FACTS

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Sales Orders

Release 7.5

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Preface

Welcome to the FACTS System software that automates your business operations! The FACTS System is composed of 22 highly integrated modules. Each module has a manual dedicated its use and functionality. For ease of use, the manuals are formatted similarly. All of the FACTS manuals contain the following sections: system overview, program descriptions, references, glossary of terms, and sample reports.

System Overview

This section discusses the function and process flow for each module. Each System Overview section contains:

- An overview of each module and its interaction with other modules
- Flow charts of the module's system
- An overview of the modules posting to the General Ledger. This section should be reviewed even if the General Ledger Module is not being used
- Procedures and close-out checklists for daily, weekly, periodic (monthly) and yearly processing

Program Descriptions

These chapters detail each program in the module. Each program description includes the functions, user inputs, and a screen print. The programs are listed in the order that they appear on the menu. There is an overview preceding each menu that explains the interaction of the programs within the menu.

References

Throughout the documentation the phrase (ref. #) is used. This is referring to the appendix called "References."

References are used to prevent the same information from being repeated one program to the next. They are located at inputs where a user might want further information. References are always numbered. For example, F2 allows a search (ref.5): this indicates that pressing F2 will allow a search on the input, and more information on searches can be found in the Reference Appendix under reference #5.

Glossary of Terms

The glossary provides a definition of terms used in the manual and related terms from other modules.

Sample Reports

This section provides a sample printout of most of the reports and prints in the module. A directory is included that lists each report and the page number in the section.

CHAPTER 1

System Overview

The FACTS Sales Orders Module maintains file information, provides complete audit trails on all transactions and optionally posts to General Ledger. Interaction with GL is automatic, and flexibility is provided through the GL Posting Tables (refer to "Posting to General Ledger" later in this chapter).

The Sales Orders Module also interacts with Accounts Receivable (documents are entered for customers and invoices post to the Open Receivable File), Inventory Control (when items are entered, depending on the document type, items are committed, backordered or sold), Sales Analysis (invoices are posted to Sales Analysis Files), Purchase Orders (direct shipments automatically post transactions to the suggested PO Entry File), Job Cost (invoices posted to jobs post to Job Cost), Electronic Data Interchange, Service & Repair and TeleFACTS.

Instructional prompts, default values and flexible navigational aids allow quick and relatively painless data entry.

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

- Quotes
- Orders
- Invoices
- Customer Returns
- Shipping
- Contract Pricing
- MSDS
- Inquiries
- Reports & Prints
- End of Period
- File Maintenances
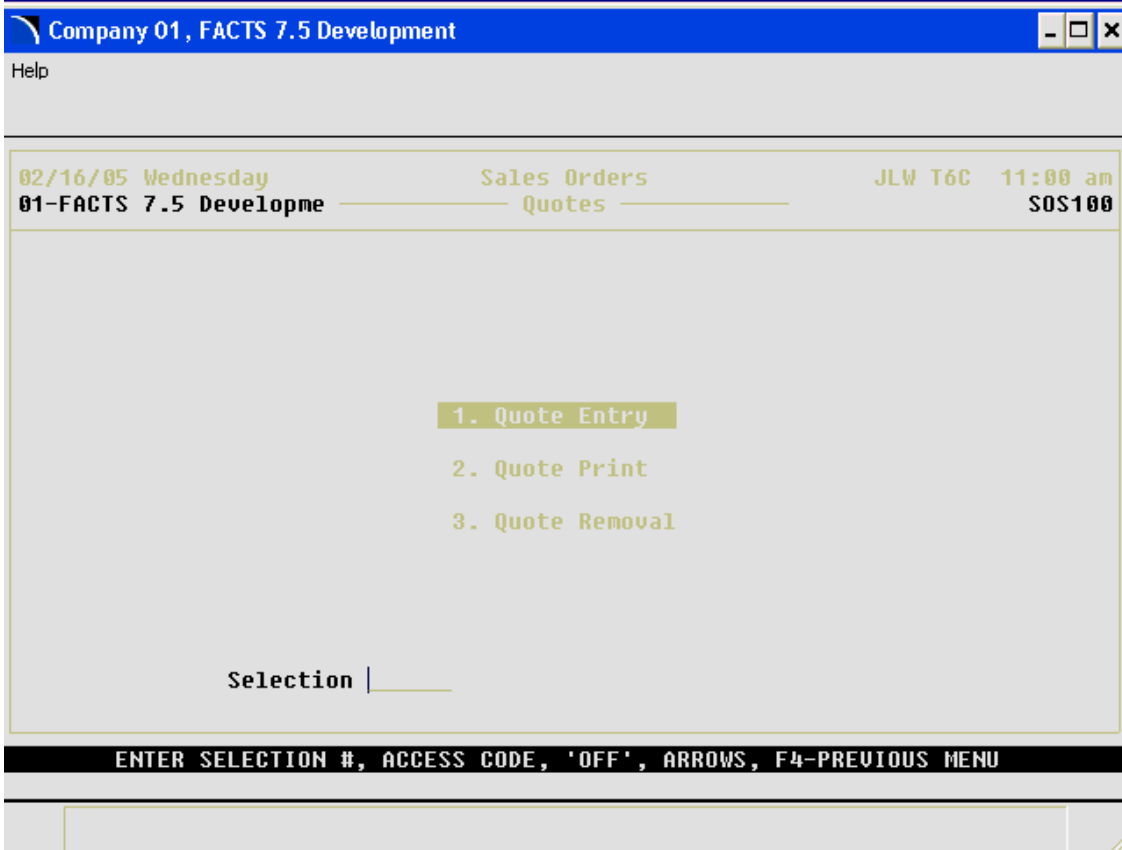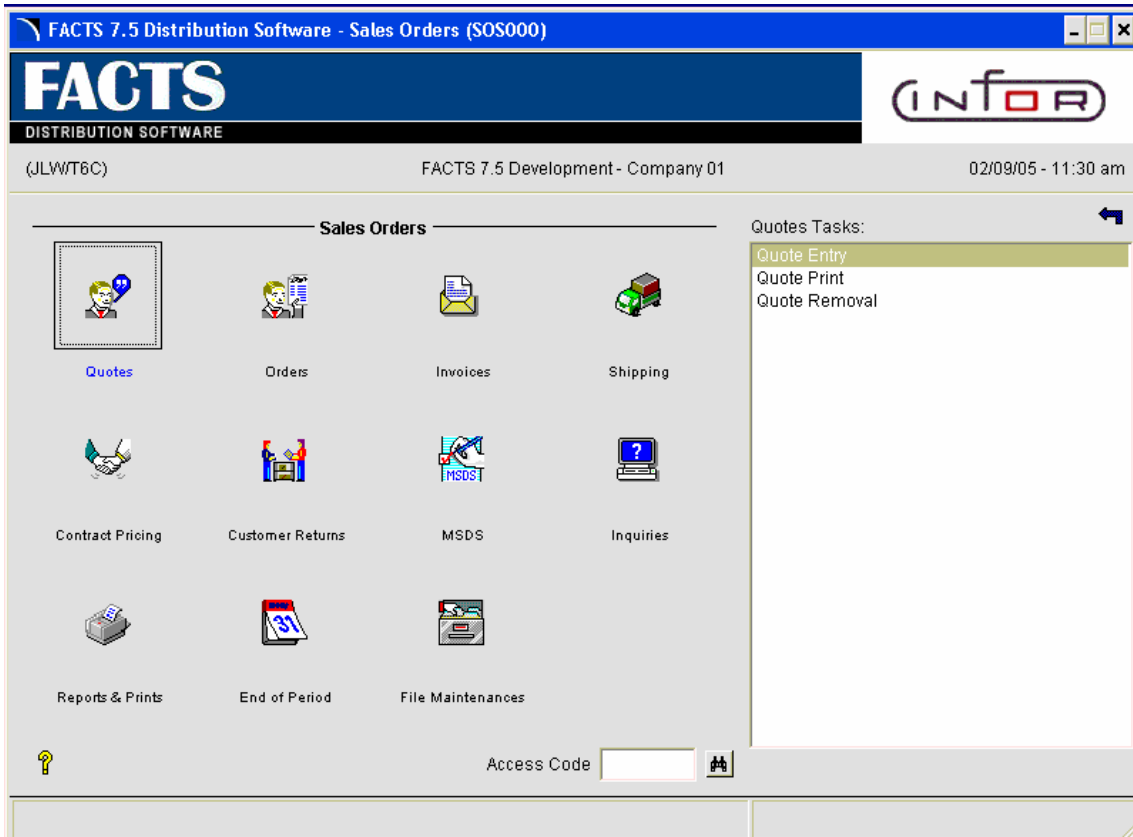
Quotes

The Quotes Subsystem is an optional feature of the FACTS System. This subsystem allows the user to enter, correct, print and remove quotes in the system. The user may also convert a quote into a sale (work order) automatically.

Quotes are entered into the system through the Quote Entry Program. The program is similar to all the Sales Orders entry programs in that the quote is entered for a particular customer along with the items and prices being quoted. Quotes are entered with an assigned quote date (the system date) and expiration date which can both be changed. The name of the person who gave the quote and to whom the quote was given to can also be entered. Quotes can be entered for customers not on file; i.e., a quote may be entered to someone who is not presently a customer. However, before converting the quote to a sale, a temporary customer must become a valid customer entered through the Customer F/M.

When items are entered on a quote, they are not committed in a warehouse; nevertheless, the user is able to see the availability of the item. If multiple warehouses on an order are allowed, the user may enter items from more than one warehouse. All pricing is displayed and, as with all other Sales Orders entry programs, the user has the option to override it. If multiple units of measure for pricing or selling are available for an item, the user may change the unit of measure. Quotes may also include discounts, tax and freight.

At the end of the Quote Entry Program, the user has several options: print the quote immediately, save it for batch printing or convert it to a sale (if the customer is valid). At that time of entry the quote is assigned an order request date and order number in the Sales Orders Document File. If the Job Cost Subsystem is being used, the job number is entered for the order at this time. Through Order Entry, the user can bring the converted document up for change or inquiry.

Quotes may be printed or reprinted through the Quote Print Program and may be corrected through the Quote Entry Program. A quote may be corrected and reprinted as often as needed up until the time it is converted to an order. If the quote is not converted at the time of entry, it may be converted at a later date through the same ending routine at the end of the entry program (if the customer is valid). When a quote is converted to a sale, it stays in the Quote File as a sold quote. Sold and expired quotes may be removed through the Quote Removal Program by their type (expired, sold) and the expiration date (cutoff date).

SO Order Management Suite

The Sales Orders module contains a suite of programs — called the SO Order Management Suite — to help you efficiently manage orders, invoices, counter sales documents, service orders and credit memos.

The suite consists of Order Entry, Service Order Entry, Order Confirmation, Direct Order Entry, Counter Sale Entry and Credit Memo Entry programs. These programs appear similar to each other and, for the most part, function the same way.

Main screen

Use the main screen of an order management program to enter the bulk of the header and line-item information. The SO Entry Options F/M lets you control which inputs appear during header and line-item entry.

The document number and customer name appear in the title bar after you complete the document header.

Menu options provide access to additional features.

Use the header portion of a document to enter the customer placing the order, the customer's ship-to address and other information required to process an order.

Use the line item entry window to add items to the order. Use the mouse or arrow keys to choose **add** from the item browser.

Document totals provide at-a-glance summaries of the order.

Select the **Done** button when you are finished entering items.

The item browser provides a summary of all items entered on an order — even while you are entering another item.

Access the Deposits/Payments, Header Detail or Line Detail windows from the bottom button bar.

Orders

The Orders Subsystem is also an optional feature of the FACTS System. The user may skip this part of the Sales Order processing cycle and go directly to Direct Invoice Entry found on the Invoices Menu. The Orders menu allows users to enter, correct, place on hold, and print orders. Orders are then confirmed (invoiced) through the Order Confirmation Program found on the Invoices menu.

Orders may be entered into the system through the Order Entry Program. Any order can have both warehouse shipments and direct shipments. If an order is created from a direct shipment, the system will create a purchase order in the Purchase Orders Subsystem based on the SO Static Control flag. If items on the same order are to come from more than one warehouse, they can be shipped from different warehouses, or they can all be transferred to one warehouse for shipment. As with all Sales Order entry programs, the customer is entered along with the salesperson, terms code, ship-via, etc.

As the items are entered, they become committed in the shipping warehouse. When entering each item, the availability is displayed. If the items are not available at the time of entry, they may become backordered (if allowed), and the system can be set to automatically create a suggested purchase order for the item. If multiple warehouses on an order are allowed, the user may be able to order items from another warehouse. If a user does not have security to order from a certain warehouse, line-items may be placed on hold and either released in Order Entry or Order Confirmation.

Prices for all items are displayed and, as with all Sales Order entry programs, the user has the ability to override them. If multiple units of selling or pricing are available for an item, the user may change the unit of measure.

At the end of the entry program the order (the printed order is called a pick ticket) can be printed immediately or saved in a file for batch printing. A bill of lading (BOL) for the order can be added to be printed later. If the order sends the customer over their credit limit, a message may flash on the screen indicating this to the user. If the user has set the system to place orders on hold if the customers are over their credit limits, the order does not print until the document has been taken off hold.

Orders may be corrected and inquired about in the Order Entry. They can be printed or reprinted through the Pick Ticket Print Program. Pick tickets (printed work orders) may be corrected and reprinted as often as needed until the order is confirmed (invoiced). If multiple warehouses on an order are being used, pick tickets may be printed for either the shipping warehouse, initiating warehouse or both.

Bills of lading can be printed from the Bill of Lading Print (BOL) Program. A bill of lading can be printed for orders, past invoices or warehouse transfer tickets. Bills of lading for orders are added to a file at the end of the Order Entry Program and are printed from the BOL Print Program. Once an order has gone through the Daily Sales Register, a bill of lading for that order must be printed through the past invoice.

• **Several order entry programs** make up the Sales Orders Order Management Suite. The programs are Order Entry, Order Confirmation, Direct Invoice Entry, Credit Memo Entry, Counter Sales Entry and Service Order Entry.

The Hold Selection Program is available where the user can selectively put orders on hold, regardless of the credit limit, or where the user can remove the hold from the order so that it may be processed.

The Commit Backordered Quantities Program allows the system to update the sales orders with backordered items that have become available since the order was entered, e.g., if a purchase order was received.

The Item Shipment Approval Program is available if using multiple warehouses on an order. This program allows the user to release lines that are on-hold and to view rejected and on-hold lines by item or document.

Blanket Sales Orders

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

Blanket Sales Orders provides the ability to accept and handle orders where the customer requires fulfillment with multiple shipments at specified future ship dates. For example, a customer wants to receive 1,000 gallons of paint over the next five months in five equal shipments with delivery guaranteed on the first of each month. The user creates the blanket order through Blanket Sales Order Entry and this creates an order similar to an order created through Sales Order Entry. However, it also allows release dates to be scheduled per line-item. Since releases are by item, the releases of a given blanket order may be set up to release all line-items together, or some items on the blanket order may ship at different time from other items. The system allows great flexibility when scheduling releases. Optionally, an order acknowledgment may be printed.

The Blanket Order Release Register is run on a regular schedule as set by the user. This program determines, for each blanket order, whether the next release of each item is called for based on the release basis, the current date, and the customer request date of the next release. If the next scheduled release meets all the criteria, it will appear on the release register. When the release register is updated, this release is created as a sales order. Once a sales order is created from the Release Register that sales order is then subject to the normal sales order processing.

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

Invoices

The Invoices Menu allows the user to confirm orders, enter direct invoices (which does not create a work order), enter credit memos, print invoices and credit memos, and update the documents to all the appropriate files in the

system through the Daily Sales Register. Two additional subsystems are available from this menu: Counter Sales and Recurring Invoices.

Order Confirmation

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

The Order Confirmation Program is part of the Sales Order Entry Suite, so its layout and functionality will be similar to that of the Sales Order Entry, Service Order Entry, Direct Invoice Entry, Credit Memo Entry and Counter Sale Entry Programs.

Direct Invoice Entry

To enter invoices directly into the system (i.e., no order was processed), the Direct Invoice Entry Program is used. This program is similar to Order Confirmation except that the invoice must be entered in its entirety, indicating the items ordered were shipped or backordered; on hand quantities are reduced immediately by the quantity shipped. If multiple warehouses on an order are allowed, the user may enter items from different warehouses on the same invoice. At the end of the program, the user may enter the discount, tax and freight, (if applicable). The invoice may be printed at the time of entry or added to the Reprint File for batch printing.

The Direct Invoice Entry Program is part of the Sales Order Entry Suite, so its layout and functionality will be similar to that of the Sales Order Entry, Service Order Entry, Order Confirmation, Credit Memo Entry and Counter Sale Entry Programs.

Credit Memo Entry

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

The Credit Memo Entry Program is part of the Sales Order Entry Suite, so its layout and functionality will be similar to that of the Order Entry, Service

Order Entry, Order Confirmation, Direct Invoice Entry and Counter Sale Entry programs.

Invoice and Credit Memo Print

Invoices and credit memos may be corrected and reprinted as often as needed until they are updated by the Daily Sales Register.

Route Release

If routes are used, each customer may be assigned to a route. The route system can be turned on in the SO Static Control F/M. The route is then entered for each quote, order or invoice entered, defaulting to the route assigned to the customer. Orders and invoices may then be printed by specific routes. These orders or invoices are then usually sent out on the delivery truck by route when the goods are being delivered. These invoices are not printed on the Daily Sales Register (i.e., post to the Accounts Receivable Open Receivables File) until the route has been released (approved). For example, on Tuesday a truck goes out with TUE route invoices. When the Daily Sales Register is printed on Tuesday, TUE invoices do not appear because the Route Release Program has not been run for route TUE. This is because the TUE invoices are still on the delivery truck and some merchandise might have been refused, i.e., some corrections may have to be made to the TUE invoices before updating them to accounts receivable. Only after the truck has returned with the invoice slips and the corrections have been made to these invoices should the TUE route be released. After the route has been released, the Tuesday invoices will print on the next Daily Sales Register to post to accounts receivable.

Counter Sales

The Counter Sales Subsystem is also an optional feature of the FACTS System. If counter sales are not used, these programs may be skipped. Counter Sales acts as a point-of-sale system, providing capabilities such as backordering, deposit handling, multiple payments or tenders, cash drawer and tray support, credit card handling (with IC*VERIFY* integration) and register balancing via Z-out reports.

Recurring Invoices

The Recurring Invoices Subsystem is available if the user sends invoices that are repetitive on a regular basis, (e.g., service contracts or maintenance agreements). Users may set up an invoice in an entry program specifying the amount of the document to post to the Open Documents File, the dates to post the document, and a predetermined cutoff. Users then run a posting program that automatically posts the documents into the Open Documents File. The Recurring Invoices Subsystem relieves the user of entering the same document information on a regular basis and remembering when to enter the documents.

Customer Returns

The CRS subsystem provides users with the ability to enter and track customer merchandise returns while improving customer service. The objective of the CRS module is to provide immediate response to customers who return

merchandise for any reason while minimizing internal costs and maximizing internal controls over returned goods.

For example, a customer wants to return a rotary drum pump for replacement. Since the pump is still under warranty, it will be replaced by the vendor. A sales order, subject to the normal sales order processing, will be generated so that the new pump can be shipped to the customer.

For each item being returned a disposition code is assigned during document entry. Disposition code can be described as a combination what the customer wants (credit, replacement, or repair) and what the distributor does with the return (return to vendor, return to stock, or scrap the item). The sum of these combinations determines how the system will process the customer return.

The Customer Returns Entry program allows either a return authorization or a return document to be created. A return authorization document may be used when the distributor insists that all returns be approved in advance (perhaps requiring an authorization number) or when a customer gives advance notification of returns (perhaps inquiring as to the amount of the credit). When the returned goods arrive, the authorization document is converted by the user to a return document. A return document is created when the goods are returned and no authorization has been previously created or when goods are returned without any notification from the customer.

This entry program will appear similar to other FACTS order entry programs, however, the additional information is necessary to complete the document. Return reason code (why is the goods to be returned) and disposition code (how is the return going to be processed) are required during document entry. Depending on the nature of the return, credit memos (for returns for credit) and/or sales orders (for returns for replacement or repair) may be generated. Returns to stock will adjust inventory. When appropriate, returns to vendor will generate vendor return information so that the original return document can be associated with any credit issued by the vendor. Optionally, an order authorization or order acknowledgment may be printed for the customer to use as a packing slip or receipt.

Shipping

The Shipping Subsystem is a manifest system that handles multiple carriers but is geared mainly toward UPS. It is not a UPS approved system. Companies that need to maintain UPS compliance should talk to their Affiliates about Clippership.

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

If the entry on the manifest does not stem from an invoice, the user can enter an order number that is not on file. The program perceives the non-invoiced entry,

and it appears on the same manifest as the sales orders shipments. This allows shipments from departments other than sales.

A Freight Inquiry Program displays past and present shipments for UPS and regular carriers. If the shipment is a past manifest order, the user can view the shipped date. This inquiry is warehouse specific.

The Shipping Menu contains three programs that allow the user to print shipping labels. The first prints shipping labels for general mail use: envelopes, pamphlets, etc. The second prints the label required by UPS to appear on its packages. The third is the C.O.D. Label Print. The UPS C.O.D. Label Print Program prints preprinted labels supplied by UPS.

The Manifest Print Program prints the manifest that is required by the carrier. It can print all the manifest orders for UPS 1st Day Air, 2nd Day Air, all UPS manifest orders, or orders for another carrier.

Contract Pricing

The Contract Pricing subsystem provides you with the ability to enter, maintain, list and remove current contract prices.

The Contract Pricing Subsystem is an optional feature of the FACTS System. Contract prices may be set up for a customer, customer price class, or all customers by an item, item price class, vendor or all items by pricing unit of measure. For example, the user may give a specific customer a special price on an item or class of items, or may give all wholesale customers (one customer price class) a discount off the standard price on a specific item or a class of items. Any one of the combinations may be set up.

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

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

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

- Quantity Break Price - there may be up to 6 (six) contract quantity break prices per item. The quantity break price allows you to enter a minimum quantity of the item to sell along with the price per UM for that item. For example, if three quantity breaks are set up as follows: 1) 10 ea for $2.75 ea.; 2) 15 ea for $2.50 ea.; 3) 20 ea for $2.25 ea) and the quantity sold is 12, the default price would be $2.75. Contract quantity break prices may be entered as a dollar amount, a percent (%) change of the

current quantity break price or may be entered using a basis (list price, manual cost, standard price or quantity break) and multiplier.

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

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

Contracts Under Review

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

.MSDS System

The Material Safety Data Sheet (MSDS) System allows users to maintain an OSHA MSDS sheet information for hazardous items, to track which customers have received the sheets and to maintain current revision dates. Users have the choice of maintaining the sheets online or using preprinted forms.

Inquiries

The Sales Order Inquiry Menu allows the user of the FACTS System to view sales order information by customer, item and document.

The SO Customer Inquiry Program allows the user to view sales order information by the customer selected. Information includes quotes, open sales orders, blanket sales orders, past invoices, past sales, pricing, ship-tos, customer notes and MSDS.

