HAND	Count entered
COUNTER	Counter number
CREATE DATE	Date tag created
CUST P/O	Customer purchase order number
DEALER PRC	Dealer price
DESC, DESCRIPTION	Product description
DIR COST	Direct cost
DISC%	Discount percentage
DPRICE	Discount price
DS	DS is dropship, in which case there will be a DS in the column
END#	Ending number
EX DATE	Expiration date
FINAL COUNT	Total of <i>all</i> counts entered
IN.PICK	In-pick
INITIALS	Operator initials
INVCD	Invoiced
ITEM DESC	Description of item

Name	Meaning
ITEM#	Product number
LN	Line number
NEG OH	Negative on-hands
NEW CNT	New count
OH @ PHS CNT	on-hands at PI count
OH.VALUE	On-hand dollar value (avg. cost x on-hand qty.)
OLD CNT	Last count
ON HAND	On-hands counted during PI
OP	Operator who created release
ORD DT	Order date
ORDER INVCD	Order invoiced
ORDER QUAN	Order quantity
ORDER#	Order number
ORDERS\$	Order\$ is the whole dollar amount of the ticket. Rounded off.
PART-NBR	Product number
PH	Price hold
PO#, PO. NO.	Purchase order reference number
POST DATE	Date count entered
PRE-COUNT	Number that was entered in Menu 9.1
PROD#, PRODUCT#, PRODUCT NBR	Product number
PROD.DET	Internal product number
PRT	Print
QTY-COUNT	Number of products
QUOTE#	Quote number
QUOTES\$	Quote total dollars
REL	Released
RT	Returned
SHELF COUNT	Warehouse or shelf count, or sometimes the final count
SHIP DT	Ship date
SHIP QUAN	Shipped quantity
SP	Stock price
STATUS	Status of order: <i>Finalized</i> is an order has not gone through day-end processing. You can

Name	Meaning
	<p>bring the order up, unfinalize it, and maintain it.</p> <p><i>Invoiced</i> is an order has gone through day-end processing and cannot be accessed.</p> <p><i>Pick/Pack</i> is an order on hold that has not been finalized.</p> <p><i>C/Memo Pick</i> is a credit memo on hold that has not been finalized.</p> <p><i>Credit Memo</i> is the total of orders less than zero.</p> <p><i>Credit Hold</i> orders require you to have a credit release password to access them.</p> <p><i>Cancelled</i> orders are cancelled by an operator.</p> <p><i>Deposit</i> orders have open deposit amounts</p> <p><i>Unknown</i> orders are those that fit none of the above</p>
TAG#, TAG-NO	Computer-assigned tag number
UPDATE IND	Update indicator
VALCHG	Difference between on-hand and new count values
VALUE AFTER PHYSICAL	New on-hands x average cost
VALUE BEFORE PHYSICAL	On- hands before x average cost
VARIANCE	Difference between old and new count
VEND ON ORD	Vendor on order
WARELOC, WHS.LOC, WHS-LOC	Warehouse location where product is found (copied from Menu 12.3.2.3)
WHSE, WAREHOUSE	Warehouse number

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