The SO Document Inquiry Program allows the user to view quotes and sales order documents in detail by the type and status selected. The type options are: open work orders, backorders, invoices, credit memos, and counter sales. The various status codes include: work orders entered, but not printed, pick ticket printed, partially confirmed invoice, confirmed invoice, invoice printed, invoice released, deleted sales order, and voided invoice. Inquiry information includes an overview of the document's current status, the actual document as it appeared at time of entry (with updated amounts and units) and as sales orders are line-item salable, each sale per line may also be displayed.

The SO Items-in-Process Inquiry Program allows the user to inquire about the status of a sales order item. This inquiry displays in item order all the sales orders that contain the selected item. The user chooses the beginning item to view. Information includes item, type, status, order amount, unit of measure, cost and warehouse.

The SO Item Inquiry Program allows the user to display specific information for items in the Inventory File. Items may be displayed individually or sequentially. The user has the option to display the following information: general, packaging, warehouse, costing, pricing, item activity, interchange, ledgercards, turns, restocking, usage, receipts, open purchase orders, open sales orders, blanket sales orders, production, transfers, serial/lot, vendor, MSDS, and DOT. This inquiry is also found on the Inventory Inquiries Menu.

Reports & Prints

Various reports are available on the Reports & Prints Menu to aid in the management of processing orders. On most Sales Orders reports, users have the option of printing in different orders (depending on the information on the report). In addition, the user may choose the range to be printed. For example, the Order Status Report may be printed in order number, item number or customer number order. If the order chosen is by item number, the user enters the beginning and ending item numbers. The reports are listed as follows:

1. The Quote Listing provides a report of quotes in quote, customer, or customer alpha order.

2. The Order Status Report provides a report of orders in order number, item number or customer number order. The user may also select a specific warehouse to print for and the types of orders to print (open, backorders or all).

3. The Daily Shipping Report prints a list of backorders and work orders that have the requested ship date on or between the dates specified.

4. The Lost Sales Report lists lost sales by item. A lost sale is recorded when the ordered number is greater than the shipped number plus the backordered number; e.g., the sale was lost because the merchandise was not available.

5. The Returns Report provides a listing of merchandise returns. The report prints the invoice number, returns code, items and cost of the items returned.

6. The Direct Ship/Nonstock Report lists documents that contain direct shipped and/or nonstocked items (i.e., items not in the inventory of the selected warehouse).

7. The Route Recap Report lists all the documents sold for the route, in route number order. This may be instrumental in approving routes so that they may be released.

8. The Customer Price List prints a list of the least expensive prices of each item for the selected customer. The user may elect to print contract pricing only.

9. The Unbilled Freight Report provides a list of all invoices billed with the freight flag set to B for bill later. The listing displays the ship via, invoice number, and weight for each document.

10. The DOT Print provides a list of all DOT Codes in the system. The listing contains the following information: DOT Code, whether the material is hazardous, hazardous material entry, hazardous class,

UN/NA identification number, packing group, freight class, shipping name and optionally additional descriptions.

11. The SO Code List prints a listing of the route and returns codes.

12. Ship via listing prints a list of ship via codes and their properties.

End Of Period

The End-of-Period Menu contains programs that should be run at the end of each period to ensure that the Sales Orders Module is closed correctly. There is an end-of-period checklist provided later in this section instructing the user on the procedures used to close the Sales Orders Module. Some programs are optional where others are required.

File Maintenances

File maintenance programs allow the user to enter, change and delete data. Many F/M programs are used to enter the initial data required to set up the system. Others are used to critical functions throughout the system.

Some file maintenance programs may be used often, whereas others are used less frequently. The latter exist in the Infrequent File Maintenances Menu; most of these are used only one time during the initial set up of the system. However, the information in the infrequent file maintenances may be updated by the system. An example would be the Nonstatic Control F/M, which keeps track of the Sales Orders period and all the register trace numbers.

Daily Sales Register

The Daily Sales Register (DSR) is the most important program of the Sales Order processing cycle. It provides an audit trail of all invoices produced (invoices, counter sales, and credit memos) and posts the information to the appropriate files in AR, IC, SO, GL and SA during its update.

Credit Card Handling

FACTS offers two methods for processing credit card transactions: manual and automatic. FACTS by itself allows you to process these transactions manually via voice authorization. Automatic credit card processing is possible by integrating the FACTS system with ICVERIFY or Payflow Pro software and magnetic stripe devices, which are purchased separately from ICVERIFY, Inc or VeriSign. (See www.icverify.com or for www.verisign.com for more information.)

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

Credit Card Processing with IC*VERIFY* or Payflow Pro

IC*VERIFY* and Payflow Pro are third-party credit card processing software packages that can be integrated with FACTS to provide automatic credit card processing capabilities.

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

Setting up credit card handling for manual processing

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

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

Credit Card Processing with manual processing

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

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

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

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

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

Credit Card Processing with Payflow Pro

When processing for VeriSign using the Payflow Pro client, FACTS uses the credit card processing (SOC611) program to gather all information (according to the selections chosen in Credit Card Control F/M (SOF957)).

The system displays the amount, but it cannot be changed on this screen. You can enter the Credit Card Number manually, or by a swipe by pressing the "Swipe" button, or F1. When you press the "Swipe Card" button, FACTS displays a message indicating that it is waiting for the card to be swiped. You can press F4 to cancel. The system remembers the last mode the system was in when the credit card information was successfully gathered (swiped or manually entered), and stores this in the SMT record so that the next time you access the Credit Card Information screen, it is in the same mode as last time. Note: This only applies to "Sale" type transactions. The program displays the credit card number in the Credit Card Number field, and other track data into the appropriate fields. The system disables the Credit Card Number and Expiration Date fields after you swipe the credit card.

Configuring FACTS to work with Payflow Pro

1. Navigate to *System Management*→*File Maintenances*→*Company Control F/M*.
   Choose Payflow Pro in the Credit Card Processor field.

2. Set up a credit card terms code in the Accounts Receivable Terms Code F/M
   (*Accounts Receivable*→*File Maintenances*→*Infrequent File Maintenances*→*Terms Code F/M*) if you have not already done so. Credit cards must be set up as a

cash type — that is, Type 1-4 — so the General Ledger number you choose must be a cash G/L account number.

3. Edit the Credit Card Control F/M (*Sales Orders*→*File Maintenances*→*Infrequent File Maintenances*).

- Choose TCP/IP Manager for the Payflow Pro Communication Agent. This is the only choice available at this time.

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

- Enter the Host Address, Port, and Response Timeout (in seconds) for the machine that has the Payflow Pro client.

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

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

- If the system is set to Use Address Verification, set the **Automatically Decline on AVS Failure Flag**. If Automatically Decline on AVS Failure

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

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

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

- Set the **Use Voice Authorization** flag to N.   Set the **Transmit to Payflow Pro** flag to Y.

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

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

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

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

Credit Card Processing with ICVERIFY

IC*VERIFY* is a third-party credit card processing software package that can be integrated with FACTS to provide automatic credit card processing capabilities. The company also offers several types of magnetic card stripe readers that interface with FACTS terminals. Since the card readers are recognized as keyboard devices, no device drivers or link files are needed.

When processing for ICVerify, FACTS uses the credit card processing (SOC611) program to gather all information (according to the selections chosen in Credit Card Control F/M (SOF957)).

The system displays the amount, but it cannot be changed on this screen. You can enter the Credit Card Number manually, or by a swipe by pressing the "Swipe" button, or F1. When you press the "Swipe Card" button, FACTS displays a message indicating that it is waiting for the card to be swiped. You can press F4 to cancel. The system remembers the last mode system was in when the credit card information was successfully gathered (swiped or manually entered), and stores this in the SMT record so that the next time you access the Credit Card Information screen, it is in the same

mode as last time. Note: This only applies to "Sale" type transactions. The program displays the credit card number in the Credit Card Number field, and other track data into the appropriate fields. The system disables the Credit Card Number and Expiration Date fields after you swipe the credit card.

Configuring FACTS to work with ICVERIFY

1. Navigate to *System Management*→*File Maintenances*→*System Control F/M*. Enter the number of ICVERIFY licenses your company purchased. FACTS supports up to 999 licenses.

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

3. Edit the Credit Card Control F/M (*Sales Orders*→*File Maintenances*→*Infrequent File Maintenances*).

   - Enter the **Transaction Polling Directory**. This is the path to the server acting as your IC*VERIFY* "master station" (see the IC*VERIFY* user manual for more information on its setup). The path must be 60 characters or less.

   - Set the **Recognition Timeout** value. A recognition timeout occurs when the card processing company (CPC) does not answer the transmission within the designated time frame. FACTS supports up to 999 seconds.

   - Set the **Response Timeout** value. A response timeout occurs when the CPC answers the transmission but does not respond in the time allowed.

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

   - Set the **Use Voice Authorization Only** flag to N.

   - Set the **Use Last 4 Digit Security** to Y or N.

   - Set the **Transmit to IC*VERIFY*** flag to Y.

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

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

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

Working with automatic credit card transactions

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

Choose **Process** when you are ready to process the sale.

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

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

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

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

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

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

Process Pending Transactions

In cases where the processing company is offline or ICVERIFY or Payflow Pro client is unavailable, you can still force sales and reconcile the transactions later.

At the end of the shift or day:

1. Switch the **Transmit to IC*VERIFY*/PayflowPro Y** flag back to 'on' in the Credit Card Control F/M.

2. Enter the Process Pending Transactions program from the Invoices menu (*Sales Orders→Invoices→Process Pending Transactions*). If transactions are pending, press CR to begin processing. *This program must be run before the Daily Sales Register is updated.*

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

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

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

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

Ship Complete Feature Overview

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

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

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

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

Shipping Eligibility of an Order

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

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

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

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

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

Order Processing

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

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

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

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

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

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

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

If you change the ship-to value:

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

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

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

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

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

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

Customer Credit Check Processing

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

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

The credit hold option for a customer is based on the Credit Check prompt on the Accounting view of Customer F/M. If the Credit Check prompt is set to "Message", "Refuse", "Hold", or "Password", a message displays if the customer fails the credit check. The current balance figure used for processing comes from the customer's existing balance in AR Customer F/M. The password for the credit check override resides in the AR Static Control F/M.

Adding Customers On-the-Fly

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

Disputed Invoice Details

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

Customer Aging Window

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

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

Deposit/Payment Entry

Use this program to place deposits and payments on orders, service orders, invoices, counter sales and credit memos.

Access this feature choosing the **Deposits** or **Payments** buttons on the main screen and footers of the Sales Order Management program: Sales Orders, Service Orders, Direct Invoice, Order Confirmation, Credit Memo and Counter Sales entry programs.

If an invoice contains a zero balance payment or deposit with a transaction (i.e., transfers, apply on account, refund, etc.) against it and you attempt to delete the document, the system displays a message indicating that the financial transaction will remain in effect. This document may still be deleted as before, however, you can backup to the Payment dialog and delete the transaction if necessary.

See also

Credit Card Handling

Cash Drawer Handling

Entering deposits and payments

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

2. In the browser, press **Enter** or choose the **Add** button to the right side of the window.

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

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

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

4. Enter the cash type terms code.

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

5. Enter the amount of the deposit or payment.

   ICVERIFY users: If you entered a credit card terms code, the credit card transaction pop-up window appears after you choose **Save**.

   ➲   Deposits and payments cannot exceed their document totals. If FACTS detects an overage, it asks to either refund the overage or apply it to the customer's account before it lets you complete the document.

6. If applicable, enter the check number or credit card number.

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

7.   Add any notes about the payment or deposit.

Notes are optional. Notes can include check numbers, short memos, etc.

8.   Choose **Save**.

ICVERIFY users: Swipe the credit card or manually enter credit card information.

Cash Drawer users: When you complete the deposit or payment entry, the system checks to see if you are signed into a cash draw. If you did not sign in through the Update Shift program, the system prompts you for a drawer ID. Press F2 to search for available cash draws. Once a payment or deposit is entered, you can perform certain transactions. Access Update Shift by choosing *Sales Orders→Invoices→Counter Sales→Update Shift*).

Editing deposits and payments

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

2.   Select the payment or deposit in the browser.

3.   Press **Enter** (CR) or choose the **Edit** button to the right. You can make changes to terms codes, amounts, notes.

➲   Credit card transactions that have been forced or have been approved by the processing company cannot be changed. First void the credit card transaction or refund the amount of the transaction back to the customer's card. Then enter a new deposit or payment.

➲   Transferred deposits cannot be modified.

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

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

Deleting deposits and payments

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

2.   Select the deposit or payment in the browser.

3.   Press the **Delete** key on the keyboard or choose the **Delete** button on the right side of the window.

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

➲   You cannot delete deposits and payments that have been transferred to another document.

➲   If a deposit or payment was made by a credit card and the transaction is already approved by the CPC, void or refund the transaction. You cannot delete it.

4.   Choose **OK** to confirm.

Clearing Outstanding Deposits from SO Documents

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

> Earn the deposit (in the event that a customer forfeits the deposit)
> Refund the deposit to the customer
> Apply the deposit to the customer's account
> Transfer the deposit to another of the customer's documents

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

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

To apply a deposit to a customer's account:

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

2. Select the deposit in the browser. Choose the **Apply Trx** button.

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

4. Press F1 or choose the **Balance** button to apply the total amount of the deposit to the customer's account. Apply part of the deposit by manually entering an amount. If you enter a partial amount, you must clear the remainder of the deposit before you complete the order, invoice, counter sale or credit memo.

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

To earn a deposit:

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

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

2. Select the deposit in the browser and choose **Apply Trx**.

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

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

5. Enter the amount being earned. Press F1 or choose the **Balance** button to earn the entire amount.

6. Choose **Save** to return to the Deposit/Payment entry window.

To refund a deposit:

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

2. Select the deposit in the browser and choose **Apply Trx.**

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

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

   ⮕ Check refunds must be processed through the AP Manual Check Entry program (*Accounts Payable→Checks→Manual Check Entry*). A note to this effect appears in the Daily Sale Register, but the amount does not affect the register totals.

5. Enter the amount of the refund. Press F1 or choose the **Balance** button to refund the entire amount.

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

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

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

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

2. Select the deposit in the browser and choose **Apply Trx.**

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

4. Enter the amount to apply on the customer's account. Press F1 or choose the **Balance** button to apply the entire amount.

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

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

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

2. Select the deposit in the browser and choose **Apply Trx.**

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

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

5. Enter the amount to apply on the customer's account. Press F1 or choose the **Balance** button to apply the entire amount.

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

Using payment options

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

To apply a payment to a customer's account:

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

2.   Select the payment in the browser and choose **Apply Trx.**

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

4.   Enter the amount to apply on the customer's account. Press F1 or choose the **Balance** button to apply the entire amount.

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

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

To refund a payment to the customer:

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

2.   Select the payment in the browser and choose **Apply Trx.**

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

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

5.   Enter the amount to refund the customer. Press F1 or choose the **Balance** button to refund the entire amount.

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

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

Using the Deposit Earned Reason Code F/M

This file maintenance enables you to set up reason codes for earned deposits. This F/M also enable the deposit/payment program to post earned deposits to the G/L. Earned reason codes need to be established before live processing begins.

To create new reason codes:

1.   Create a two-character **ID** in the **Reason Code** input. The system will ask if you would like to create a record. Choose **OK** or enter **Y**.

2.   Enter a **Description** up to 30 characters long.

3. Select a **GL number**. Press F2 to search. When the system sees earned
    deposits flagged with this reason code, it will post the earned deposits to
    the General Ledger number indicated here.

Using the Outstanding Deposits Report (SOR765)

The Outstanding Deposits Report enables you to periodically review the list of deposits that have not been cleared from SO documents.

You have the option of printing a detailed report or a summary report. You may also run the report for specific customers and specify on which date the report should begin.

The date on deposits defaults from the first day deposits were entered into the system. The Outstanding Deposits Report does not affect the Daily Sales Register, and it does not post to the General Ledger.

FACTS/Clippership integration

This is an optional feature. The FACTS Shipping System in the Sales Orders module is still available, but because of changes UPS made to its third-party software approval requirements, it is no longer supported by the carrier.

Distributors that wish to use a UPS-approved shipping package can activate the Clippership shipping software, which has been integrated into FACTS beginning with version 6.07.00. The standard Clippership is a UPS-only version of the package. Users can upgrade to a multi-carrier version if they wish. (Contact your Affiliate for specifics on hardware requirements, pricing and activation procedures.) The FACTS/Clippership integration provides the following features:

> **For installation and setup instructions** refer to the FACTS installation manual.

- Clippership can calculate freight and send that information to FACTS in real time. Users can either accept Clippership's calculations (estimates in Quote Entry) or manually override them. This means that the FACTS user entering a quote can key in a carrier code in the Quote Entry ship via prompt and receive a freight estimate within seconds. Distributors can also add handling charges to these real-time freight calculations.

- Users can enter orders, confirm orders, print invoices and run the Daily Sales Register at the same time shipping activities are taking place. While Sales and Shipping perform their duties simultaneously, FACTS and Clippership share information, keeping the two departments in sync. If changes need to be made to an order that may affect freight and handling charges (shipping address, carrier, number of items ordered, etc.), FACTS users can send their shipping departments Change Requests.

- Distributors using the FACTS/Clippership integration can create **rate shops**, or groups of available carriers that can provide a level of service, such as "Next Day Morning Delivery." Distributors can set up rate shops so Clippership can compare prices among carriers in a given service level. FACTS will be able to tap into rate shops from the Ship Via prompts in various programs, such as Quote Entry, Order Entry, Direct Invoice Entry and Counter Sale Entry. If a customer needs an item to ship Next Day Morning Delivery, Clippership will pick the least expensive carrier in that rate shop. Rate shops can also be used to select alternative carriers to the one requested by the customer or set up in its master file.

Affects on FACTS

The FACTS/Clippership integration affects different areas of the Sales Order module as well as other parts of the FACTS system.

Freight Calculations in SO Entry programs: Since FACTS gets freight estimates and calculations real time from information entered into another station, timeouts may occur. As a result, UNDEFINED may appear in the freight input if Clippership does not respond in time. You have the option of waiting again for the information or continuing without it. If manual freight override has been enabled, a user can enter an amount.

Ship Via Codes: In FACTS 6.06 and in earlier versions, users could enter whatever they wanted in the ship via inputs. As of FACTS 6.07, ship via codes must be created in the Ship Via F/M, *whether Clippership is activated or not.* In

addition, those codes that correspond to carriers supported by Clippership must be linked to the appropriate Clippership carrier code. In other words, ship via entries are no longer arbitrary labels. Instead they are specific codes that convey specific information. *It is recommended that ship via codes be created for each carrier service level.* This will enable you to create codes for rate shops

Rate Shop Displays and Searches: Rate shops codes are Clippership codes that represent groups of carrier services. In Quote Entry, rate shops provide freight estimates, and in other SO entry programs display carrier options, allowing comparative shopping among carriers' different service levels. For instance, if you entered a rate shop for 2nd Day Air services in the ship via input of a Direct Invoice Entry document, the FACTS/Clippership integration would look through all the carriers offering 2nd Day Air services in that rate shop and select the least expensive service delivering to the ship-to address. In FACTS, you can review the carriers that make up each rate shop code in case you need to select an alternate carrier to the one selected by the Clippership program. (This search feature is available in Quote Entry only if a polling station is used.)

Warning messages in SO entry programs: When Clippership is in use, FACTS may prevent users from entering or changing information after the shipping process has begun on an order. Warning messages ("Shipping has Begun. Log a Change Request (Y/N)?") will appear if you attempt to change the ship via, ship-to address or the shipping warehouse and if you try to add or delete items.

Change Requests: If shipping or item information needs to be changed after the shipping process has begun, Clippership allows you to enter a change request, which can be access by pressing the CR button in the Clippership tool bar. (If the CR button does not appear on your Clippership tool bar, its possible one was not created when Clippership was installed. Consult your Affiliate.) The individual or department in charge of shipping can review the change requests in a To Do list and contact the person the who sent the request (via e-mail or phone) whether or not the change can be made.

Invoices and the DSR: If shipping activity has not been completed on orders (i.e., goods are still be boxed up, boxes haven't been weighed), UNDEFINED will appear in the freight entry inputs of the corresponding invoices. Those invoices can be printed individually, but they will be skipped during batch printing. TBD (To Be Determined) will appear under freight on the printed invoices. If shipping hasn't been completed for certain invoices, they will be skipped by the Daily Sales Register. They can be reprinted later when freight amounts have been determined. Once that is done and the invoices are reprinted, the DSR processes the invoices as usual.

Calculating Commissions

Use Company Control F/M to setup the proper prioritization of the contract price's commission % and to set the commission flag for use highest/lowest/priority commission.

As a line is being entered/edited in the Sales Order module, the default commission % values for customer, salesperson, item, and price are saved and used in the commission calculation processing detailed below.

Processing Details

Throughout FACTS, commission percentage processing is as follows when the price selected has a commission % assigned:

There are five commission percent sources: customer, salesperson, item, price and current line commission. The system maintains a user override flag and a price type to designate if the user overrode the line's commission during order entry.
When calculating commissions, the system first checks the value of the Commission Flag. If the Commission Flag is set to H- always choose the Highest commission in the hierarchy, the system returns the highest commission %, excluding the line's commission %, after replacing the item's commission with the price's commission if necessary. If the Commission flag is set to "L- always choose the Lowest commission in the hierarchy", it returns the lowest, non-blank, commission %, excluding the line's commission %, after replacing the item's commission with the price's commission if necessary.

If the value of the Commission Flag is set to X-calculate (always choose the commission that the hierarchy determines), the system checks the Commission Basis for the first priority to determine which commission percentage to use. As the system navigates the priority string, it returns the first entry that has a commission other than "No Priority" (or blank) as the correct commission %.

For example: If the commission hierarchy is set to SCIP the system would calculate the commission using the percentage assigned to the salesman who sold the merchandise. If no priority is assigned to the salesman, the second priority is checked. The system would then calculate the commission using the percentage assigned to the customer the merchandise was sold to. If no priority is assigned to the customer, the third priority is checked. The system would then calculate the commission using the percentage assigned to the item that was sold.

If the price type is not a contract price, the position of the Price's Commission % in the hierarchy will be ignored, and if a Price Commission is present, it will replace the Item's Commission % (regardless of whether the Item's Commission was "No Priority").

If the user override flag is set for the line-item during order entry processing, the system returns the Line's Commission as the correct commission %.

Viewing/Entering Notes from Sales Order Programs

You can view and/or enter item or customer notes from the following Sales Order entry programs:

SO Quote Entry (SOE110)

Quick Look in SO Entry (SOC350)

Order Entry (SOE210)

Order Confirmation (SOE310)

Direct Invoice Entry (SOE510)

Credit Memo Entry (SOE330)

Counter Sales Entry (SOE510)

Blanket Sales Order Entry (SOE710)

Customer Returns Entry (SOE810)

Hold Selection (SOE230)

Recurring Document Entry (SOE350)

From the View menu of the Sales Order entry programs, you can select View➔Customer Notes, or View➔Item Notes. When you select to view notes, the system displays the Notes Display or Note Entry (SME710) screen depending on your user permissions about notes.

For customers or items with multiple notes, highlight the note line in the browser and press Enter to display the View Note or Note Entry screen (depending on your user permissions about notes). Refer to the Notes Security for Customer/Item/Vendor Notes for user permission details about notes.

When creating or editing documents and lines, the system automatically displays urgent notes for customers and items in the Important Notes on File (SMI710) screen based on your settings in SO Entry Options F/M (SOF915).

This screen displays a listing of all urgent notes, by note type and category, for the specified customer, or item. Double click a note in the browser to display the View Note screen, which lists the note subject and text, note type, category, date created, and date edited. Depending on your security settings for notes, the system displays the Note Entry (SME710) screen which allows you to enter or modify information for notes. For detailed information on notes processing, refer to the Note Entry (SME710) topic **in System Management**.

You can also access notes directly from the main screen of Sales Order Entry programs that use the 3-Level Entry Driver. The programs include: SO Quote Entry (SOE110), Order Entry (SOE210), Order Confirmation (SOE310), Direct Invoice Entry (SOE510), Credit Memo Entry (SOE330), and Counter Sales Entry (SOE510). On the left side of the line item browser, you can select:

 to access Note Entry (SME710) for the customer specified in the program.

 to access Note Entry (SME710) for the item highlighted in line item browser.

Sales Orders Flow Charts

The following pages present flow charts that illustrate the flow of information from Sales Orders to the other modules in the FACTS System. They also illustrate the flow of information within Sales Orders.

Note that not all files and programs are shown. The flow charts simply present how information flows through the system.

The following symbols represent the types of information shown on the flow charts.

Program

Register or report with optional update

Report

File

FACTS Module

Sales Orders Interaction with
Other FACTS Modules

```
        ┌─────────────┐          ┌─────────────┐
        │ AR          │          │ TF          │
        │ Accounts    │          │ TeleFACTS   │
        │ Receivable  │          │             │
        └─────────────┘          └─────────────┘

┌─────────────┐                              ┌─────────────┐
│ PO          │                              │ IC          │
│ Purchase    │          ┌─────────────┐     │ Inventory   │
│ Orders      │          │ SO Sales    │     │ Control     │
└─────────────┘          │ Orders      │     └─────────────┘
                         └─────────────┘
┌─────────────┐                              ┌─────────────┐
│ EDI         │                              │ MC          │
│ Electronic  │                              │ Manufacturing│
│ Data        │                              │ Control     │
│ Interchange │                              └─────────────┘
└─────────────┘

   ┌─────────────┐   ┌─────────────┐   ┌─────────────┐
   │ GL          │   │ SA          │   │ SR          │
   │ General     │   │ Sales       │   │ Service     │
   │ Ledger      │   │ Analysis    │   │ and Repair  │
   └─────────────┘   └─────────────┘   └─────────────┘
```

Contract Pricing

```
Contract          Suggested          Suggested
Hierarchy F/M  →  Contract           Contract
                  Entry              Removal
```

```
Suggested      ←  Sugg Cont          Suggested          →  Suggested
Contract          Qty Break          Contract              Contract
Listing           File               PriceFile             Listing
                  (SOSCQB)           (SOCTSG)
```

```
                  Update
                  Suggested
                  Contracts
```

```
Contract          Contract
Entry         →   Price File     →  Contract Price
                  (SOCTRT)          Listing
Contract          Contract
Removal       →   Qty Break
                  Price File
                  (SOCTQB)
```

Contract Pricing

```
┌──────────────┐      ┌──────────────┐
│  Suggested   │      │  Suggested   │
│  Contract    │      │  Contract    │
│   Entry      │      │   Removal    │
└──────┬───────┘      └──────┬───────┘
       │                     │
       └──────────┬──────────┘
                  ▼
          ┌───────────────┐
          │  Suggested    │        ┌──────────────┐
          │  Contract     │───────▶│  Suggested   │
          │   File        │        │  Contract    │
          │  (SOCTSG)     │        │   Listing    │
          └───────┬───────┘        └──────────────┘
                  │
                  ▼
          ┌───────────────┐
          │   Update      │
          │  Suggested    │
          │  Contract     │
          └───────┬───────┘
                  │
┌──────────────┐  │
│  Contract    │  │
│   Price      │  │
│    F/M       │  │
└──────┬───────┘  ▼
       │   ┌───────────────┐        ┌──────────────┐
       ├──▶│  Contract     │───────▶│Contract Price│
       │   │  Price File   │        │   Listing    │
       │   │  (SOCTRT)     │        └──────────────┘
┌──────┴───────┐└───────────────┘
│  Contract    │
│   Price      │
│  Removal     │
└──────────────┘
```

Quotes/Orders & Lost Sales

```
Work Order Entry          Quote Entry/Correct.      Quote Removal

                                  Quote File (SOQUOT)

                          Document File (SORDER)     Hold Selection

                                                     Commit Backorder Qty Report

Suggested PO File (POSUGG)                           Work Order Print

Lost Sales (SOLOST)        Lost Sales F/M

                                  Lost Sales Report
```

Blanket Sales Orders

```
                              ┌──────────────┐
                              │ BSO          │
                              │ Entry        │
                              └──────┬───────┘
                                     │
                                     ▼
                              ┌──────────────┐        ┌──────────────┐
                              │ BSO          │        │ BSO          │
┌────────────┐               │ File         │───────▶│ Acknowledge  │
│ SO         │  ┌─────────┐  │ Lines        │        │ Print        │
│ Sales      │◀─│ BSO     │◀─│ (SOBSOL)     │        └──────────────┘
│ Orders     │  │ Release │  │ BSO          │
└─────┬──────┘  │ Register│  │ File         │        ┌──────────────┐
      │         └─────────┘  │ Header       │        │ BSO          │
      │                      │ (SOBSOH)     │───────▶│ Report       │
      │                      └──────────────┘        └──────────────┘
      │                      ┌──────────────┐
      │                      │ BSO          │
      └─────────────────────▶│ History      │
                             │ File         │
                             │ (SOBSOR)     │
                             └──────┬───────┘
                                    │
                                    ▼
                             ┌──────────────┐
                             │ BSO History  │
                             │ Removal      │
                             └──────────────┘
```

Invoicing

```
                                                        ┌──────────────┐
                                                        │  Recurring   │
                                                        │  Document    │
                                                        │  File        │
                                                        │  (ARRECR)    │
                                                        └──────┬───────┘
                                                               │
                                                               ▼
┌───────────┐  ┌───────────┐  ┌───────────┐  ┌───────────┐  ┌───────────┐
│  Order    │  │  Direct   │  │ Counter   │  │  Credit   │  │  Post     │
│Confirmation│  │  Invoice  │  │  Sales    │  │  Memo     │  │ Recurring │
│           │  │  Entry    │  │  Entry    │  │  Entry    │  │ Documents │
└─────┬─────┘  └─────┬─────┘  └─────┬─────┘  └─────┬─────┘  └─────┬─────┘
      │              │              │              │              │
      └──────────────┴──────┬───────┴──────────────┴──────────────┘
                            │
                            ▼
                      ┌──────────┐        ┌────────────┐
                      │ Document │───────▶│ Invoice &  │
                      │  File    │        │Credit Memo │
                      │(SORDER)  │        │   Print    │
                      │          │───────▶└────────────┘
                      └────┬─────┘        ┌────────────┐
                           │              │Counter Sales│
                           │              │   Print    │
                           │              └────────────┘
                           │              ┌────────────┐
                           │         ────▶│ Recurring  │
                           │              │ Document   │
                           ▼              │ Listing    │
                     ┌──────────┐         └────────────┘
                     │Daily Sales│
                     │ Register  │
                     └──────────┘
```

Customer Returns

```
                              ┌─────────────┐
                              │   Returns   │
                              │  Analysis   │
                              │   Report    │
                              └─────────────┘
                                     ▲
                                     │
  ┌─────────────┐            ┌─────────────┐
  │ CRS History │───────────▶│   Returns   │
  │   Removal   │            │   History   │
  └─────────────┘            │    File     │
                             │   SOPCR*    │
                             └─────────────┘
                                     ▲
          ┌──────────────────────────┼──────────────────────────┐
  ┌─────────────┐            ┌─────────────┐            ┌─────────────┐
  │   Return    │            │   Return    │            │   Vendor    │
  │Authorization│            │    Entry    │            │   Return    │
  │    Entry    │            │             │            │    Entry    │
  └─────────────┘            └─────────────┘            └─────────────┘
                                     │                         │    │
                                     ▼                         ▼    ▼
  ┌─────────────┐            ┌─────────────┐            ┌─────────────┐
  │  SO Sales   │◀───────────│   Returns   │            │     VRS     │
  │   Orders    │            │    File     │            │    Files    │
  └─────────────┘            │    Lines    │            └─────────────┘
                             │  (SOCRSL)   │
                             │   Returns   │
                             │    File     │
                             │   Header    │
                             │  (SOCRSH)   │
                             └─────────────┘
          ┌──────────────────────────┼──────────────────────────┐
          ▼                          ▼                          ▼
  ┌─────────────┐            ┌─────────────┐            ┌─────────────┐
  │     CRS     │            │     CRS     │            │     CRS     │
  │   Status    │            │Authorization│            │ Acknowledge │
  │   Report    │            │    Print    │            │    Print    │
  └─────────────┘            └─────────────┘            └─────────────┘
```

Daily Sales Register

Daily Sales
Register

| Past Invoice File (SOPINN) | Period Sales File (SOMNTH) | Past Sales File (SOPAST) | Sales Register Recap File (SORCAP) | Job Cost File (JCJOBS) | Unbilled Freight File (SOFRGT) |

| Quote File (SOQUOT) | Document File (SORDER) | Contract Prices (SOCTRT) | Credit Memo Return File (SORETN) | MSDS History File (SOMSDS) |

UPS

```
                          ┌──────────────┐      ┌──────────────┐
                          │  UPS Zone    │      │  UPS Zone    │
                          │    File      │◄─────│    F/M       │
                          │  (SOZONE)    │      │              │
                          └──────────────┘      └──────────────┘
┌──────────────┐                │
│              │                │
│ Freight Entry│◄───────────────┤
│              │                │
└──────────────┘                │         ┌──────────────┐      ┌──────────────┐
        │                       │         │  UPS Weight  │      │  UPS Weight  │
        │                       └─────────│  Chart File  │◄─────│  Table F/M   │
        │                                 │  (SOTABL)    │      │              │
        │                                 └──────────────┘      └──────────────┘
        ▼
┌──────────────┐                          ┌──────────────┐
│ Freight File │                          │  UPS Chart   │
│  (SOFRTM)    │                          │    Print     │
└──────────────┘                          └──────────────┘
        │
        ▼
┌──────────────┐      ┌──────────────┐
│ Manifest     │      │   Freight    │
│   Print      │─────►│ History File │
│              │      │  (SOFRTH)    │
└──────────────┘      └──────────────┘
                             │
                             ▼
                      ┌──────────────┐
                      │Freight History│
                      │   Report      │
                      └──────────────┘
```

MSDS

MSDS ID File (SOMSID)	Pick Ticket/Invoice Print	Item File (ICMAST)

Print Information File (SOMSPI)

Which Process? ——— If Msg./Lit Location

If On-line

Print Command File (SOMPSC)

Cover Letter File (SOMSLT) (optional)

Online Print Program

Daily Sales Register

MSDS History File (SOMSDS)

Posting to General Ledger

The transactions that may post to General Ledger (GL) from Sales Orders post from the Daily Sales Register. The user sets up how to post transactions to GL in the SO to GL Posting F/M. (For sample screens, see section titled "SO to GL Posting F/M (SOF975)" in Chapter 16.)

Through the **GL Distribution** flag, the user determines the detail of the journal entries posted. The flag may be set to one of the following:

  0 - no GL distribution is printed or posted

  1 - the GL distribution is printed (printing is in detail format) but not posted to GL

  2 - the GL distribution is printed (printing is in detail format) and posted to GL in summary (posting includes the total amount posted to each account number)

  3 - the GL distribution is printed (printing is in detail format) and posted to GL in detail (posting includes each item contributing to the amount for each account number).

Through the **Posting Journal** the user determines which GL journal (where in the General Ledger Journal File) to post transactions.

There are standard entries made to General Ledger when posting sales. For example when an invoice is updated, AR or cash is debited and sales is credited. The user must set up where these standard GL account numbers are and where they will come from.

There are department and branch flags that must be set that have to do with imbedding the department and branch flags within the GL account number (if applicable). When entering any invoice, the department and branch may be entered. If the user imbeds the department and/or branch within the GL account number, the system looks at the department and/or branch assigned to each invoice. For example, if the G/L number to post is 415-00-00 (department is fourth and fifth digits, branch is sixth and seventh digits), the department is 01 and the branch is 02, then the system posts to 415-01-02. The system inserts the department and/or branch in the proper place within the GL account number. (All accounts may have the department and branch inserted except Accounts Receivable, which may not be departmentalized.)

Finally, a default GL account number is set up. Even if the default is not to be used, it must be entered.

For each account type, the user has a choice of basis, i.e., to use the default and/or use the account number from the customer GL posting table and/or use the item GL posting table.

Following are customer GL posting tables and item GL posting tables. These may be used to set up the basis for some of the account types.

For our example, two types of customers are on the system: retail and wholesale. If retail and wholesale customers are to be posted separately to General Ledger, we will set up two GL posting tables; one to assign to retail customers and one to assign to wholesale customers.

*. GL TABLE	**RET**	
2. DESCRIPTION	**RETAIL CUSTOMERS**	
		G/L #DESCRIPTION
3. ACCOUNTS RECEIVABLE	**120-00-00**	**ACCOUNTS REC. - RETAIL**
4. DISCOUNTS	**490-00-00**	**DISCOUNTS - RETAIL**
5. ADJUSTMENTS	**420-00-00**	**ADJUSTMENTS - RETAIL**
6. SERVICE CHARGES	**440-00-00**	**FINANCE CHARGES - RETAIL**
7. RETURNED CHECK CHGS	**430-00-00**	**RETURNED CHECKS - RETAIL**
8. SALES	**410-00-00**	**SALES - RETAIL**
9. MISC SALES	**450-00-00**	**MISC SALES - RETAIL**
10. INTERWHSE A/R	**121-00-00**	**INTERWHSE A/R - RETAIL**

*. GL TABLE	**WSL**	
2. DESCRIPTION	**WHOLESALE CUSTOMERS**	
		G/L #DESCRIPTION
3. ACCOUNTS RECEIVABLE	**125-00-00**	**ACCOUNTS REC. - WHSL**
4. DISCOUNTS	**495-00-00**	**DISCOUNTS - WHOLESALE**
5. ADJUSTMENTS	**425-00-00**	**ADJUSTMENTS - WHOLESALE**
6. SERVICE CHARGES	**445-00-00**	**FIN. CHARGES - WHSALE**
7. RETURNED CHECK CHGS	**435-00-00**	**RETURNED CHECKS - WHSL**
8. SALES	**415-00-00**	**SALES - WHOLESALE**
9. MISC SALES	**455-00-00**	**MISC SALES - WHOLESALE**
10. INTERWHSE A/R	**121-00-00**	**INTRWHSE A/R - WHOLESALE**

For our example, there are two types of items on the system: dock equipment
and warehouse equipment. If dock equipment items and warehouse equipment
items are to be posted separately to General Ledger, we will set up two GL
posting tables; one to assign to dock equipment items and one to assign to
warehouse equipment items.

		G/L #DESCRIPTION
*. GL TABLE	**DOC**	
2. DESCRIPTION	**DOCK EQUIPMENT**	
3. INVENTORY		**170-00-00 INVENTORY - DOCK**
4. SALES		**410-00-00 SALES - DOCK**
5. COST OF GOODS		**520-00-00 COST OF GOODS - DOCK**
6. RECEIPTS		**390-00-00 RECEIPTS - DOCK**
7. ADJUSTMENTS		**530-00-00 ADJUSTMENTS - DOCK**
8. IN TRANSIT		**180-00-00 IN TRANSIT - DOCK**
9. PHYSICAL DISCREP.		**530-00-00 ADJUSTMENTS - DOCK**
10. MC FINISHED GOODS		**200-00-00 FINISHED - DOCK**
11. COMPONENTS		**210-00-00 COMPONENTS - DOCK**
12. MISC. SALES		**420-00-00 MISC SALES - DOCK**
13. NONSTOCK INVENTORY		**190-00-00 NON-INV - DOCK**
14. INTERWHSE COGS		**520-00-00 COGS - DOCK**
15. NONINVENTORY		**177-00-00 NONINVENTORY - DOCK**

		G/L #DESCRIPTION
*. GL TABLE	**WHS**	
2. DESCRIPTION	**WAREHOUSE EQUIPMENT**	
3.INVENTORY		**175-00-00 INVENTORY - WHS**
4. SALES		**415-00-00 SALES - WHS**
5. COST OF GOODS		**525-00-00 COST OF GOODS - WHS**
6. RECEIPTS		**395-00-00 RECEIPTS - WHS**
7. ADJUSTMENTS		**535-00-00 ADJUSTMENTS - WHS**
8. IN TRANSIT		**185-00-00 IN TRANSIT - WHS**
9. PHYSICAL DISCREP.		**535-00-00 ADJUSTMENTS - WHS**
10. MC FINISHED GOODS		**205-00-00 FINISHED - WHS**
11. COMPONENTS		**215-00-00 COMPONENTS - WHS**
12. MISC. SALES		**425-00-00 MISC SALES - WHS**
13. NON STOCK INVENTORY		**195-00-00 NON INV - WHS**
14. INTERWHSE COGS		**525-00-00 COST OF GOODS SOLD - WHS**
15. NONINVENTORY		**177-00-00 NONINVENTORY - WHS**

Following is information about setting up each basis entry: (Please refer to the GL posting tables above.)

Accounts Receivable

Basis - determines where the accounts receivable number comes from. The user has a choice of always posting to the default accounts receivable G/L number (from this record) or posting to the accounts receivable G/L number assigned in the customer's GL posting table. The system may always post to one AR G/L number (by setting basis to D-default) or break out accounts receivable to multiple account numbers, for example: AR-retail, AR-wholesale (by setting basis to C-customer).

Sales Merchandise & Miscellaneous

Basis - determines where the sales number comes from. The user has a choice of always posting to the default sales G/L number (from this record), posting to the sales G/L number assigned in the customer's GL posting table or item's GL posting table. The system may always post to one sales G/L number (by setting basis to D-default) or break out sales to multiple account numbers (example: sales-retail, sales-wholesale or sales-dock equipment, sales-warehouse equipment) (by setting basis to C-customer or I-item).

Tax

Basis - determines where the sales tax number comes from. The user has a choice of always posting to the default sales tax G/L number (from this record) or posting to the sales tax G/L number assigned to each tax code in the Tax Tables F/M. The system may always post sales tax to one sales tax G/L number (by setting basis to D-default) or break out sales tax to multiple account numbers (example: Georgia sales tax, Fulton County sales tax, City of Atlanta sales tax) (by setting basis to T-tax code).

Inventory, Cost Of Goods Sold, Nonstocked Inventory

Basis - determines where each account number comes from. The user has a choice of always posting the default account (inventory and cost of goods sold from this record) or posting to inventory and cost of goods sold G/L number's assigned in the item's GL posting table. The system may always post to one inventory or cost of goods sold G/L number (by setting basis to D-default) or break them out to multiple account numbers (example: Inventory Dock Equipment, Inventory Warehouse Equipment and Cost of Goods Dock Equipment, Cost of Goods Warehouse Equipment) (by setting basis to I-item).

Freight, Credit Memo Allowance, Credit Memo Return

Basis - determines where each account number comes from and for freight and credit memo allowance is always set to the default. The credit memo allowance is the account debited instead of sales if a credit memo is entered. (If sales is debited, enter the sales account.) An allowance indicates the inventory is not returned (i.e., the returns code type is set to **A**-allowance in the Returns Code F/M Program). If inventory is not returned, the inventory and cost of goods sold postings are skipped. The credit memo return is the account debited instead of sales if a credit memo is entered. (If sales is debited enter the sales account.) A return indicates the inventory is returned, (i.e., the returns code type is set to **R**-return in the Returns Code F/M program). A credit memo

return may be set to **S**-sales indicating the system should debit the sales account which was originally credited.

Inter-Warehouse Cost Of Goods Sold

Basis - if multiple warehouses are used, determines where each account number comes from. The user has a choice of always posting the default account (inter-warehouse cost of goods sold from this record) or posting to cost of goods sold G/L numbers assigned in the item's GL posting table. The system may always post to one cost of goods sold G/L number (by setting basis to D-default) or break them out to multiple account numbers (example: Cost of Goods Dock Equipment, Cost of Goods Warehouse Equipment) (by setting basis to I-item).

Inter-Warehouse Accounts Receivable

Basis - if multiple warehouses are used, determines where the accounts receivable number comes from. The user has a choice of always posting to the default inter-warehouse accounts receivable G/L number (from this record) or posting to the accounts receivable G/L number assigned in the customer's GL posting table. The system may always post to one AR G/L number (by setting basis to D-default) or break out accounts receivable to multiple account numbers (example: AR-retail, AR-wholesale) (by setting basis to C-customer).

If Posting To Job Cost From Sales Orders

During the Sales Order entry programs, each item sold may be assigned to a job number to post to Job Cost. If job cost information is entered, during the Daily Sales Register, the cost of goods sold (COS) G/L number is posted from the Job Cost Subsystem instead of the Sales Orders System. The default COS G/L number is posted from the JC to GL Posting F/M Program unless the **Basis** flag is set to J. If the flag is set to J the cost of sales account number is assigned to the cost type from the GL posting table assigned to the job.

The Daily Sales Register GL distribution posts to GL as follows:

Debit	Credit
Accounts Receivable or Cash	Sales
	Tax
	Freight
JC Cost of Goods Sold	Inventory

Standard Procedures

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

1)   **Recommended Operating Procedures**

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

2)   **End-Of-Period Checklist**

The end-of-period procedures are critical to the proper functioning of the system. Certain programs must be run in a specific order to close the Sales Orders Module accurately.

It is suggested that copies of the checklist be made and used for each period close-out to be filed for future reference.

3)   **End-Of-Period Checklist Explanation**

A detailed account is provided of the purpose of each program on the checklist.

Recommended Operating Procedures

Daily Procedures (or as needed)

1. Print Daily Shipping Report
2. Run Commit Backordered Quantities Program or run whenever new inventory is received into the system.
3. Enter/print quotes
4. Enter/print blanket sales orders
5. Print/update BSO Release Register
6. Enter/print work orders (picking tickets, packing lists)
7. Confirm orders
8. Enter/print invoices, credit memos
9. Enter/print counter sales
10. Enter shipping information through the shipping system you are using.
11. Run Route Release Program
12. Maintain contract prices
13. Run Post Recurring Documents Program
14. Print/update Daily Sales Register.

Weekly Procedures (or as needed)

1. Print Unbilled Freight Report
2. Print Order Status Report

Period Procedures (or as needed)

1. *Post Recurring Documents through last day of period (if applicable)
2. *Print/update last Daily Sales Register
3. Print/update Period Sales Register
4. *Run End-of-Period Update

Yearly Procedures

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

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

End-Of-Period Checklist - Sales Orders

Period ___ Year ___

User	Date	Menu	Description
_____	_____	Recurring	1. Post Recurring Documents through last day of period
_____	_____	Invoices	2. Print/update last Daily Sales Register
_____	_____	EOP	3. Print/update Period Sales Register
_____	_____	EOP	4. Run End-of-Period Update

End-Of-Period Checklist Explanation

1. **Post Recurring Documents through Last Day of Period.** If Recurring Documents are used, in order to close the current period, this procedure must be complete. The End-of-Period Update checks to make sure that the last day posted is the last day of the month. The reason for this check is to ensure that the user posts all recurring documents in the correct period.

2. **Complete all invoicing and Print/update last Daily Sales Register.** All invoices for the period should be entered and printed and the last Daily Sales Register printed and updated. If these procedures are not complete, the sales figures will not be an accurate accounting of the period in AR, IC, SO, SA and GL.

3. **Print/Update Period Sales Register.** This report allows the user to obtain a listing of all sales (by each Daily Sales Register printed) for the period. After the register prints, the user should remove the records just printed to clear the file. If records are not removed, they appear on next period's register. All Period Sales Registers should be kept as an audit trail.

4. **Run End-of-Period Update.** This is the last step to closing the sales orders current period and should only be run after all of the above procedures have been completed. The program clears month-to-date Daily Sales Register recap figures and closes the current period. If it is the last period of the year, year-to-date figures are also cleared. When this program is complete, the user may begin daily procedures in Sales Orders in the new (current) period.

Quotes (SOS100)

The Quotes Subsystem is an optional feature of the FACTS System. This subsystem allows the user to enter, correct, print and remove quotes in the system. The user may also convert a quote into a sale (work order) automatically.

Quotes are entered into the system through the Quote Entry Program. The program is similar to all the Sales Orders entry programs in that the quote is entered for a particular customer along with the items and prices being quoted. Quotes are entered with an assigned quote date (the system date) and expiration date, which can both be changed. The name of the person who gave the quote and who the quote was given to can also be entered. Quotes can be entered for customers not on file; i.e., a quote may be entered to someone who is not presently a customer. However, before converting the quote to a sale, a temporary customer must become a valid customer entered through the Customer F/M.

When items are entered on the quote, the items are not committed in a warehouse; however, the user is able to see the availability of the item. If multiple warehouses on an order are allowed, the user may enter items from more than one warehouse. Also, all pricing is displayed and, as with all other Sales Orders entry programs, the user has the option to override it. Quotes may also include discounts, tax and freight. If multiple units of measure for pricing or selling are available for an item, the user may change the unit of measure.

At the end of the Quote Entry Program, the user has several options: print the quote immediately, save it for batch printing or convert it to a sale (if the customer is valid). At that time of entry the quote is assigned an order request date and order number in the Sales Orders Document File. If the Job Cost Subsystem is being used, the job number is entered for the order at this time. Through Order Entry, the user can bring the converted document up for change or inquiry.

Quotes may be printed or reprinted through the Quote Print Program and may be corrected through the Quote Entry Program. A quote may be corrected and reprinted as often as needed up until the time it is converted to an order. If the

quote is not converted at the time of entry, it may be converted at a later date through the same ending routine at the end of the entry program (if the customer is valid). When a quote is converted to a sale, it stays in the Quote File as a sold quote. Sold and expired quotes may be removed through the Quote Removal Program by their type (expired, sold) and the expiration date (cutoff date).

Quote Entry (SOE110)

Function

This program enables you to enter customer quotes into the Sales Orders System, which can later be converted into open work orders.

Quote Entry consists of three sections: the header, where the customer number, quote date, quoted by, etc. are entered; the line-item entry where each item, price and quantity is entered; and the ending routine (or footer), which consists of the final inputs prior to completion of the quote. The screen is designed to look like a printed invoice.

The user has the option of changing, adding to, removing line-items from or deleting the quote at any time. Deleted quote numbers may be used again.

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

- A customer search may be performed, displaying customer numbers and names in name order.
- A new customer record may be added to the AR Customer File.
- Customer information may be displayed including balance, credit limit, last sale date, phone number and contact.
- An item search may be performed.
- A customer item search may be performed.
- Catalog items may be searched
- Temporary NEW customers may be added.
- Applicable taxes may be computed.
- Freight and handling charges may be entered and taxed.
- Memos may be entered to print, not print, or print as totals on quotes.
- Cost and price figures may be displayed.
- Line and document discounts may be entered.
- A credit limit check may be performed.
- Temporary items may be entered.
- Past sales may be displayed.
- Split commissions may be entered.
- Item information may be displayed including class, on hand quantities, on order quantities and committed quantities.
- Various searches may be performed
- Add an item to item file during line-item entry.
- During processing, the system automatically displays urgent notes for customers and items based on your settings on the Notes tab of SO Entry Options F/M. Refer to the Viewing/Entering Notes from Sales Order Programs topic for additional details.

Quotes are available for printing using the Quote Print Program. Quotes may be corrected and converted to a sale (after printing) using this entry program.

Quotes remain in the Quote File after being converted to an order. The user must remove quotes through the Quote Removal Program.

NOTE: At any prompt in this program, the "Quick Look" function may be accessed. This allows quick access to all customer and item related searches, inquiries and displays available from specific prompts throughout the entry programs. To access Quick Look, press the Quick Look hot key (set up in the SM Terminal F/M) (ref. 39).

Notes Processing for Quotes

During processing, the system automatically displays urgent notes for customers and items based on your settings on the Notes tab of SO Entry Options F/M. Refer to the Viewing/Entering Notes from Sales Order Programs topic for additional details.

Quote Header and Line Document Notes

You can enter document notes for existing quote headers and lines. Quote document and line notes are available to view/edit (according to the user's security). You have the option to print the note on the Quote. When you convert a quote to a sales order, you can export the quote document and line notes from the quote to the sales order. You also have the option to print the document and line notes on the pick ticket when you print the sales order and invoice generated from the converted quote. When you convert a quote to a sales order, you can also export the quote line notes from the quote to an associated purchase order or transfer and print the quote line notes on the associated purchase order or transfer. Refer to the Importing Notes topic for details.

Quote Entry Header Processing

The upper portion of the screen is called the header portion where you enter the purchase order number, vendor, order date and other general information. The system also allows you to create quotes for companies or individuals that are not existing customers. Before you convert these quotes to sales orders, you must create a temporary customer in Customer F/M.

Refer to the following procedures for more information about Quote Entry header processing:

Enter a new quote

Delete a quote

Open an existing quote

Create a quote number

After the system creates the header record, all header inputs except the customer number are accessible through the change header routine. Refer to the Quote Entry Header Information topic for field/input descriptions.

Line Item Processing

The lower portion of the screen is called the line item portion where you enter the item number, quantity and cost. You have the option of changing, adding, removing line items or deleting the quote at any time during the entry process. Deleted quote numbers may be used again.

Refer to the Quote Entry Items Information topic for field/input descriptions.

Refer to the following procedures for more information about Quote Entry item processing:

Add a line

Edit a line item

Delete a line item

Insert a line item or memo

Find a line item

Selecting companion items

Quote Entry Footer Processing

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

Additional Features

You can access the "Quick Look function at any prompt in this program. This feature allows quick access to all customer and item related searches, inquiries and displays available from specific prompts throughout the entry programs. To access Quick Look, press the Quick Look hot key (set up in the Terminal F/M program in the System Management module).

During processing, the system automatically displays urgent notes for customers and items based on your settings on the Notes tab of SO Entry Options F/M. Refer to the Viewing/Entering Notes from Sales Order Programs topic in *Chapter 1, System Overview* for details.

See Also

Quote Entry Header Information
Quote Entry Item Information
Quote Entry Footer Information
Quote Header Detail Information
Quote Item Detail Information
Quote Entry Procedures
Quote Entry Menu Options

Quote Entry Header Information

Use the Quote Header section to enter the quote number, customer, quote and expiration dates and other general information. This window contains all the possible inputs for the Quote Entry Header.

Tip: When you press **Enter** or **Tab** when entering quote information, the additional inputs that appear, such as Ship Via Code, an inside salesperson code, etc., depend on the settings selected in SO Entry Options F/M. This procedure details all possible entries. Most of these entries already display default information; you can modify these values. Character Users: Press **F3** to stop at the first required field; press **F3** again to bypass these fields, use default information, and directly access the line item entry section.

Input Descriptions

Use the following input descriptions to enter information for a quote header:

1. **Doc/Cust**

   Quote Number

Enter the quote # to display or the customer number for the quote.

Tip: The system automatically creates a document number once you complete the header (if you leave it blank). At that point, the document number appears in the title bar along with the customer's name. You can also assign a document number manually if you prefer. You can select the 📷 to access the Add New Document dialog box, where you can manually enter the new quote number.

Graphical Users: To assign quote numbers, select File-->New Document Number to access the Assign Quote Number dialog box. Enter a document number or click the Assign Next Doc icon to have the system assign the next available number. When you complete your header information, the system displays the assigned quote number at the top of the screen.

Character Users: To assign quote numbers, press **F10** to display the menu options, then select File-->New Document Number to access the Assign Quote Number dialog box. Enter a document number or click the Assign Next Doc icon to have the system assign the next available number.

When you complete your header information, the system displays the assigned quote number at the top of the screen.

<u>To Search:</u>

Character Users: Press **F3** to perform a document search by customer or quote number and warehouse. Press **F2** to perform a customer search. Entering a valid customer, the selecting the **F3** displays all the quotes on file for the customer. You can then select a quote for correction or inquiry, or **F4**-backup to return to the **Quote Number** input (input #1).

Graphical Users: Press **F2** or select the 🔍 icon to perform a customer search. To search for quotes, select the 📂 icon or press **F3**.

Warehouse Stock vs Direct Ships: The system determines the way a quote is filled (from the warehouse stock or as a direct shipment form the vendor) based on the **Combine WH/Direct Ships** flag in the IC Warehouse F/M. If this flag is set to **Y**, the system allows you to enter both types of quotes on a single

order. If the **Combine WH/Direct Ships** flag in the IC Warehouse F/M is set to **N**, the system fills the quote from warehouse stock or for direct ships the system treats the quote as a direct shipment from the vendor. For direct ships, you must enter the vendor from whom the direct shipment is being sent. Depending on the **POs for Direct Ships** flag in the Sales Orders Static Control Record, the purchase order for the vendor may be automatically created by the system.

2.   **Customer**

Enter the customer number for this quote. You can select the ![icon] button to access the Quick Customer Add dialog box, which is used to add customers on-the-fly. Entering **NEW** as the customer number allows you to enter a customer who is not yet in the Customer File. This allows you to send quotes to potential customers without continually expanding the Customer File (if the quote is not converted to a sale). However, quotes with **NEW** customer numbers cannot be converted to a sale. You must assign the new customer a valid customer number and assign it to the quote before it may be converted. You can select the ![icon] button (GUI only) or press **F1** to access the Quick Customer Add dialog box, which is used to add customers on-the-fly. This option is only available for use if the **Customer Creation** flag in the SO Static Control Record is set to **Y**. When used, the system calls the Customer F/M screen and allows you to add a new customer. If you press **F1** from the Customer F/M, you can assign the next available customer number automatically to the customer being created. Press **F2** or the ![icon] icon to perform a customer search.

Credit Check Note: The system performs a customer credit check for each customer during Sales Order entry programs based on the Credit Limit value and the number of Credit Check Days entered on the Accounting tab of Customer F/M.   For additional credit check processing details, such as disputed invoice processing, adding customers on-the-fly, or displaying customer aging , refer to the Customer Credit Check topic in *Chapter 4 Orders* of this document.

When a new customer is added by using the F1-Add feature in the order entry programs, the customer credit check field value is loaded from the default in the AR Static Control record. You cannot enter credit check information on this screen. If you need to modify the customer credit information, access AR Customer F/M.

3.   **Ship-To Number**

The system displays the ship-to code from the customer's default information. The system displays the full ship-to address. If the ship-to code is missing in the Customer F/M, the system stops at the Ship-to input and requires you to enter the ship-to code before you can continue with the order. You can press **F4** to back up and enter a different ship-to number for the selected customer. Press **F2** or the ![icon] icon to perform a search.

If a customer requests to have an order shipped to an address other than its usual shipping address, select **F3** or the ![icon] icon to use the Temporary Ship-to feature to enter a temporary address that is not to be kept on file permanently.

The system displays the message: *Do You Wish To Add As New Permanent Ship-To?* if a ship-to number that is not on file was added in the previous input. Enter **N** or **Y** to add the ship-to number permanently to the AR Ship-To File. Press **Enter** (**CR**) to default to **N**. If you enter **Y**, the Ship-To Address Window appears so you can add ship-to information.

At any point during inputs #4-13, you can select **F3**-Defaults. This causes the program to accept the defaults on file for all inputs through **Reference Number**. If you are entering a new quote and values for inputs #4-13 have not been entered, then the default values are the same as if you pressed **Enter** (**CR**) through the same inputs. If you have entered values on the new quote or elected to change or correct the header portion of an existing quote, then the default values are the same as if you selected **F1** to skip at each input. If the program does not skip to **Reference Number** and instead stops at an earlier input, it means the system could not find a valid default value for that input, and you must enter a valid value before continuing.

4.   **Warehouse/Initiating Warehouse**

If using multiple warehouses on an order, this input displays as **Init Warehouse**. Enter the warehouse code from which the items are to be depleted. The entry must be a valid warehouse. Press **Enter** (**CR**) to default to the warehouse assigned to this terminal. Press F2 to search. Press F3 to use a default entry. The shipping warehouse defaults to the initiating warehouse (rather than the last shipping warehouse entered).

At this point, you can (via the View menu) display Aging information, such as the customer's credit limit and outstanding balance for the last number of periods (set in the Accounts Receivable Aging Control Record). You can also access customer notes.

Graphical Users: You can select the blue Customer Notes hyperlink to access the Customer Notes feature.

You cannot access the Customer Notes feature (**View→Customer Notes**) while you are working in the line-item portion of the screen. When you finish with line items, pace the cursor in the header portion of the screen and then select **View→Customer Notes**. Character Users: Press **F10** to display menu options for this screen.

Price Level: The system displays the price level information in the upper portion of the screen.

5.   **Quote Date**

Enter the date the quote is given. Press **Enter** (**CR**) to default to the system date.

6.   **Expiration Date**

Enter the date this quote expires, or press **Enter** (**CR**) to default to the value already displayed. You can select **F1** or the to change a date in this field to NONE.

7.   **Freight Code**

Enter whether the freight code is **P**-prepaid, **C**-collect or **B**-bill later. Press **Enter**
(**CR**) to default to the freight code selected in the customer's file.

8.   **Ship Via**

Enter the ship via or carrier (up to 15 characters) for the initiating warehouse.
This code is maintained in the Ship Via F/M. Press **Enter** (**CR**) to default to the
value already displayed (initially the ship via assigned to the ship-to number).
If using multiple warehouses on an order, the value at this input may change.
Press **F2** or the 🔍 icon to a search.. If a rate shop is highlighted in the search,
press **F1** to view the carriers that comprise the rate shop.

After the header record is created, all header inputs except the customer code and quote number are
accessible through the change header routine. Inputs #1-2 can usually only be changed by deleting
and reentering the quote. The exceptions to this is the **Customer** input - if NEW is entered here, it can
be changed.

9.   **Bring In Another Quote**

Enter **YES** to bring in another quote, then enter the quote number. Press **F2** to
search. You can establish some standard quotes so that there is no need to enter
them each time. By using the **Bring in Another Quote** function, the line-items
automatically transfer from the quote selected to the quote being entered. The
quote selected to be brought in is not affected by the transfer. It stays in its
original form. If you enter **No**, the system continues without additional quote
information.

 When you import a quote into a new quote, the system recalculates the cost
of each item to the current cost. For items that contain a user-overridden cost,
the system recalculates the cost based on a setting on the Quotes tab of the SO
Static Control F/M. The setting allows you to indicate whether you want the
system to recalculate a user-entered item cost when the quote is imported to a
new quote or converted to a sales order.

For document importing, if you use the source document pricing, since all
prices come in as user override prices, the system sets the price's commission %
to "No Priority" and calculates the default commission. Refer to the *Calculating
Commissions* topic the *Chapter 1* for processing details.

If multiple warehouses on an order are being used:

- If the initiating warehouse of the line-item being transferred is different
  than that of the quote, the line-item's initiating warehouse is
  automatically changed to match that of the quote's.
- The system verifies the security on the shipping warehouse and if you
  do not have security, the system displays the message: "QUOTE LINES
  SKIPPED BECAUSE USER CANNOT SHIP FROM WAREHOUSE XX
  where "XX is the shipping warehouse.

10.   **Ship Complete**

Enter the default ship complete status for all warehouses on the quote, or press
F4-Backup to return to the preceding input.

You can select from the following options:

N Allow Partial--Indicates you want to allow the shipped quantity to be less than the ordered quantity for the warehouses for this order.

Y Ship Complete--Indicates you want to allow the quantity ordered must be the same as the quantity shipped for the warehouses, all lines must ship complete for the specified customer.

B Balance Complete—Indicates you want to allow all lines to ship partial in the first shipment for the warehouses, but the backordered quantities must be shipped complete. Once the warehouse is processed through the DSR, the line is changed to ship complete.

11. Order Priority

Enter the default order priority, or press F4-Backup to return to the preceding input. You can select from the following options:

N Normal—Indicates that orders for this customer have no special priority.

R Rush—Indicates that you want to advise the warehouse, via the pick ticket, that this customers orders are rush orders.

H Service Hold—Indicates that you want orders for this customer not to be shipped due to a non-credit-related reason.

See Also

Quote Entry Item Information
Quote Entry Footer Information
Quote Header Detail Information
Quote Item Detail Information
Quote Entry Procedures
Quote Entry Menu Options

Quote Entry Line Item Information

 The line-item portion of the program allows the entry of up to 999 line-item and message lines to complete the quote. Line numbers are assigned automatically beginning with 001 and increments by one for each individual line-item up to 999. In the rare case where 999 line-items have been entered on a single quote, the program proceeds to the **selection prompt** and refuses further entries.

Input Descriptions

This window contains all the possible inputs for Quote Entry items processing. Use the following input descriptions to enter information for a quote line item.

1.   Item Number

Enter the item number. After you enter an item, the program displays the item class, package size, item weight and its unit of measure, available quantity, on hand quantity, on-order quantity, and bin location.

The following options are available from the item number prompt.

Memo - Select **M** to enter a memo line. If the order is a multiple warehouse or combined warehouse/direct order, a memo line will have special attributes.

Search - Enter **F2** or select ![search icon] to perform an item search.   You can search by item number, interchange or catalog number.

End entries - Press **F3** or select ![icon] to end line-item entries and proceed to the ending routine.

From the Options menu, you can access the following:

> **Lost Entry Sales**—Allows you to track lost sales on items. Enter the item number, description, the quantity, UM, price and the reason code.

> **Item Search**—Allows you to search for items by item number, item interchange, item class or UPC number. You can select the **Alt Look** option on the Item Search to display warehouse quantities, item catalog search, service item search, or standard part number search.

You can also access the Item Search by pressing F2. This option is only available when you are entering an item number.

Import Items—Allows you import items from existing documents (quotes, orders or past invoices) This feature allows you to easily duplicate on one document (a quote, order or invoice) the line items on another document (quote, order or past invoice). Policy flags set in the Document Import Control F/M (SOF972) indicate whether or not you can duplicate lines from a document for a different customer and how the pricing gets updated when the import occurs. The system allows you to select the document type, reference number and default pricing option (if applicable) and then displays the Import Item Selection dialog box so you can select the items to import to the new document.

Customer Item Search—Allows you to search for items according to customer references. This option is only available when you are entering an item number.

Catalog Item Search—Allows you to search for a catalog item by alpha lookup or catalog item number. This option is only available when you are entering an item number.

Past Sales Search—Allows you to lookup all items sold to this customer in the past. When you select an item from this search, the system sets quantity ordered to what the customer ordered in the past sale. This option is available at the item prompt and only if the Use Past Sales flag is selected in SO Static Control.

Equipment Search—Allows you to look up equipment codes on file in the Service & Repair module. This option is only available when you are entering an item number and if the Service & Repair module is activated.

Item Interchanges—Allows you to look up alternate references listed for each item number.

Quick Item Add—Allows you to add an item to the system on the fly. The item can be accessed later from Item F/M.

2. **Ship Direct**

Select the Ship Direct check box or press **F3** to indicate, that this item is shipped directly to the customer ship-to address.

3. **Whse**

The system displays the default warehouse for the item. You can modify this value or select the ⚐ icon to search for a different warehouse.

Inputs For Temporary and Catalog Item Entry

Inputs #4 - #9 only appear if you enter a temporary item or a catalog item.

4. **Temporary item?**

In FACTS, a temporary item is an item that you may sell but you don't keep in the master item file because you may not keep it in inventory. If you enter an item number that is not on record in the system, the program asks if you want to create a temporary item. Press **Enter** (**CR**) to enter No and back up to the item number input. Enter **YES** to create a temporary item. Press **F1** to perform a Quick Item Add. This program enables you to quickly enter the item into the system. The item record can be accessed later in Item F/M.

5.   **Use Catalog Item?**

This prompt only appears if a catalog item number was entered at item number input (it does not appear if catalog items were searched at the item number input). Enter **Y** or **N** to indicate whether to pull default information for the catalog item number from the Item Catalog File. If you enter **Y**, the system displays default information from the Item Catalog File for the catalog item. If you enter **N**, the system uses the standard defaults. Press **Enter** (**CR**) to default to **Y**. Graphical Users: You can select the Quick Add button (Character Users: select **F1**) to quickly enter an item in the Quick Item Add program (ICF020).

6.   **Vendor**

Enter the vendor for the temporary or catalog item. If the quote type is a direct shipment, the input is skipped and the vendor is set to the direct shipment vendor that was entered at input #2. If the quote type is warehouse or both warehouse and direct, enter the valid vendor from whom this item was purchased. Entering a vendor displays the vendor name. Press **Enter** (**CR**) to default to the vendor of the last item entered (if any) or the primary vendor for catalog items. Press **F2** to search.

7.   **Item Class**

For the temporary or catalog item, enter a valid item class. For a catalog item, press **Enter** (**CR**) to default to the item class on file for the item. Press **F2** to search.

8.   **UM**

For the temporary or catalog item, enter a valid unit of measure (UM). For a temporary item, press **Enter** (**CR**) to default to EA. For a catalog item, press **Enter** (**CR**) to default to the pricing UM on file for the item. For a standard part number, the system uses the unit of measure (UM) from the Standard Part Number record as the default selling UM instead of the default selling UM in the Item F/M record. If you select not to use the standard part number UM or the standard part number UM is blank or not a valid selling UM for the item, then the system uses the standard default UM for the item.

9.   **Weight**

For the temporary or catalog item, enter the per unit weight of the temporary item (0-9999.999). For a temporary item, press **Enter** (**CR**) to default to 0. For a catalog item, press **Enter** (**CR**) to default to the weight on file for the item.

8.   **Commission %**

This input is enabled if the **Commission Basis** flag in SM Company Control F/M has I (item) as the first priority, and if the **Change by Line Comm** % flag in SO Static Control F/M is set to N. Enter the commission percentage for the temporary item (0-99.99). Press **Enter** (**CR**) to default to 0. Press **F1** to set this input to NO PRIORITY.

Press **F1** to set this input to **Use Default** when the user override flag is set. Refer to the Calculating Commissions topic for commission processing details.

9.   **Description**

This input is initially skipped except if the item is a temporary item, catalog item or a memo. Enter the item description or message (up to 30 characters). For a temporary item, press **Enter** (**CR**) to default to TEMPORARY. For a catalog item, press **Enter** (**CR**) to default to the item description 1 on file for that item.

Enter the item description 2. Press **Enter** (**CR**) to default to item description 2 on file or blank if the item is temporary.

Inputs for Regular Item Entry

After the description is entered, information is displayed including shipping warehouse, ship via, class, weight, location, and available, on-hand and on-order amounts.

When you enter an item number, the system displays the Gross Margin for the item in the **GM%** input. If you modify the pricing and unit cost for the item, the system updates this value.

10. Quantity

Enter the quantity to quote or select a display code. If this item is a temporary item, enter the quantity to quote or select **D** to make this a direct shipment. If this is a BOM finished item that can be assembled in SO, you may be able to enter component items. If the item has multiple selling units of measure press **F2** to change the unit of measure. Press **F3** to change the shipping warehouse if you are using multiple warehouses.

If the entered amount is greater than what is available, an error message displays. Press **Enter** (**CR**) to accept anyway, **F2** to search other warehouses, or **F4** to backup.

11. Cost

This input is available if the **Change by Ln Cost** flag in the SO Static Control Record is set to **Y** or **B**. If the **Change by Ln Cost** flag is set to **B**, you can press **F4** to back up to this input. This input is also available if the item is temporary. Enter the cost per displayed costing unit of measure.

12. Price

Enter the price per displayed pricing unit of measure. Enter **L** and a level number for a price level if applicable. Press **F2** or the icon to change the unit of measure for pricing if more than one is set up for this item. Press **F3** or to search for another price. This input defaults to the pricing default UM for this item.

At this point, headings for the line-item fields used are displayed, and if the **Display G.M. %** flag in the Sales Orders Static Control Record is set to **Q** or **A**, the gross margin percentage is updated. If the calculated gross margin percentage is below the minimum or above the maximum, a message is displayed.

13. Line Discount/Amount

This input is only available if the **Use Line Discount** flag in the SO Static Control Record is set to % or $. Enter the discount amount or percent for this line.

14. Commission %

This input is only available if the **Change by Ln Comm**% flag in the SO Static Control Record is set to **Y** or **B**. Enter the percent of commission. Press **Enter** (**CR**) to default to 0.

Press **F1** to set this input to **Use Default** when the user override flag is set. Refer to the Calculating Commissions topic for processing details about commission percentages.

15. Taxable

This input is only available if the **Change by Ln Taxable** flag in the SO Static Control Record is set to **Y** or **B**. If **B** is entered at **Change by Ln Taxable**, press **F4** to backup to this input. Enter **Y** or **N** to indicate whether to charge tax for this line.

16. GL Posting Table

This input is only available if the **Change by Ln GL Table** flag in the SO Static Control Record is set to Y or B. If B is entered at **Change by Ln GL Table**, press **F4** to backup to this input. Enter the GL posting table to use in the Daily Sales Register in posting this line-item to GL. Press **Enter** (**CR**) to default to the GL posting table assigned to the item in the Item File. Press **F2** to search.

17. Change UM: S-Selling Um To Pricing Um, P - Pricing Um To Selling Um

This input only displays if the selling units of measure do not match the pricing units of measure for this item. Enter **S** to change the selling unit of measure to match the pricing unit of measure. Enter **P** to change the pricing unit of measure to match the selling unit of measure.

18. Extension

The line-item extension is calculated (price less any discounts multiplied by the quantity ordered multiplied by the conversion factor) and displayed. If the extension is greater than $999,999.99 the message EXTENSION TOO LARGE is displayed and the input is not accepted. If the user has a line-item with sales up to one million dollars, enter the item on more than one line.

19. Press **F3** (End Entries) to complete an entry in the line-item portion of the Quote Entry program.

Graphical Users: Select the icon to stop entering line items.

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

The system updates and displays the running total. The line number is incremented by one, displayed, and the program returns to the item input for the next line-item entry.

Character Users: Following the entry of the last line-item, you can enter the following to perform the described functions:

Enter (CR) Edit highlighted line (use arrows to select line).

R   Change the header.

F3   Access the Footer (ending) routine.

A   Change the flag of the highlighted line.

Delete Delete the highlighted line.

Insert Insert a line above the highlighted line.

L   View the detail for the highlighted line.

In the Notes: area of the screen, just above the line item section, the system displays CUST, VEND, SOEH, SOEL, SOPH, SOEL, SOQH, SOQL, TRDH, TRDL, or ITEM to indicate that notes are present. From the View menu of the Sales Order Entry programs, you can select F10-Menus to access Notes from the menu.

Graphical Users: You have the following options:

Highlight a line item and select the **Chg Flag** button to change the status of the line to convert it to a sale (or back to a quote if it has been converted to a sale) at any time before or after the quote is printed. When you select the **Chg Flag** button, the Conv Stat column display toggles between **Yes** and **No** for the selected line item.

Select the **Header** button to access the Header Detail for Documents screen, which is used to view and/or modify warehouse, shipping information, quote and expiration dates, and salesperson, freight, terms and ship via codes.

Highlight a line item and select the **Line Detail** button to access the Line Detail for Documents screen, which is used to view and/or modify item descriptions, quantity and shipping information, costing, and PO information.

Select the icon to make changes for the highlighted line item.

Select the icon to add a quote line.

Select the icon to delete the highlighted quote line.

Select the button to add a line item above the highlighted item in the browser.

Press the icon to save your changes (when editing a line).

On the left side of the line item browser, you can select:

D. to access Note Entry (SME710) for the quote header record specified in the program.
C. to access Note Entry (SME710) for the customer specified in the program.

L. to access Note Entry (SME710) for the quote lines in the line item browser.
I. to access Note Entry (SME710) for the item highlighted in line item browser.

See Also

Quote Entry Header Information
Quote Entry Footer Information
Quote Header Detail Information
Quote Item Detail Information
Quote Entry Procedures
Quote Entry Menu options

Quote Entry Footer Information

The Quote Footer screen consists of the final inputs prior to completion of the quote document. The ending routine is not accessible if no line-items have been entered. Ending routine information is displayed on the lower portion of the screen, and a new total (running total of all line-item extensions plus tax, plus freight, etc.). The new total is initially equal to the quote amount, but is recalculated and displayed whenever an adjustment is made (tax, freight, etc.,) in the ending routine. At the end of the ending routine the new total represents the total amount of the quote.

Input Descriptions

This window contains all the possible inputs for Quote Entry footer processing. Use the following input descriptions to enter information for a quote footer.

1. **Disc % or Disc % (Discount/Amount)**

This input only appears if % or $ was entered at the **Use Invoice Discounts** flag in the SO Static Control Record. Enter the discount percent (maximum of 100) or dollar discount (maximum equals merchandise total) of the merchandise total for the document.

2. Freight $

Enter the freight amount (+/-9999.99). Press **Enter** (**CR**) to default to 0 or, if this ship via is UPS, to the freight calculated for the UPS zone. If Clippership is in use and you entered a non-UPS Ground ship-via code, FACTS can get a freight estimate from Clippership (see the Clippership discussion in the FACTS/Clippership integration topic.

UPS Ship Via Information

Inputs 3-5 display only if the ship via code for this quote is UPS

3. **UPS Zone**

If UPS was entered in the ship via input, enter the UPS zone here; otherwise, this input is not displayed. The entry must be a valid zone as set up in the UPS Zone F/M. Press **Enter** (**CR**) to default to the zone of the ship-to's zip code.

4. **COM/RES**

This input is skipped if the UPS zone is greater than 8. Enter whether this delivery is a **C**-commercial or **R**-residential UPS ground delivery. UPS charges different rates for commercial and residential deliveries. Press **Enter** (**CR**) to default to the default for the ship-to address.

5. **Weight**

If UPS was entered in the ship via input, enter the UPS zone here; otherwise, this input is skipped. Enter the weight of this package. Press **Enter** (**CR**) to default to the next highest whole pound from the weight entered in the IC Item F/M for this item.

6. **Tax Code**

This input is not available if the **Charge Tax** flag in the SO Static Control Record is set to **N**. Enter the tax code for this ship-to customer. The entry must be a valid tax code. Press **Enter** (**CR**) to default to the currently displayed value (initially the customer's ship-to tax code). Press **F2** or the 🔍 icon to a search.

NOTE: If you back up to this prompt and does not press F1 - skip after changing the tax rate or the tax amount, the system recalculates the charges to reflect the tax code and the changes to the **Tax Rate** and **Amount** inputs are lost.

7.   **Tax Rate**

This input is only available if the **Charge Tax** flag in the SO Static Control Record is set to **Y**. Enter the tax rate for this ship-to customer.

8.   **Tax $ (Amount)**

This input is only available if the **Charge Tax** flag in the SO Static Control Record is set to **O**. Enter tax amount.

The system displays the total amount for the quote that is taxable, quote subtotal, discount amount, freight, tax and document totals.

9.   **Memo**

Enter the memo to print on the quote. Press **Enter** (**CR**) to default to the displayed value, initially the standard memo set up in the Document Print Control Record. If no memo is needed, you can press the space bar before pressing **Enter** (**CR**). Press **F4** to back up to the **selection prompt**.

10. Print Quote Now?

If the quote has been printed once, this input is skipped. Enter **N** or **Y** to indicate whether to print the quote immediately. If you enter **N** or if the quote has already been printed, you can print/reprint the quote through the Quote Print program.

The system still prompts you to print quotes even if the customer fails the credit check and your system is set in AR Static Control to place the document to Hold status. The system uses the credit check to determine whether the quote will be converted into a sales order.

When you convert a quote to a sales order, you can export the quote document and line notes from the quote to the sales order. You also have the option to print the document and line notes on the pick ticket when you print the sales order and invoice generated from the converted quote. When you convert a quote to a sales order, you can also export the quote line notes from the quote to an associated purchase order or transfer and print the quote line notes on the associated purchase order or transfer.

11. Convert quote to a sale?

Enter **N** - do not convert and skip to the end of the ending routine, **A** - convert all line-items to a sale, or **F** - convert the flagged line-items to a sale. Press **Enter** (**CR**) to default to **N**. The system skips the next input and clears the screen.

You can convert the entire quote to a pick ticket after all the line-items have been converted or each line-item can be converted to a sale itself, at any time before or after the quote is printed. The input, however, never appears while the customer number is NEW. This number must be changed to a valid customer number in the Customer File before a quote may be converted to an order.

When you convert a quote that contains inactive items, the system commits the amount available and reduces the ordered quantity to the committed amount (if needed) and gives you the option to post the reduction to lost sales.

When you convert a quote to a sale when using source document pricing all prices come in as user override prices. The system sets the price's commission % to "No Priority" and calculates the default commission. Refer to the Calculating Commissions topic for processing details.

12. Enter Requested Date

This prompt is only displayed if **A** or **F** was entered at **Convert Quote to a Sale?** Enter the date the merchandise is requested to arrive. Press **Enter** (**CR**) to default to the current date that displays ASAP (as soon as possible).

13. Enter Job Number

This prompt only appears if the quote is being converted to a sale, the **Use Job Cost** flag in the SO Static Control Record is set to **Y**, all lines are shipping from the initiating warehouse and the order is not a direct shipment. If you are using job cost, enter a valid job number and cost code. The job number must be for the selected customer (must be active and not on hold) and warehouse. If you enter a job number, all the line-items on the order are posted against the job in the Daily Sales Register (once the work order is confirmed). Press **Enter** (**CR**) to initially default to **NONE**. Once the job number is entered and line-items are entered, the job number may not be changed. Press **F2** to search of job numbers.

After you complete this entry, the order number is then displayed. Press **Enter** (**CR**) to continue to clear the screen.

14. Create a suggested PO for the temporary or backordered units?

This prompt is only displayed if there are temporary items or backordered quantities (including BOM components) on the quote **if converting it to a sale**. This input is not displayed if the customer is **not** allowed backorders as set in the AR Customer F/M, if the IC Static Control F/M is set to allow over-commitments or negative on-hand quantities, if this is a direct shipment, or a suggested PO or a transfer has been done for this line-item.

You can perform the following functions:

Y   Create a suggested PO for this line-item.

N   Do not create a suggested PO for this line-item.

This concludes the ending routine of the Quote Entry Program. Upon completion of the update, the screen is cleared of input information, and the program returns to the quote number input (#1) so you can enter additional quotes or select the **Done** button to exit.

See Also

Quote Entry Header Information
Quote Entry Item Information
Quote Header Detail Information
Quote Item Detail Information
Quote Entry Procedures
Quote Entry Menu options

Quote Entry Menu options

GUI Users: Access these options from the menu bar at the top of the Quote Entry screen. *Character Users:* Press **F10** to display menu options.

File

New document number	Allows you to manually enter document numbers. Otherwise, the program automatically assigns them as you complete the header of each document.
Open Existing Doc	Enables you to open and edit an existing document.
Delete Document	Deletes the current document. The system deletes the line items and sets the header to *deleted* status. The document prints on the Daily Sales Register as *deleted*, providing an audit trail of assigned document numbers.

Edit

Add line	Adds a line item to the quote
Insert line	Enables you to insert a line item above the one selected in the item browser.
Delete line	Deletes a line item from the quote.
Find line item	Enables you to search for a line item entered on the quote by item number.

View

Class Totals	Displays all item classes on the document and the number of line items in each class and class. This view also breaks down the document total by class.
Item Interchanges	Allows you to look up alternate references listed for each item number.
Price Search	Enables you to see all possible prices available for both the item and the customer, including the default price.
	You also can access the Price Search feature by pressing **F3** from the Price input.
Aging	Displays the customer's credit limit, balance, current amount due, amounts overdue (if any) and any aging information.
Past Sales	Displays the customer's purchase history for a selected item. The history includes the purchase date, invoice number, the quantities purchased and in which units, the price per unit and the pricing unit of measure.
Committed	Displays committed quantities for a selected item. Choose to view sales orders, warehouse transfers, manufacturing tickets and equipment rental contracts (for Service & Repair users).

On Order   Displays any purchase orders, and for BOM items, any manufacturing tickets on file for the selected item. Enables you to view the quantities on order for this item.

Customer Notes   Displays any notes entered in AR Customer Inquiry or Notes Entry SME710 for the selected customer. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details.

You cannot access the Customer Notes feature (**View→Customer Notes**) while you are working in the line-item portion of the screen. When you finish with line items, pace the cursor in the header portion of the screen and then select **View→Customer Notes**. Character Users: Press **F10** to display menu options for this screen.

Item Notes   Displays any notes entered in IC Item Inquiry or Notes Entry SME710 for the selected item. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details.

Document Notes   Displays any notes entered in Notes Entry SME710 for the selected document. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details.

Line Notes   Displays any notes entered in Notes Entry SME710 for document lines. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details.

Options

Header Detail   Provides access to all the header inputs available for this document type.

Line Detail   Provides access to all the line entry inputs available for quotes.

Lost Entry Sale   Allows you to track lost sales on items. Enter the item number, description, the quantity, UM, price and the reason code.

Substitute Items Allows you to search for substitute items.

Change Vendor   Allows you to view and change vendors for line items. Character users can press **F1** at the order quantity field to access this feature.

Item Search   Allows you to search for items by item number, item interchange, item class or UPC number. You can select the **Alt Look** option on the Item Search to display warehouse quantities, item catalog search, service item search, or standard part number search.

                      You can also access the Item Search by pressing **F2**. This option is only available when you are entering an item number.

Customer Item Search   Allows you to search for items according to customer references.

                      This option is only available when you are entering an item number.

Catalog Item Search   Allows you to search for a catalog item by alpha lookup or catalog item number.

This option is only available when you are entering an item number.

Past Sales Search
Allows you to lookup all items sold to this customer in the past.

When you select an item from this search, the system sets quantity ordered to what the customer ordered in the past sale. This option is available at the item prompt and only if the **Use Past Sales** flag is selected in SO Static Control.

Quick Item Add
Allows you to add an item to the system on the fly. The item can be accessed later from Item F/M.

This option is only available when you are entering an item number.

Help

Contents & Index
Opens the on-line help system.

How to enter or change quotes information

1. Open the Order Entry program. You can access this program by selecting *Sales Orders→Quotes→QuoteEntry.*

    Complete steps 2-10 to enter Quote header information

2. In the **Doc/Cust** field, you can:

    Enter the quote # to assign to this document or the customer for the quote. You can also press **Enter** to automatically assign the quote number when you complete your header information.

     Tip: The system automatically creates a document number once you complete the header. At that point, the document number appears in the title bar along with the customer's name. You can also assign a document number manually if you prefer. You can select to access the Add New Document dialog box, where you can manually enter the new quote number.

    Graphical Users: To use automatic quote numbers, select File-->New Document Number to access the Assign Quote Number dialog box and click the Assign Next Doc icon. The system assigns the next available number. When you complete your header information, the system displays the assigned quote number at the top of the screen.

    Character Users: To use automatic quote numbers, press **F10** to display the menu options, then select File-->New Document Number to access the Assign Quote Number dialog box and click the Assign Next Doc icon. The system assigns the next available number.

    When you complete your header information, the system displays the assigned quote number at the top of the screen.

    To Search:

    Character Users: Press **F3** to perform a document search. Press **F2** to search for customers.

    When searching, you can press F1 to set your search filters.

    Graphical Users: Press **F2** or select the icon to perform a document search by customer. You can also search by quote number and warehouse. To search for quotes, select the icon.

3. You can also enter the customer for the quote.

    You can select the button (GUI only) or press **F1** to access the Quick Customer Add dialog box, which is used to add customers on-the-fly. Enter the customer number for this quote. Entering **NEW** as the customer number allows you to enter a customer who is not yet in the Customer File. This allows you to send quotes to potential customers without continually

expanding the Customer File (if the quote is not converted to a sale). However, quotes with **NEW** customer numbers cannot be converted to a sale. You must assign the new customer a valid customer number and assign it to the quote before it may be converted. Press **F1** to add a new customer to the system to assign to a quote. This option is only available for use if the **Customer Creation** flag in the SO Static Control Record is set to **Y**. When used, the system calls the Customer F/M screen and allows you to add a new customer. If you press **F1** from the Customer F/M, you can assign the next available customer number automatically to the customer being created.

Press **F2** or the 🔍 icon to perform a customer search

Entering a valid customer number displays the customer's price level, address, balance, credit limit, date of last sale, phone number, contact 1, and message if on file. A credit check is performed if the number of Credit Check Days on the Accounting tab of Customer F/M is less than 999.

4. In the **Ship-to** field, modify the ship-to code (this code displays from the customer's default information) where the order should be shipped. The system displays the full ship-to address. You can press **F4** to back up and enter the ship-to number for the selected customer. Press **F2** or the 🔍 icon to a search.

    If a customer requests to have an order shipped to an address other than its usual shipping address, select **F3** or the ⇥ icon to use the Temporary Ship-to feature to enter a temporary address that is not to be kept on file permanently.

    The system displays the message: *Do You Wish To Add As New Permanent Ship-To?* if a ship-to number that is not on file was added in the previous input. Enter **N** or **Y** to add the ship-to number permanently to the AR Ship-To File. Press **Enter** (**CR**) to default to **N**. If you enter **Y**, the Ship-To Address Window appears so you can add ship-to information.

5. In the **Warehouse/Init Warehouse** field (for multiple warehouses on an order, this input displays as **Init Warehouse**), the system displays the warehouse assigned to this terminal

    You can enter the warehouse code from which the items are to be depleted. Press **Enter** (**CR**) to accept the default warehouse. Press **F2** to search. The entry must be a valid warehouse.

    At this point, you can (via the View menu) display Aging information, such as the customer's credit limit and outstanding balance for the last number of periods (set in the Accounts Receivable Aging Control Record). You can also access customer notes.
    In the **Purchase Order** field, enter the purchase order number, if applicable (up to 6 characters). Press **Enter** (**CR**) to default to blanks. Press **F2** to perform an item price search.

6. In the **Quote Date** field, the system displays the current date as the default; you can modify this field.

7. In the **Expiration Date** field, the system displays NONE as the default. You can enter the date this quote expires or press **Enter** (**CR**) to default to the value already displayed. You can select **F1** or the ⊘ to change a date in this field to None.

8. The system displays a dialog box of additional fields.

    📌 **Tip**: When you press **Enter** or **Tab**, the additional inputs that appear, such as Ship Via Code, an inside salesperson code, etc., depend on the settings selected in SO Entry Options F/M. This procedure details all possible entries. Most of these entries already display default information.

    You can enter or modify the following information:

    Ship Via--- Enter the ship via or carrier (up to 15 characters) for the initiating warehouse. This code is maintained in the Ship Via F/M. Press **Enter** (**CR**) to default to the value already displayed (initially the ship via assigned to the ship-to number). If using multiple warehouses on an order, the value at this input may change. Press **F2** to search. If a rate shop is highlighted in the search, press **F1** to view the carriers that comprise the rate shop.

    Freight code---Indicate how the customer will pay for freight if this quote becomes an order. The options are **P-**Prepaid, **C-**Collect freight, **B-**Bill later. The program defaults to the freight code selected in the customer's file.

10. Select the **OK** button, and the system displays a dialog box containing the following:

    Bring In Another Quote. Select the checkbox to bring in another quote, then enter the quote number in the **Quote #** field. . Press **F2** to search. You can establish some standard quotes so that there is no need to enter them each time. By using the **Bring in Another Quote** function, the line-items automatically transfer from the quote selected to the quote being entered. The quote selected to be brought in is not affected by the transfer. It stays in its original form. If you enter **No**, the system continues without additional quote information.

    📌 When you import a quote into a new quote, the system recalculates the cost of each item to the current cost. For items that contain a user-overridden cost, the system recalculates the cost based on a setting on the Quotes tab of the SO Static Control F/M. The setting allows you to indicate whether you want the system to recalculate a user-entered item cost when the quote is imported to a new quote or converted to a sales order.

    📌 **TIP**: Once the header is complete, the program automatically goes into Add mode, which means the cursor jumps to the **Item Number** prompt in the line entry section where you can begin entering line-item information. Use the *line entry section* to enter the item numbers, the quantities ordered, committed and/or backordered; the price; and the

extension (prices multiplied by the quantity ordered). More prompts may appear depending on the settings in SO Entry Options F/M.

Complete Steps 11-16 to enter line items on a quote

11. In the **Item** field, enter the item number for the quote line. You can select the 🔍 icon or **F2** to search for items. For Catalog or temporary items numbers refer to the Inputs For Temporary and Catalog Item Entry section.

    After you enter an item, the program displays the item class, package size, item weight and its unit of measure, available quantity, on hand quantity, on-order quantity, and bin location.

    The following options are also available from the item number prompt.

    Memo - Select **M** to enter a memo line. If the order is a multiple warehouse or combined warehouse/direct order, a memo line will have special attributes.

    End entries - Press **F3** (Character Users) or select ❌ (Graphical Users) to end line-item entries and proceed to the ending routine.

    From the Options menu, you can select:
    Quick Item Add if you need to quickly enter an item in the Quick Item Add program (ICF020).

    Interchange –to display items and their corresponding interchange.

    Catalog—to search catalog items.

    Lost Sales Entry--to enter a lost sales entry.

    Past Sales –This option displays the past sales of all items for this customer. Enter the beginning item number to list if the **Use Past Sales** flag in the SO Static Control Record is set to Y.

    Customer Item Search --to search customer/item numbers.

12. Select the **Ship Direct** check box or press **F3** to indicate, that this item is shipped directly to the customer ship-to address.

13. In the **Whse** field, the system displays the default warehouse for the item. You can modify this value or select the 🔍 icon to search for a different warehouse.

14. In the **Quantity** field, enter the quantity to quote or select a display code. If this item is a temporary item, enter the quantity to quote. If this is a BOM finished item that can be assembled in SO, you may be able to enter component items. If the item has multiple selling units of measure you can select the 🔧 icon or press **F2** to change the unit of measure on the ordered quantity. Press **F3** to change the shipping warehouse if you are using multiple warehouses.

    🔍 **TIP**: If the quantity entered exceeds the available inventory in the selected warehouse, the

program gives you the option to accept the quantity anyway or press **F2** to search other warehouses. The Search Warehouses window displays the warehouses that have the item, along with the available, on hand, committed, on order, backordered and surplus quantities for the unit of measure selected. Select a warehouse. This creates a suggested warehouse transfer. Make sure you backorder the item.

15. The **Cost** field is available if the **Change by Ln Cost** flag in the SO Static Control Record is set to **Y** or **B**. If the **Change by Ln Cost** flag is set to **B**, you can press **F4** to back up to this input. This input is also available if the item is temporary. Enter the cost per displayed costing unit of measure. enter a backordered quantity if the quantity ordered is greater than the available quantity in the selected warehouse.

16. In the **Price** field, enter the price per displayed pricing unit of measure. Enter **L** and a level number for a price level if applicable. Press **F2** to change the unit of measure for pricing if more than one is set up for this item. Press **F3** or ⛁＄ to select another price. This input defaults to the pricing default UM for this item.

17. The input described below are available only if the flag indicated was selected in SO Static Control or an error condition occurs.

   At this point, headings for the line-item fields used are displayed, and if the **Display G.M.**% flag in the Sales Orders Static Control Record is set to **Q** or **A**, the gross margin percentage is also displayed. If the calculated gross margin percentage is below the minimum or above the maximum, a message is displayed.

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

18. Press **F3** (End Entries) to complete an entry in the line-item portion of the Quote Entry program.

   Graphical Users: Select the ❌ icon to stop entering line items.

   The system updates and displays the running total. The line number is incremented by one, displayed, and the program returns to the item input for the next line-item entry.

   Character Users: Following the entry of the last line-item, you can enter the following to perform the described functions:

   Enter (CR)-Edit highlighted line (use arrows to select line).

   R Change the header.

   F3   Access the Footer (ending) routine.

   A   Change the flag of the highlighted line.

   Delete   Delete the highlighted line.

   Insert   Insert a line above the highlighted line.

L View the detail for the highlighted line.

F10-Notes   To access notes available customer, item, document or line notes.

Graphical Users: You have the following options:

Select the **Header** button to access the Header Detail for Documents screen, which is used to view and/or modify warehouse, shipping information, quote and expiration dates, and salesperson, freight, terms and ship via codes.

Highlight a line item and select the **Line Detail** button to access the Line Detail for Documents screen, which is used to view and/or modify item descriptions, quantity and shipping information, costing, and PO information.

On the left side of the line item browser, you can select:

D to access Note Entry (SME710) for the quote header record specified in the program.

L to access Note Entry (SME710) for the quote line records in the line item browser.

C to access Note Entry (SME710) for the customer specified in the program.

I to access Note Entry (SME710) for the item highlighted in line item browser.

Select the icon to make changes for the highlighted line item.

Select the icon to add a quote line.

Select the icon to delete the highlighted quote line.

Select the button to add a line item above the highlighted item in the browser.

Press the icon to save your changes.

Select the **Done** button to access the Footer for Document dialog box.

Complete steps 19-21 to enter footer information for a quote

19. The system displays Footer for Document dialog box; complete the following fields:

    Disc % or **Disc %--**Enter the discount percent (maximum of 100) or dollar discount (maximum equals merchandise total) of the merchandise total for the document. This input only appears if % or $ was entered at the **Use Invoice Discounts** flag in the SO Static Control Record.

    Freight $--Enter the freight amount (+/-9999.99). Press **Enter** (**CR**) to default to 0 or, if this ship via is UPS, to the freight calculated for the UPS zone. If Clippership is in use and you entered a non-UPS Ground ship-via code, FACTS can get a freight estimate from Clippership (see the Clippership discussion in the FACTS/Clippership integration topic.

If the Ship Via code is UPS, refer to the UPS Ship Via Information topic for additional fields.

Tax Code-- Enter the tax code for this ship-to customer. The entry must be a valid tax code. This input is not available if the **Charge Tax** flag in the SO Static Control Record is set to **N.** Press **Enter** (**CR**) to default to the currently displayed value (initially the customer's ship-to tax code). Press **F2** or the 🔍 icon to a search.

NOTE: If the user backs up to this prompt and does not press **F1** - skip after changing the tax rate or the tax amount, the system recalculates the charges to reflect the tax code and the changes to the **Tax Rate** and **Amount** inputs are lost.

Tax $ (Amount)-- This input is only available if the **Charge Tax** flag in the SO Static Control Record is set to **O**. Enter tax amount.

The system displays the total amount for the quote that is taxable, quote subtotal, discount amount, freight, tax and document totals.

Memo-- Enter the memo to print on the quote. Press **Enter** (**CR**) to default to the displayed value, initially the standard memo set up in the Document Print Control Record. If no memo is needed, you can press the space bar before pressing **Enter** (**CR**). Press **F4** or the **Backup** button to return to the **selection prompt**.

Select the **OK** button to accept your entries.

20. The system displays the message: *Print Quote Now?*

If the quote has been printed once, this input is skipped. Select this checkbox to indicate to print the quote immediately. If do not select the checkbox or if the quote has already been printed, you can print/reprint the quote through the Quote Print program. Select the **OK** button. You can select the **Backup** button to return to the previous footer screen.

📌 The system still prompts you to print quotes even if the customer fails the credit check and your system is set in AR Static Control to place the document to Hold status. The system uses the credit check to determine whether the quote will be converted into a sales order.

21. The system displays the message: *Convert quote to a sale?*

Enter **N** - do not convert and skip to the end of the ending routine, **A** - convert all line-items to a sale, or **F** - convert the flagged line-items to a sale. Press **Enter** (**CR**) to default to **N**.

To convert a quote to sale complete step 22

22. (**Optional**) If you selected **A** or **F** for the Convert quote to a sale? option, complete the following:

Enter Requested Date-- This prompt is only displayed if **A** or **F** was entered at **Convert Quote to a Sale?** Enter the date the merchandise is requested to arrive. Press **Enter** (**CR**) to default to the current date that displays ASAP (as soon as possible).

When you convert a quote into a sales order, the system recalculates the cost of each item to the current cost. For items that contain a user-overridden cost, the system recalculates the cost based on a setting on the Quotes tab of the SO Static Control F/M. The setting allows you to indicate whether you want the system to recalculate a user-entered item cost when the quote is imported to a new quote or converted to a sales order.

When you convert a quote that contains inactive items where the ordered quantity is greater than the available quantity, you cannot backorder the inactive item. The system reduces the ordered quantity to the available amount and posts the reduction to lost sales.

Enter Job Number-- This prompt only appears if the quote is being converted to a sale, the **Use Job Cost** flag in the SO Static Control Record is set to **Y**, all lines are shipping from the initiating warehouse and the order is not a direct shipment. If you are using job cost, enter a valid job number and cost code. The job number must be for the selected customer (must be active and not on hold) and warehouse. If you enter a job number, all the line-items on the order are posted against the job in the Daily Sales Register (once the work order is confirmed). Press **Enter** (**CR**) to initially default to **NONE**. Once the job number is entered and line-items are entered, the job number may not be changed. Press **F2** to search of job numbers.

After you complete this entry, the order number is then displayed. Press **Enter** (**CR**) to continue to clear the screen.

Create a suggested PO for the temporary or backordered units?-- This prompt is only displayed if there are temporary items or backordered quantities (including BOM components) on the quote **if converting it to a sale**. This input is not displayed if the customer is **not** allowed backorders as set in the AR Customer F/M, if the IC Static Control F/M is set to allow over-commitments or negative on-hand quantities, if this is a direct shipment, or a suggested PO or a transfer has been done for this line-item.

You can select from the following options:

Y	Create a suggested PO for this line-item.
N	Do not create a suggested PO for this line-item.

23. The system returns you to the **Doc/Cust** field, where you can enter another quote or select the **Done** to exit the program.

Quote Header Detail Information

The Header Detail window can be accessed once you complete the document header. Any information entered on the main Quote Entry screen carries over to the detail window. The Quote Header Detail window is used to view and/or modify warehouse, shipping information, quote and expiration dates, and salesperson, freight, terms and ship via codes.

Graphical users: Choose the **Header** button or select *Options→Header Detail* from the menu.

Character users: Enter **R** at the selection prompt or press **F10** and select *Options→Header Detail* from the menu.

This window contains all the possible inputs for the Quote Entry header. Use SO Entry Options F/M (SOF915) to determine which inputs should appear during header entry.

Main tab inputs

1.   Customer

The customer number for this quote. The customer's address is also displayed.

2.   Ship-To Number

This input is initially skipped and the customer's default ship-to number in the Customer File is automatically displayed. Press **F4** to back up and enter the ship-to number for the selected customer. Press **F2** or the 🔍 icon to a search.

Press **F3** or the 🖼 icon to enter a temporary address that is not to be kept on file permanently.

3.   Warehouse/Initiating Warehouse

If using multiple warehouses on an order, this input displays as **Init Warehouse**. This is the warehouse code from which the items are to be depleted. The entry must be a valid warehouse. Press **Enter** (**CR**) to default to the warehouse assigned to this terminal. Press **F2** or the 🔍 icon to a search. Press F3 to use a default entry.

At this point, you can (via the View menu) display Aging information, such as the customer's credit limit and outstanding balance for the last number of periods (set in the Accounts Receivable Aging Control Record). You can also access customer notes.

> 📌 You cannot access the Customer Notes feature (**View➔Customer Notes**) while you are working in the line-item portion of the screen. When you finish with line items, pace the cursor in the header portion of the screen and then select **View➔Customer Notes**. Character Users: Press **F10** to display menu options for this screen.

4.   Reference Number

If the **PO Required** flag in the Customer File for the selected customer is set to **Y**, you must enter something in this field. The entry can be a purchase order number created on the customer's system or it can be the name of the person requesting the quote (up to 15 characters long).

5.   Quote Date

The date the quote is given. Press **Enter** (**CR**) to default to the system date.

6.   Expiration Date

The date this quote expires. Press **Enter** (**CR**) to default to the value already displayed. Press **F1** or 🚫 to default to NONE.

7.   Quoted To

The person to whom the quote was given (up to 25 characters). Press **F3** to default to the person defined the in the **Contact 1** field in the AR Customer F/M.

8.   **Quoted By**

The person who gave the quote (up to 3 characters). Press **F3** to defaults to the user code of the person who is entering the quote.

9.   **Purchase Order**

The purchase order number, if applicable (up to 6 characters). Press **Enter** (**CR**) to default to blanks. Press **F2** to perform an item price search.

10.   **Ship Complete**

Enter the default ship complete status for the initiating warehouse, or press F4-Backup to return to the preceding input. You can select from the following options:
N Allow Partial--Indicates you want to allow the shipped quantity to be less than the ordered quantity for the initiating warehouses for this order.
Y Ship Complete--Indicates you want to allow the quantity ordered must be the same as the quantity shipped for the initiating warehouses, all lines must ship complete for the specified customer.
B Balance Complete—Indicates you want to allow all lines to ship partial in the first shipment for the initiating warehouse, but the backordered quantities must be shipped complete. Once the warehouse is processed through the DSR, the line is changed to ship complete.

11.   **Order Priority**

Enter the default order priority, or press F4-Backup to return to the preceding input. You can select from the following options:
N Normal—Indicates that orders for this customer have no special priority.
R Rush—Indicates that you want to advise the warehouse, via the pick ticket, that this customers orders are rush orders.
H Service Hold—Indicates that you want orders for this customer not to be shipped due to a non-credit-related reason.

Refer to the Ship Complete Feature Overview topic in *Chapter 1 – System Overview* for details.

Select the **Save** button to save any changes or additions. Select the Codes tab to access additional header fields.

Codes tab inputs

11.   **Salesperson/Territory**

The salesperson/territory code for this customer. The entry must be a valid salesperson/territory. Press **Enter** (**CR**) to default to the value already displayed (initially the salesperson/territory code assigned to the ship-to number). Press **F2** or the ⛏ icon to a search. Press **F3** to allow a split commission entry if available or a default entry.

When the salesperson code changes, the system recalculates the commission percentage for all lines that are not flagged as commission user override.

12. Inside Sales Person

The inside sales person (if any) for this quote. Press **F2** or the 🔍 icon to a search.

13.   2nd Salesperson

The secondary salesperson (if any) for this quote. Press **F2** or the 🔍 icon to a search.

14.   % Split

The commission percentage split between sales persons.

15. Terms Code

The payment terms code. The entry must be a valid terms code. Entering a valid terms code displays a partial description. Press **Enter** (**CR**) to default to the value already displayed (initially the terms code assigned the customer). Press **F2** or the 🔍 icon to a search.

16.   Department

The GL department number. The entry must be a valid department. Entering a valid department number displays a partial description. Press **Enter** (**CR**) to default to the displayed value (initially the department assigned to the terminal). Press **F2** or the 🔍 icon to a search.

17.   Freight Code

The freight code is **P**-prepaid, **C**-collect or **B**-bill later. Press **Enter** (**CR**) to default to P.

18.   Ship Via

The ship via or carrier (up to 15 characters) for the initiating warehouse. This code is maintained in the Ship Via F/M. Press **Enter** (**CR**) to default to the value already displayed (initially the ship via assigned to the ship-to number). If using multiple warehouses on an order, the value at this input may change. Press **F2** or the 🔍 icon to a search. If a rate shop is highlighted in the search, press F1 to view the carriers that comprise the rate shop.

18.   Route

This input only displays if the **Use Routes** flag in the SO Static Control Record is set to Y. Enter the route. The entry must be a valid route. Entering a valid route displays a partial description. Press Enter (CR) to default to the value already displayed (initially the route assigned to the ship-to number). Press **F2** or the 🔍 icon to a search.

Select the **Save** button to save any changes or additions. Select the Main tab to access additional header fields.

See Also

Quote Entry Header Information
Quote Entry Item Information
Quote Entry Footer Information

Quote Item Detail Information
Quote Entry Procedures

Quote Item Detail Information

The Line Detail window provides information about the item selected in the item browser. You can access it after you enter items on the order. The Quote Item Detail window is used to view and/or modify item descriptions, quantity and shipping information, costing, and PO information.

Graphical users: Choose the **Line Detail** button or select *Options→Line Detail* from the menu.

Character users: Use the arrow keys to select an item in the browser. Enter **L** at the selection prompt or press **F10** and select *Options→Line Detail* from the menu.

The Line Detail window contains all possible inputs available for item entry. Item number, description, ordered quantities, committed quantities, backordered quantities and price always appear on the main screen. Other line detail inputs can be set to appear in secondary windows or on the menu during item entry. Use SO Entry Options F/M to determine which inputs should appear during line item entry.

Document 000872 Item I144 Portable Scaffold System - Deluxe Equipment Warehouse..+

File Edit View Options Go To Help

Item   I144

| Quantities/Shipping | Costing/PO |

Desc Portable Scaffold System   Cust Item

2'5" x 6'l x 6'h   Taxable ☑

Order Information

Quantity   1.000   EA   Price   298.95   EA S   Ext: 298.95

Shipping   **Warehouse**

Shipping Whse 01   **Direct Ship**   ☑ Ship Direct   Available   1.000   EA

Ship Complete N - No   On Hand   5.000

Vendor   V105   **Warehouse Equipment Unlimite**   On Order   16.000

Location   PP1   Weight   130.000 UM   EA   Backordered   1.000

                                                         Browse Warehouses

                                                                          Save

Enter description 1   CHECK "SHIP TO" ADDR

Quote Entry (SOE110)   _ □ ✕

Help

```
01-Demo Company              Quote Entry           Document 000762    SOE110
Customer         NEW         Ship-To    SAME
Trask Supply Co.             Trask Supply Co.       Init Whse 01 Atlanta
┌Document 000762 Item I123 20 Gal Waste Container - Trask Supply Co.─
  Item                I123
   Desc 20 Gal Waste Container          Cust Item
        19.5 X 23; 7LBS                 Taxable   Y


  ─ Order Information ─
  Quantity       2 EA        Price   20.15 EA U        Ext:      40.30


  ─ Shipping ──────────────────   ─ Warehouse ──────────
  Shipping Whse 01 Atlanta Wa    Ship Direct N    Available         23 EA
  Vendor           V101 Industrial Supply Di    On Hand           24
  Location       D73  Weight   7.000   UM EA    On Order           0
                                               Backordered         0
                                                 {Browse Warehouses}


Quantities/Shipping, Costing/PO
F2-Edit, F3-Save, F10-Menu, F9-Browse Warehouses |
```

Quantities/Shipping tab inputs

1.   Description

This input is initially skipped except if the item is a temporary item, catalog item or a memo. Enter the item description or message (up to 30 characters). For a temporary item, press **Enter** (**CR**) to default to TEMPORARY. For a catalog item, press **Enter** (**CR**) to default to the item description 1 on file for that item.

Enter the item description 2. Press **Enter** (**CR**) to default to item description 2 on file or blank if the item is temporary.

2.   **Customer Item**

The system displays the customer/item number for the quote line item.

3.   **Item Notes link (GUI Users)**

Select the Item Notes link to view notes for the quote line item.

4.   **Taxable**

This input is only available if the **Change by Ln Taxable** flag in the SO Static Control Record is set to **Y** or **B**. If **B** is entered at **Change by Ln Taxable**, press **F4** to backup to this input.

Character Users: Enter **Y** or **N** to indicate whether to charge tax for this line.

Graphical Users: Select the checkbox to indicate whether to charge tax for this line.

5.   **Quantity**

Enter the quantity to quote or select a display code. If this item is a temporary item, enter the quantity to quote. If this is a BOM finished item that can be assembled in SO, you may be able to enter component items. If the item has multiple selling units of measure press **F2** or to change the unit of measure. Press **F3** to change the shipping warehouse if you are using multiple warehouses.

If the entered amount is greater than what is available, an error message displays. Press **Enter** (**CR**) to accept anyway, **F2** to search other warehouses, or **F4** to backup.

6.   **Price**

Enter the price per displayed pricing unit of measure. Enter **L** and a level number for a price level if applicable. Press **F2** or to change the unit of measure for pricing if more than one is set up for this item. Press **F3** or to select another price. This input defaults to the pricing default UM for this item.

7.   **Extension**

The line-item extension is calculated (price less any discounts multiplied by the quantity ordered multiplied by the conversion factor) and displayed. If the extension is greater than $999,999.99 the message EXTENSION TOO LARGE is displayed and the input is not accepted. If the user has a line-item with sales up to one million dollars, enter the item on more than one line.

8.   **Shipping Warehouse**

Enter the warehouse code from which the items are to be depleted. The entry must be a valid warehouse. Press **Enter** (**CR**) to default to the warehouse assigned to this terminal. Press F2 to search. Press F3 to use a default entry.

9.   **Ship Direct**

Indicates the quote line should ship directly from the vendor to the customer.

10.   Ship Complete

Enter the default ship complete status, or press F4-Backup to return to the preceding input.

Note: The Ship Complete input is a warehouse- and line-level designation.

You can select from the following options:
N Allow Partial--Indicates you want to allow the shipped quantity to be less than the ordered quantity for order the order line.
Y Ship Complete--Indicates you want to allow the quantity ordered must be the same as the quantity shipped on the order line item.
B Balance Complete—Indicates you want to allow the quantity shipped to be less than the quantity ordered on the first shipment, but the backordered quantities must be shipped complete for the order line. Once an order line is processed through the DSR, the line is changed to ship complete.

Refer to the Ship Complete Feature Overview topic in *Chapter 1 — System Overview* for details.

11.   Vendor

Enter the vendor for the temporary or catalog item. If the quote type is a direct shipment, the input is skipped and the vendor is set to the direct shipment vendor that was entered at input #2. If the quote type is warehouse or both warehouse and direct, enter the valid vendor from whom this item was purchased. Entering a vendor displays the vendor name. Press **Enter** (**CR**) to default to the vendor of

12.   Location

For items inventoried in bins, the system displays the bin for the selected item.

13. Weight

For the temporary or catalog item, enter the per unit weight of the temporary item (0-9999.999). For a temporary item, press **Enter** (**CR**) to default to 0. For a catalog item, press **Enter** (**CR**) to default to the weight on file for the item.

14.   U M

For the temporary or catalog item, enter a valid unit of measure (UM). For a temporary item, press **Enter** (**CR**) to default to EA. For a catalog item, press **Enter** (**CR**) to default to the pricing UM on file for the item. For a standard part number, the system uses the unit of measure (UM) from the Standard Part Number record as the default selling UM instead of the default selling UM in the Item F/M record. If you select not to use the standard part number UM or the standard part number UM is blank or not a valid selling UM for the item, then the system uses the standard default UM for the item.

15.   Browse Warehouses

For multiple warehouse items, select the Browse Warehouses link to view warehouses for the quote line item.

Select the **Save** button to save any changes or additions. Select the Costing/PO tab to access additional header fields.

Costing/PO tab inputs

16. Cost

This input is available if the **Change by Ln Cost** flag in the SO Static Control Record is set to **Y** or **B**. If the **Change by Ln Cost** flag is set to **B**, you can press **F4** to back up to this input. This input is also available if the item is temporary. Enter the cost per displayed costing unit of measure.

17. Line Discount/Amount

This input is only available if the **Use Line Discount** flag in the SO Static Control Record is set to % or $. Enter the discount amount or percent for this line.

18. Commission %

This input is only available if the **Change by Ln Comm**% flag in the SO Static Control Record is set to **Y** or **B**. Enter the percent of commission. Press **Enter (CR)** to default to 0.

Press F1 to set this input to Use Default when the user override flag is set. Refer to the Calculating Commissions topic for processing details about commission percentages.

19. Taxable

This input is only available if the **Change by Ln Taxable** flag in the SO Static Control Record is set to **Y** or **B**. If **B** is entered at **Change by Ln Taxable**, press **F4** to backup to this input. Enter **Y** or **N** to indicate whether to charge tax for this line.

20. Item Class

For the temporary or catalog item, enter a valid item class. For a catalog item, press **Enter (CR)** to default to the item class on file for the item. Press **F2** or the ⚏ icon to a search.

21. GL Posting Table

This input is only available if the **Change by Ln GL Table** flag in the SO Static Control Record is set to Y or B. If B is entered at **Change by Ln GL Table**, press **F4** to backup to this input. Enter the GL posting table to use in the Daily Sales Register in posting this line-item to GL. Press **Enter (CR)** to default to the GL posting table assigned to the item in the Item File. Press **F2** or the ⚏ icon to a search.

Select the **Save** button to save any changes or additions. Select the Quantities/Shipping tab to access additional header fields.

See Also

Quote Entry Header Information
Quote Entry Item Information

Quote Entry Footer Information
Quote Header Detail Information
Quote Entry Procedures

Quote Entry Features and Procedures

Refer to the topics listed below to review information about special functionality available in Quote Entry:

Bringing in Another Quote

From the Quote Header section of quote entry, graphical users select the Bring in Another Quote checkbox (character users enter **YES)** to bring in another quote, then enter the quote number. Press **F2** to search. You can establish some standard quotes so that there is no need to enter them each time. By using the **Bring in Another Quote** function, the line-items automatically transfer from the quote selected to the quote being entered. The quote selected to be brought in is not affected by the transfer. It stays in its original form. If you enter **No**, the system continues without additional quote information.

When you import a quote into a new quote, the system recalculates the cost of each item to the current cost. For items that contain a user-overridden cost, the system recalculates the cost based on a setting on the Quotes tab of the SO Static Control F/M. The setting allows you to indicate whether you want the system to recalculate a user-entered item cost when the quote is imported to a new quote or converted to a sales order.

When you convert a quote to a sale when using source document pricing all prices come in as user override prices. The system sets the price's commission % to "No Priority" and calculates the default commission. Refer to the Calculating Commissions topic for processing details.

If multiple warehouses on an order are being used:

- If the initiating warehouse of the line-item being transferred is different than that of the quote, the line-item's initiating warehouse is automatically changed to match that of the quote's.
- The system verifies the security on the shipping warehouse and if you do not have security, the system displays the message: "QUOTE LINES SKIPPED BECAUSE USER CANNOT SHIP FROM WAREHOUSE XX where "XX is the shipping warehouse.

Creating quote numbers

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

To assign document numbers manually:

1. Open Quote Entry.

2. *Graphical users:* Choose *File→New Document Number* from the menu.
   Character users: Press **F10** and select *File→New Document Number* from the menu.

3. Enter up to six characters to create a document number. Choose **OK** or press **CR.**

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

Opening existing quotes

Access an existing document before you begin entering a new one. Once you begin entering header information, the system does not allow to you open a document in the same window. You can also start another session of FACTS if you need to open a document while you are in the middle of entering one.

To open an existing order:

Enter the document number in the **Doc/Cust** input and press **Enter** (**CR**). If the document number is on file, the customer number appears in the input and the document number appears in the title bar.

OR

1. *Graphical users:* Choose *File→Open Existing Document*.
    Character users: Press **F10** and choose *File→Open Existing Document.*

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

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

Deleting a quote

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

➲   Quotes remain in the Quote File even after they have been converted to an order. To remove expired and converted quotes, use the Quote Removal program.

To delete an order before the header is complete:

Press **F4** to back up to the **Doc/Cust** input.

To delete an order after the header is complete:

With the document open on screen,

Graphical users: Choose *File→Delete Document* from the menu.

Character users: Press F10 and choose File→Delete Document from the menu.

To edit an existing quote line item

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

OR

Highlight the line and press Line Detail to access inputs that do not appear in the line-item entry section.

To delete a quote line

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

Graphical users: Select the icon on the keyboard, or choose *Edit→Delete Item* from the menu.

Character users: Press **F2-Delete line** and then choose **OK** to delete the item.

To insert a line item or memo line

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

Graphical users: Select the icon or choose *Edit→Insert Line* from the menu.

Character users: Press **F1-Insert line** or press the **Insert** key.

The program stays in Insert mode until you press F4 from the **Item Number** input or choose the **Cancel** button at the right of the screen

To find an item in the item browser

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

Graphical users: Choose *Edit→Find Line Item* from the menu.

Character users: Press **F10** and choose *Edit→Find Line Item*.

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

Quote Print (SOP110)

Function

This program prints and reprints quotes entered through the Quote Entry Program. The printed quotes include all pertinent header and line-item information, addresses, and totals.

The user has the option to:

- Print an alignment.
- Print all quotes not yet printed.
- (Re)print selected quotes.
- Select warehouse(s) of quotes to print.
- Select salesperson/territory of quotes to print.

This program is also called by the Quote Entry Program when printing individual quotes. Quote print parameters are determined in the SO Document Print Control F/M including the depth of the quote, whether the form is preprinted, and the standard memo.

➲To print an alignment (or test page), select *Print Options-> Print Alignment* from the menu bar. In character, enter **A** in the selection prompt and press enter.

Quote Notes

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

User Inputs

The following inputs are involved in printing quotes:

1.   **Print/Reprint**

Enter whether documents are to be **P**-printed or **R**-reprinted. If a document has been printed once, it can only be reprinted. The program defaults to Printed.

2.   **Warehouse**

Enter up to 20 two-character warehouse codes side by side to indicate the warehouse(s) for which quotes are to be printed. Only valid warehouse codes are accepted. Press **Enter** (**CR**) to default to the warehouse assigned to the terminal. Press **F1** or 📊 to default to **ALL**. Press **F2** or the 🔍 icon to a search.

3.   Salesperson/Territory

Enter a valid salesperson/territory for which to print. Entering a valid salesperson/territory displays the name. Press F1 or ![icon] to default to ALL. Press **F2** or the ![icon] icon to a search.

4.   Quote Number

Enter the quote number(s) to (re)print (up to 6 characters) one at a time. If printing for the first time — Press **Enter** (**CR**) to default to all quotes not yet printed. If reprinting or printing select quotes, only valid quote numbers are accepted.

Press **F1** or ![icon] to default to ALL. Press **F2** or the ![icon] icon to a search. After you enter quote numbers, you can press **F3** to back up and delete the previous quote. You can remove the last quote in the list by selecting the ![icon] icon.

Choose OK or press CR to print the report.

Quote Print (SOP110)

Help

01-FACTS 7.5 Development   Quote Print   SOP110

Print/Reprint P Print

Warehouse 01 Atlanta Wareho

Slsp/Terr All

Quote All

— Template —————————————   — Printer ———————————————
  None   WindX Laser
Alignment
CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit .
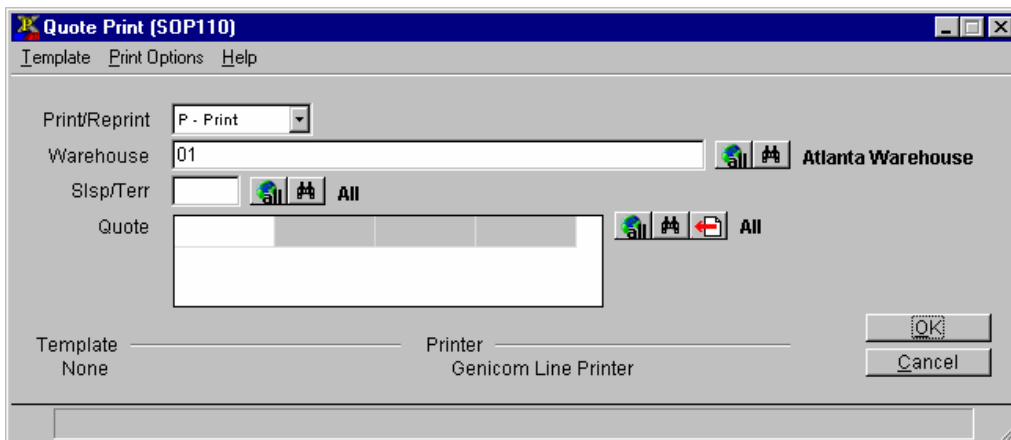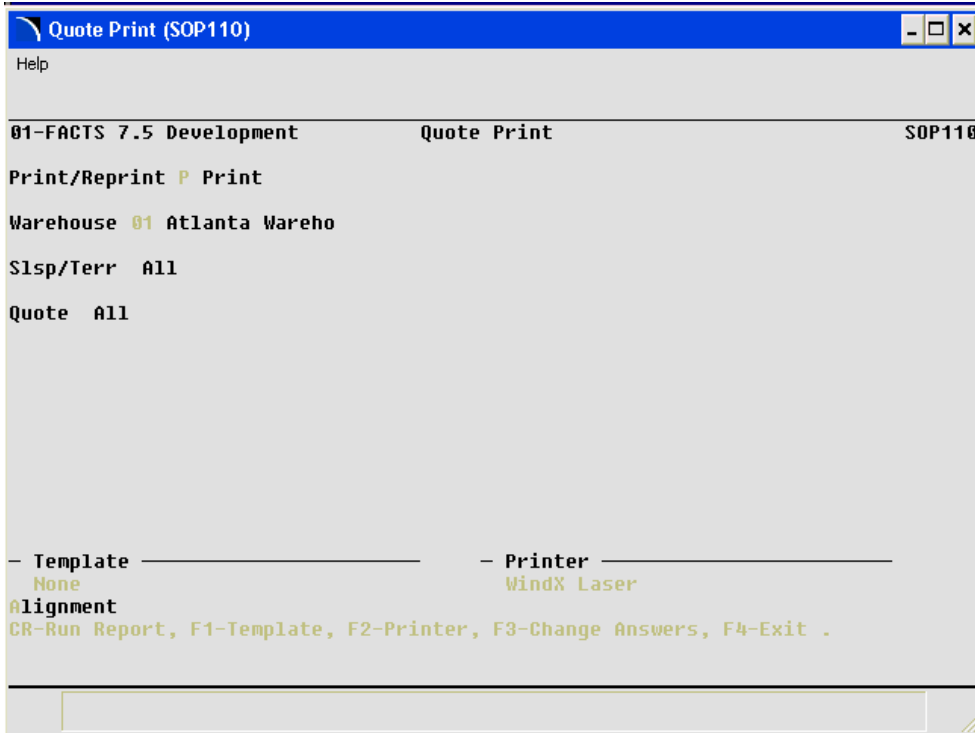
Quote Removal (SOU110)

Function

This program automatically removes quotes entered through the Quote Entry Program.

Once a quote is converted to a sale (an order), the quote remains in the Quote File. Quotes may be left on file for the use of printing the Quote Listing. However, the file eventually fills up. Therefore, this program should be run periodically to remove the quotes that are not necessary to keep on file.

The user has the option to:

- Select removal of quotes through a specific date.
- Remove only expired quotes.
- Remove only quotes that have been converted to orders.
- Select warehouse(s) for quotes to remove.
- Select salesperson/territory for quotes to remove.
- Select a specific customer for quotes to remove.

User Inputs

The following inputs are involved in the removal of quotes:

1. **Warehouse**

Enter up to 20 two-character warehouse codes side by side to indicate the warehouse(s) for which quotes are to be removed. Only valid warehouse codes are accepted. Press **Enter** (**CR**) to default to the warehouse assigned to the terminal. Press **F1** or select the ![all] icon to default to ALL. Press **F2** or the ![search] icon to a search.

2. **Salesperson/Territory**

Enter a valid salesperson/territory for which to remove quotes. Entering a valid salesperson/territory displays the name. Press **F1** or select the ![all] icon to default to ALL. Press **F2** or the ![search] icon to a search.

3. **Customer**

Enter a valid customer for which to remove quotes. Entering a valid customer displays the name. Press **F1** or select the ![all] icon to default to ALL. Press **F2** or the ![search] icon to a search.

4. **Status**

Enter whether to remove **E**-expired and/or **S**-sold or **ALL**-all quotes. Press **F1** or select the ![all] icon to ALL. Press **F2** or the ![search] icon to a search.

5.   Cutoff Date

Enter the date to remove through. Any quote with a quote date after the date entered is removed. Press **Enter** (**CR**) or the ⊘ icon to default to ending date of the last GL period closed.

Quote Removal (SOU110)

Template   Help

This program removes quotes based on the criteria entered below.

Warehouse   01   Atlanta V

Slsp/Terr   All

Customer   All

Status   E

Cutoff Date 08/31/2000   Last GL Period ending date 08/31/2000

                                                    OK

Template
   None

Quote Removal (SOU110)

Help

01-Demo Company   Quote Removal   SOU110

    This program removes quotes based on the criteria entered below.

   Warehouse   01 Atla

   Slsp/Terr   All

   Customer   All

   Status   E

   Cutoff Date 08/31/2002 Last GL Period ending date 08/31/2002

— Template ─────────────────────
   None

CR-Run Update, F1-Template, F3-Change Answers, F4-Exit .

Blanket Sales Orders

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

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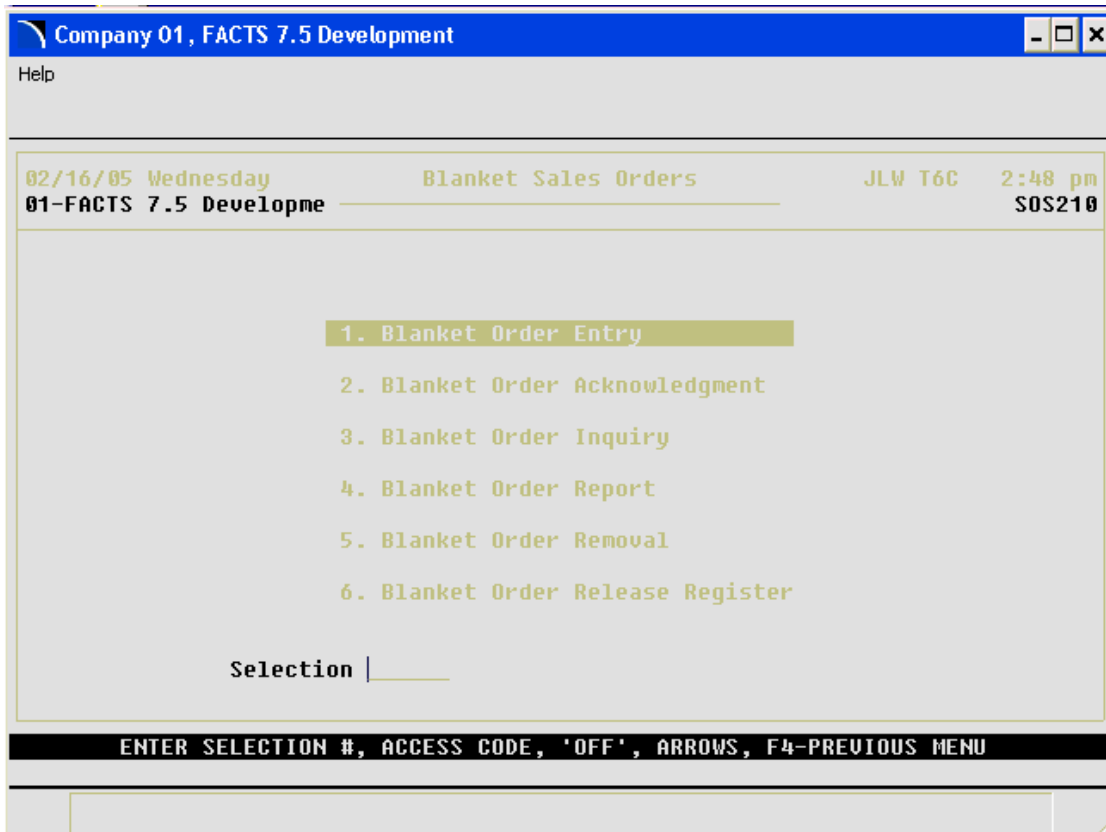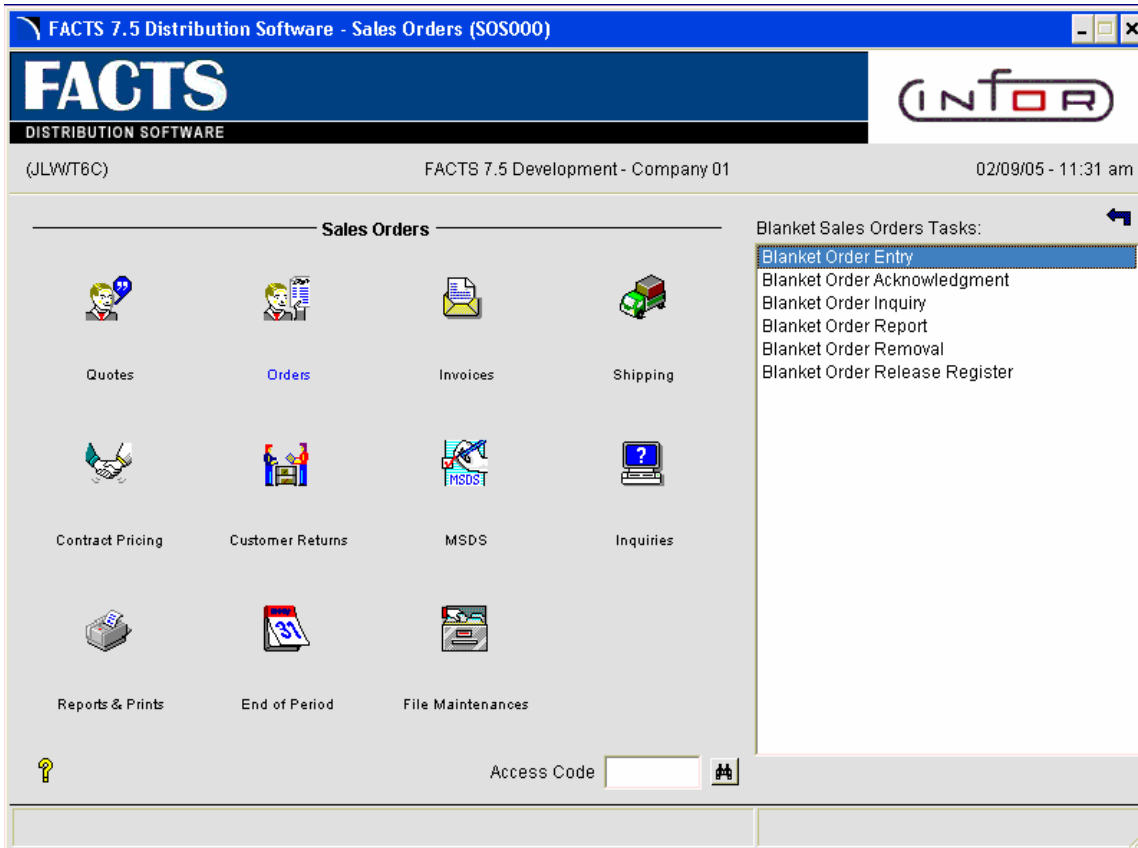
Overview

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

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

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

Release Basis

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

Longest Lead Time

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

Fixed Days

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

Greater of Longest Lead Time and Fixed Number of Days

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

Initial Setup Procedures

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

- Do you want item usage figures to be updated by the BSO subsystem?
- How do you determine on what date a sales order should be created to ensure that items are shipped in a timely fashion? Do you calculate release dates based on item lead time, by a fixed number of days, or by the greater of the two?
- What is the normal lead time for the most commonly ordered nonstock items?

Blanket Sales Order Process

1. **Enter the Blanket Sales Order** Generate the blanket order document number and complete the customer information in the header section document entry. Add line-items, memo lines, release request dates and complete the Blanket order by entering the document memo.
2. **Acknowledge the customer's order** from within BSO document entry or from the BSO menu, print the order acknowledgment for the customer to use as confirmation of the order.
3. **BSO Document Inquiry and/or Report Analysis** Check the status of current and completed BSO documents through SO Customer Inquiry, SO Quick-Look Inquiry, Item Inquiry, TeleFACTS Inquiry, and Blanket Sales Order Inquiry. Use the BSO Inquiry to obtain the associated Sales Order Document # as releases are processed; Use the SO Inquiry to check the status of individual Sales Orders.
4. Run the Blanket Order Report to list release requests on open blanket orders and determine if any releases need to be processed. This report can also be used to determine which Sales Order documents are related to BSO release requests and the status of those releases.
5. **Run the Blanket Order Release Register.** The release register will print a list of items ready for processing. If you choose to update the Blanket Order Release Register, sales order(s) will be created for each BSO, containing all items scheduled to be released. As the order is shipped, the Daily Sales Register will update the BSO document.
6. **Remove Completed Blanket Order Document.** Run Blanket Order Removal as needed to remove completed BSO documents that do not need to remain on the system.

Blanket SO Entry (SOE710)

Function

The Blanket SO Entry program gives you the ability to create and edit sales orders for items that the customer needs shipped on a regular or guaranteed basis.

A blanket order entry consists of four sections: the header, where you enter the customer number, expiration date, etc.; the line-item entry, where you enter each item, price, quantity, etc.; the requested release dates entry; and the ending routine, also known as the footer, in which and the customer's credit limit can be checked.

During entry of a BSO, you can change, add, insert, or delete line-items at any time, or delete entire unreleased or incomplete BSO documents. Temporary items and catalog items are among the additional features are available in the Blanket SO Entry Program.

- Inquiries include Interchange, Catalog, Customer Item, and Past Sales
- Release requests may be made for an individual line-item or all line-items on a document.
- A BSO Acknowledgment may be printed.
- During processing, the system automatically displays urgent notes for customers based on your settings on the Notes tab of SO Entry Options F/M. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for additional details.

User inputs

1. BSO Document Number

To recall an existing document, enter the document number, up to 6 digits. To create a new document, press **CR** to have the system assign the next available number.

2. Customer

Enter a valid customer number. A credit check is then performed. If the customer fails the credit check a message displays. No action is taken by the system unless a password is required. The BSO entry will be rejected if a valid password is not supplied.

Credit Check Note: The system performs a customer credit check for each customer during Sales Order entry programs based on the Credit Limit value and the number of Credit Check Days entered on the Accounting tab of Customer F/M. For additional credit check processing details, such as disputed invoice processing, adding customers on-the-fly, or displaying customer aging, refer to the Customer Credit Check topic in *Chapter 4 Orders* of this document.

When a new customer is added by using the F1-Add feature in the order entry programs, the customer credit check field value is loaded from the default in the AR Static Control record. You cannot enter credit check information on this screen. If you need to modify the customer credit information, access AR Customer F/M.

3. Ship-To

Ship-To initially defaults to "Normal Ship-To" from AR Customer F/M. Temporary Ship-To's are not allowed on BSO documents.

4. On Hold

Releases will not be processed for any document placed on hold. CR defaults to N.

5. Entry Date

Current system date when the blanket document was initially created. This field cannot be edited.

6. Expiration Date

The date the order is to expire. After the expiration date has passed, releases will not be processed by the BSO Release Register. CR or F1-None defaults to NONE.

7. Completion Date

The date all releases on the order have been completed. CR or F1-None defaults to NONE. When all line-items are released and shipped this field is updated by the Daily Sales Register. Enter a date to manually cancel an order. All documents which contain a completion date are considered complete and will not be processed any further.

8. Initiating Warehouse

The warehouse that is initiating the order. The system defaults initiating warehouse set in Terminal F/M for the user (*System Management -> File Maintenances-> Terminal F/M).* If you are using multiple warehouses on an order, you must have the authority to initiate from this warehouse. There are two options available from this input: **A**ging - Use this option to view current customer A/R details such as: credit limit, account balance, and aging information. **N**otes - Displays any notes entered in Customer Inquiry or Notes Entry SME710 for the selected item.

Note: You cannot access the Customer Notes feature (View→Customer Notes) while you are working in the line-item portion of the screen. When you finish with line items, pace the cursor in the header portion of the screen and then select View→Customer Notes. Character Users: Press F10 to display menu options for this screen.

9.   Ship Complete

Enter the default ship complete status for the initiating warehouse, or press F4-Backup to return to the preceding input.

You can select from the following options:

N Allow Partial--Indicates you want to allow the shipped quantity to be less than the ordered quantity for all warehouses for this order.

Y Ship Complete--Indicates you want to allow the quantity ordered must be the same as the quantity shipped for all warehouses, all lines must ship complete for the specified customer.

B Balance Complete—Indicates you want to allow all lines to ship partial in the first shipment for all warehouses, but the backordered quantities must be shipped complete. Once the warehouse is processed through the DSR, the status is changed to ship complete.

Refer to the Ship Complete Feature Overview topic in *Chapter 1—System Overview* for details.

10.   Order Priority

Enter the default order priority, or press F4-Backup to return to the preceding input. You can select from the following options:

N Normal—Indicates that orders for this customer have no special priority.

R Rush—Indicates that you want to advise the warehouse, via the pick ticket, that this customers orders are rush orders.

H Service Hold—Indicates that you want orders for this customer not to be shipped due to a non-credit-related reason.

11. Freight

The type of freight that is being charged for this order. **P**repaid, **C**ollect, **B**ill Freight Later. CR defaults to Prepaid.

12. Ship Via

Enter the ship via or carrier (up to 15 characters) for the initiating warehouse. This code is maintained in the Ship Via F/M. CR defaults to the value already displayed (initially the ship via assigned to the ship-to number). If using multiple warehouses on an order, the value at this input may change (ref. 40). F2 allows a search. If you select a rate shop in the ship via search, press F1 to view the carriers that comprise that rate shop.

13. Salesperson Number

The salesperson's number assigned to receive commissions from this document. If the SO Static Control flag **Use Inside/2nd Slsp** is set to allow split commissions, then press the F3-Other Slsp to access the split commission box.

```
 ┌─ Split Commission ─────────────────────────────────┐
 │                                         SPLIT COMM % │
 │  PRIMARY SALESPERSON   30 SALLY FURNESS       50.00% │
 │  SECOND   SALESPERSON  _10<RONALD PATTON      50.00% │
 │  INSIDE   SALESPERSON  ‾20 GREGORY BILLINGS          │
 │                                                      │
 └──────────────────────────────────────────────────── ┘
```

When the salesperson code changes, the system recalculates the commission percentage for all lines that are NOT flagged as commission user override.

14. Department

The system defaults department code from Terminal F/M for the user (*System Management-> File Maintenances-> Terminal F/M*).

15. Terms

The three-digit payment terms code from AR Customer F/M, used on sales orders generated from this blanket document.

16. Reference Number

If the **PO Required** flag in the AR Customer F/M is set to Y or A, something must be entered in the prompt. The entry can be a purchase order number created on the customer's system or the name of the person placing the order. This input accepts up to 15 characters.

17. Release Basis

The basis is used to determine when a sales order will be created for specific release requests per BSO document, by the item which has the **L**ongest lead time, a **F**ixed number of days, or whichever represents the **G**reater of, longest lead time and fixed number of days. The system defaults to SO Static control value for Release Basis.

18. Fixed Days

The predetermined number of days to be used in the release calculation. Sales Orders will be created this number of days prior to the request date.

For example, in order to meet customer service standards, you always commit goods two weeks prior to the request date. Fourteen days have been allocated to special order or transfer goods into the warehouse. Fixed days would be set to 14 days. This input field is valid only if the Release Basis is **F**ixed Days or the **G**reater of Longest Lead Time and Fixed Number of Days.

19. Add Days

Allows adding pad to the longest lead time for an additional margin of safety, or to cover the order processing and shipping time. Sales orders will be processed this number of days *plus* the lead time, prior to the request date. For example, if the lead time for this item is 3 days and 2 is entered in the add days field, the sales order will be processed 5 days prior to the requested release date. This input field is valid if the Release Basis is **F**ixed Days or the **G**reater of Longest Lead Time and Fixed Number of Days.

The following functions are available:

> **F1 -** Defaults the input to None for the current field.
>
> **F2 -** Activates the search feature for the current field.
>
> **F3 -** Accepts the system defaults on file for the remaining inputs.
>
> **F4 -** Backs up to the previous field.

Line-Item Entry

Once the required header information is complete, the system displays the line-item detail screen.

The line-item portion of the program allows entry of up to 999 line-item and message lines to complete the order.

Line number

Line numbers are assigned automatically beginning with 001 and incremented by one for each additional line-item up to 999. In the rare case where 999 line-items have been entered on a single order, the program proceeds to the selection prompt and refuses further entries.

19. Item Number

Enter the item number (up to 20 characters) (ref. 19). After entering a valid item the program displays item description 1 and 2, the item class, package size, item weight and its unit of measure, available quantity, on hand quantity, on order quantity and bin location.

The user has several options for this entry:

I - Allows an item interchange search (ref. 18)

A - Search catalog items (ref. 53)

L - Allows a lost sales entry (ref. 41)

P - Displays past sales (This displays code does not display if the Use Past Sales flag in the SO Static Control Record is set to N.)

C - Search customer/item numbers (ref. 52)

- Enters an item number or an interchange number

M - Enters a memo

F1 - Allows Quick Item Add

F2 - Allows a search (ref. 20)

F3 - End line-item entries

Memo Line-Item

Memo lines are a special feature of sales orders. The first line (up to 30 characters) is displayed in the BSO detail screen as a line-item memo. Subsequent line entries are acknowledged on the screen by a plus sign (+). Memo lines:

- may be included anywhere within the line-item detail screen
- can be printed on order acknowledgments, sales orders, and/or invoices.
- are up to 30 characters in length and can be up to 999 lines long.
- can be attached to a line item or to the document.

For example, the customer places a blanket order, requesting two particular items arrive at the same time. Simply add a memo after each of these items, stating that they should be shipped together. The memo lines can print on the acknowledgment so that the customer is reminded you are aware of the special request; the memo lines can be exported to the Sales Order so that your order handlers are aware of the request; the memo lines can also print on the resulting Invoice to verify that the items arrived at the customer site as requested.

The following options become available:

F1-Change Flags

Use this option to change the default memo print flags.

- **Print on Acknowledgment** CR defaults to Y.

- **Export to SO CR** defaults to **Y**.

- **Print on Invoice CR** defaults to **Y**.

- **Export to PO CR** defaults to **Y**; Valid for direct ship lines.

F3-Defaults

Use this option to accept the system defaults on file for the remaining inputs. If the program stops at an input field, this means that the system could not find a valid default for the required field and a valid value must be entered before continuing. For example, you are entering blanket order detail and you choose the **F3** option at the **Add Days** input. The system enters all default information until it reaches the **Sugg PO** input. At this point, you must decide whether or not to **create suggested PO when insufficient available to commit? (Y/N)**.

Temporary and catalog Item entry

Inputs #20 - #26 are only displayed if the item is a temporary item.

20. Temporary item?

If the item is a valid item, this input is skipped and the program proceeds to the Order Quantity input. If this item is a catalog item, this input is

skipped and the program proceeds to the next input. This prompt displays if the entered item number is not in the Item File. Enter **N** or **YES** to indicate whether this is a temporary item. If N is entered, the program returns to the Item Number input for another item number entry. CR defaults to N.

21. Use catalog item?

This prompt only appears if a catalog item number was entered in the Item Number input (it does not appear if catalog items were searched at Item Number). Enter **Y** or **N** to indicate whether to pull default information for the catalog item number from the Item Catalog File. If Y is entered here, vendor, weight and description are defaulted with information from the Item Catalog File for the catalog item. If N is entered here, the program uses the standard defaults. CR defaults to Y.

22. Vendor

This system skips this prompt unless you have entered a temporary or catalog item. If the order is a warehouse shipment, enter the valid vendor from whom this item was purchased or is being shipped. Entering a valid vendor displays the vendor name. CR defaults to the primary vendor for catalog items. F2 allows a search (ref. 30).

23. Item Class

This system skips this prompt unless you have entered a temporary or catalog item. Enter a valid item class for the item. Entering a valid item class displays its description. For catalog items, CR defaults to the item class on file for the item. F2 allows a search (ref. 30).

24. Unit Of Measure

This system skips this prompt unless you have entered a temporary or catalog item. Enter the unit of measure (UM) for the item (up to 2 characters). This value has to be a valid unit of measure for this item. For temporary items, CR defaults to EA. For catalog items, CR defaults to the pricing UM on file for the item.

25. Weight

This system skips this prompt unless you have entered a temporary or catalog item. Enter the per unit weight of the item (0-9999.999). For temporary items, CR defaults to 0. For catalog items, CR defaults to the weight on file for the item.

26. Description

The item description, up to 30 characters, defaults to the description from Item F/M, or Catalog F/M. The description defaults to Temporary if the item is not found on file.

27. Total Quantity

The total quantity to release over the life span of this BSO, up to 11 digits. Options available from this input include: **D**irect Ship - Use this option to ship the item directly from the vendor. If the item is a temporary item,

then enter the vendor number from whom you wish to order this item. The warehouse input changes to 'ds' denoting the item will be shipped direct from a vendor instead of a warehouse location, and the vendor input displays the chosen vendor number. Direct ship will be the default entry in the warehouse prompt for the line-item entered. To change from direct ship, press F3-Whse Ship and enter the new warehouse.

28. Price

The system will display the default price from file, or accept a manually entered price. Press F1-Cost Plus/Fixed Price toggle to switch between fixed price entry or cost plus percentage pricing. Cost plus pricing allows price to be set as a percentage over cost. Price will then be determined from the cost at the time of the release register. An asterisk (*) displayed to the right of the extended amount denotes a line-item price that contains a cost plus percentage. Press F2-Change UM to change the pricing unit of measure. Press F3-Price Search to activate the price search feature.

29.   Ship Complete

Enter the default ship complete status, or press F4-Backup to return to the preceding input.

Note: The Ship Complete input is a warehouse- and line-level designation.

You can select from the following options:

N Allow Partial--Indicates you want to allow the shipped quantity to be less than the ordered quantity for order the order line.

Y Ship Complete--Indicates you want to allow the quantity ordered must be the same as the quantity shipped on the order line item.

B Balance Complete—Indicates you want to allow the quantity shipped to be less than the quantity ordered on the first shipment, but the backordered quantities must be shipped complete for the order line. Once an order line is processed through the DSR, the line is changed to ship complete.

30. Lead Time

Nonstock lead time will default from AP Vendor F/M for the vendor. The lead time entered will be used in all sales orders. This input is accessible only if, the item is a nonstocked item and the Release Basis is **L**ongest Lead Time or the **G**reater of Longest Lead Time or Fixed Number of Days.

31. Add Days

Additional days allows adding pad to the longest lead time for an additional margin of safety. This number of days is in addition to the days set in the Release Basis header. This input is accessible only if, the item is a temporary item and the Release Basis is **L**ongest Lead Time or the **G**reater of Longest Lead Time or Fixed Number of Days.

32. Commission %

The commission percentage default is based on the (item, customer, salesperson) priority setting in SM Company Control F/M and the (Change by Ln Comm%) SO Static Control F/M. The default commission percentage will display based on priority. This percentage can be changed, if necessary. For example, commission % defaults to 5% for Salesperson. You can increase or decrease the percentage, but you cannot change the setting to Item or Customer.

Calculating Commissions: There are five commission percent sources: customer, salesperson, item, price and current line commission. The system contains a user override flag and a price type to designate if the user overrode the line's commission during order entry. Refer to the Calculating Commissions topic for processing details.

```
DESC1                                     COMMISSION OPTIONS
DESC2                                        ITEM     %
LEAD TIME    0   ADD DAYS   3 COMM% _5.00<    CUST     %      OR       V100
UPDATE USAGE Y   SUGG PO Y     BOM UPDATE F   SLSP  5.00%     OUNT

ENTER THE COMMISSION PERCENT, F3-DEFAULTS, F4-BACKUP
```

33. Update usage?

Usage can be optionally entered by line-item; used for restocking purposes. Do you want the usage updated in inventory for this line-item? This input is accessible only if the BSO Override Usage flag in the SO Static Control is set to Yes or Password.

34. Suggested purchase order?

This option is used to determine how inventory commitment and suggested POs will be handled for each stocked item at the time of release. CR defaults to Yes. If Yes, the system will commit available, backorder remaining and create a suggested PO; If No, the system will commit available, backorder remaining but do not create a suggested PO; If Always, the system will backorder the entire amount and create a suggested PO. All Temporary items are handled by this last method.

35. Bill Of Materials Update

Update **F**inished item (does not allow on-the-fly component updates) or **C**omponents (components will be build and the quantities relieved when the SO is created. The components may be changed on the SO if necessary). CR defaults to Finished.

36. Discount

The discount (percentage or dollars) given to the customer for this line-item. Accessibility to this field is allowed if the Use Line Discount flag in the SO Static Control file is set to % or $.

Release Dates

Release dates and item quantity distribution may be calculated flexibly and automatically by document or by line-item. Also, items can be flagged for immediate release, regardless of release dates. Items flagged

for immediate release will be processed during the next BSO Release
Register.

```
┌────────────────────────────────────────────────────────────────────────┐
│ ■ Blanket Order Entry (SOE710)                              _ □ ✕       │
│ Help                                                                     │
│                                                                          │
│ 01-Demo Company              BLANKET SO ENTRY       BSO DOC 000163  SOE710│
│                                                                          │
│ CUSTOMER      C104                 SHIP-TO   SAME              INIT WHSE 01│
│ Barnes Machinery & Equipment       Barnes Machinery & Equipment          │
│ BASIS F  FIXED DAYS   3  ADD DAYS  ENTRY DATE 09/28/02  EXP DATE 12/31/02 │
│ ┌─ Release Requests for Item I105──────────────────────────────────────┐ │
│ │ Nesting Conveyor Box                     Requested:        100 EA     │ │
│ │ 18"w x 12.5"d x 6"h                     Undistributed:       25       │ │
│ │                                          Lead Time:    2 days         │ │
│ │ REQUEST  DAY S IR  QUANTITY UM SO DOC RELEASED   SHIP QTY  SHIPPED  INV#│ │
│ │ 01/02/03 Thu U  N      50 EA                                          │ │
│ │ 03/31/03 Mon U  N      25 EA                                          │ │
│ │                                                                      │ │
│ │                                                                      │ │
│ └──────────────────────────────────────────────────────────────────────┘ │
│ ADD, INSERT, CHANGE REQUEST DATES                                        │
│ ENTER DATE TO LIST, CR-SELECT LINE, F3-IMMEDIATE RELEASE, F4-EXIT |...... │
│ ARROWS: UP=PREVIOUS, DOWN=NEXT, LEFT=PGUP, RIGHT=PGDN        TOP OF LINES │
│ ┌──────────────────────────────────────────────────────────────────────┐ │
│ └──────────────────────────────────────────────────────────────────────┘ │
└────────────────────────────────────────────────────────────────────────┘
```

Enter a Release Date

Release dates can be entered for each line-item or generated for the entire blanket order after line-item detail entry is complete.

- **By line-item:** Press F2-Release Requests at the end of each line-item entry.

  For example, you are a construction supply wholesale distributor and need to schedule release of a blanket order including items such as: concrete block, steel beams, drywall, doors, windows, and paint. The customer does not need all of the items shipped at the same time. However, he needs all of a specific item shipped at the same time. He needs the concrete block and beams, then the drywall, doors and windows, and finally, the paint. You would want to schedule each line-item with a different release date; therefore, you need to request release dates by individual line-item.

- **Apply release dates to all line items**: Press F3-End Entries to end line-item entry; select **R**equest Dates.

  For example, you are an office supply wholesale distributor and need to schedule release of a blanket order containing general office supply items such as: 10 cases copy paper, 10 cases pens, 10 cases paper towels, and 10 cases legal pads. The customer needs one case of each item shipped on the first of the month for ten months. All line-items on the blanket order document have the same release schedule; therefore, you can enter all of the line-items on the order first, then schedule the same release dates for all line-items.

The following options become available:

Change Document Request Dates - Use this option to edit the request dates for the BSO document. To return to the BSO line-item detail screen, press **F3**-Update. To abort any changes, press **F4**-Exit to return to the previous screen.

The following options are available:
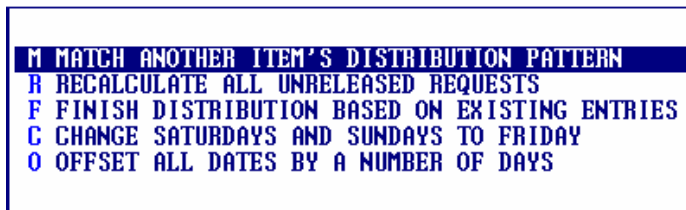
```
M MATCH ANOTHER ITEM'S DISTRIBUTION PATTERN
R RECALCULATE ALL UNRELEASED REQUESTS
F FINISH DISTRIBUTION BASED ON EXISTING ENTRIES
C CHANGE SATURDAYS AND SUNDAYS TO FRIDAY
O OFFSET ALL DATES BY A NUMBER OF DAYS
```

- **Match another item's distribution pattern.** Enter the item number on the BSO document which contains the distribution pattern you wish to duplicate to all remaining line-items. For example, if line-item #1 has an existing distribution pattern of 10 pieces every 21 days, then use this option to copy the distribution pattern to all remaining line-items on the document.

- **Recalculate all unreleased requests**. Use this option to recalculate the schedule for all unreleased requests. The system will display the

Distribution Routine box displays where you are required to enter how you wish to calculate the remaining releases.

```
┌─ Distribution Routine for I100 ──────────────────────────────┐
│ DESC1                                                         │
│ DESC2                              Requested      10.00 CT     │
│ MODE: Recalculate all Requests     Undistributed  10.00        │
│ ──────────────────────────────────────────────────────────    │
│                                                               │
│ NEXT REQUEST DATE 03/16/96<                                    │
│                                                               │
│ DAYS APART                  <--or-->  DAY OF MONTH 15          │
│                                       MONTHS APART  1          │
│                                                               │
│ QTY PER RELEASE         CT  <--or-->  NUMBER OF RELEASES    5  │
│                                                               │
│ Send 5 shipments, one every month, on the 15th day of the month, │
│ beginning on 03/16/96.                                         │
└──────────────────────────────────────────────────────────────┘
```

Enter: the month/day/year of first upcoming release; number of days between release requests <or> day of the month for each release request and number of months between release requests; quantity, in price UM, for each release request <or> number of release requests to create. Upon completion of your entries, a statement displays at the bottom of the Distribution Routine window confirming that you wish to "Send "xx" shipments/of the requested item every "xx" days/months beginning on "xx/xx/xx". For example, Item I100 needs to be released 5 times, on the 15th of every month, beginning on 3/16/96. Enter "31696" as **next request date**, "15" as **day of month**, "1" as **months apart**, and "5" as **number of releases**. To save the request press **F3**-Update. The system acknowledges the entries and displays the new distribution routine :

```
┌─ Distribution Routine for ZZZ ──────────────────────────────┐
│ TRUCK                                                         │
│ 5000LB CAPACITY/8" WHEELS           Requested      10 EA      │
│ MODE: Recalculate all Requests      Undistributed  10         │
│ ──────────────────────────────────────────────────────────   │
│                                                              │
│ NEXT REQUEST DATE 03/16/96<                                   │
│                                                              │
│ DAYS APART  15              <--or-->  DAY OF MONTH            │
│                                       MONTHS APART            │
│                                                              │
│ QTY PER RELEASE    2.00 EA  <--or-->  NUMBER OF RELEASES      │
│                                                              │
│ Send 2.00 EA of this item, every 15 days                     │
│ beginning on 03/16/96.                                        │
└──────────────────────────────────────────────────────────────┘
```

- **Finish distribution based on existing entries.** This option is available when there are existing release requests but an undistributed quantity remains for the order. When selected, the Distribution Routine window displays and entries can be made using the same options as in Recalculate all unreleased requests.

- **Offset all dates by a number of days.** This option is available when release requests exist and distribution is complete. Use this option to increase, or decrease, the number of days to offset requested releases. For example, I100 is scheduled to release a quantity of 10 on the 15th of each month for 5 months. The customer calls and wants the

shipments to be released on the 10th of every month. Use this option to decrease the number of days by 5.

- **Change Saturdays and Sundays to Friday.** Use this option to change release dates that fall on Saturday or Sunday to the preceding Friday. For example, I100 is to be released 5 times, on the 15th of every month. Two of these releases fall on a Saturday and you wish to release them on a business day. Use this option to move those two releases to Friday, the 14th.

A - Add. Use this option to add a release date. The date defaults to one month past the last date entered.

I - Insert. Use this option to insert a request date.

Enter Month/Year To List Enter the beginning month and year of the release date(s) to display.

CR- Select Line Use this option to **C**hange or **D**elete a specific line.

F3 - Immediate Release Use this option to flag a request for immediate release. All items with the same release date will be processed at the same time on the next BSO Release Register.

F3 - Update Use this option to save update the release dates.

F4 - Exit Use this option to exit. Release quantity is checked for distribution; the following prompt will display: **Item is overdistributed. Change total requested quantity for the item from XX to NN?** (where XX is the original distributed quantity and NN is the distributed quantity equal to the current quantities). Enter **Y**es to change the requested quantity; enter **N**o to correct the distributed quantity. The undistributed quantity must equal zero to exit this screen.

Information available on the Release Dates screen: the release date and day and the status of the specific release. Status includes **C**ompleted, **R**eleased, **U**nreleased options. It indicates

- Whether the release has been flagged for immediate release

- The quantity to be released on the specific release date

- The item's unit of measure

- The document number for the specific release that has been processed by the Release Register and now tied to a Sales Order document

- The date that the release was processed

- The release quantity shipped

- The date the release was shipped

- The invoice number for the specific release that has been processed by the Release Register and now tied to an Invoice

Following the entry of the last line-item, the **selection prompt** allows the user to perform the following functions:

- Changes a line-item

CR- Selected highlighted line (use arrows to select line)

F2-   Changes the header

F3 - Accesses the ending routine

A - Adds a line-item. This option is not valid for completed BSO documents.

D - Deletes the entire document

I - Inserts a line-item (above the currently highlighted line). This option is not valid for completed BSO documents.

R - View, enter, or edit request dates for the BSO document.

C - Changes document request dates. The following options are available: **M**atch another item's distribution pattern, **R**ecalculate all unreleased requests, **F**inish distribution based on existing entries, **C**hange Saturdays and Sundays to Friday, **O**ffset all dates by a number of days. This option is not valid for completed BSO documents.

Ending Routine

The ending routine consists of the final inputs prior to completion of the blanket sales order document. The ending routine is not accessible if no line-items have been entered. Enter the document memo, which prints on the sales order and pick ticket. Optionally, add to the bill of lading print file for this blanket order. Optionally, print the order acknowledgment.

36. Document Memo

Enter the memo that will print on the sales order and pick ticket. CR defaults to the standard memo set in the Document Print Control Record.) If no memo is needed, the user may press the space bar before pressing CR. F4 backs up to the **selection prompt**.

Credit Limit

This system performs an initial credit limit check. A blanket order document may be entered for a customer who has exceeded their credit limit (ref. 7) however, the sales order document that is generated from the blanket order will also be put through a credit limit check. The program proceeds to the **Add to Bill of Lading Print File?** or **Print Pick Ticket Now?** input. Press CR - continue if everything is correct on the order.

This concludes the ending routine of the Blanket Order Entry program. The pick ticket prints if the option was selected. Upon completion of the update, the screen is cleared of input information and the program returns to the **Order Number** input to await further entries.

How to enter or modify blanket order header information

1. Open the Blanket Order Entry program. You can access this program by selecting Sales Orders--> Orders ->Blanket Sales Orders- ->Blanket Order Entry.

2. In the BSO Doc input field, enter an existing blanket order document number (up to 6 digits) or press Enter (CR) to have the system assign a new document number.

3. In the Customer input field, enter a valid customer number for new blanket orders.

    Credit Check Note: When you enter a customer, a credit check is performed if the number of Credit Check Days on the Accounting tab of Customer F/M is less than 999. For additional credit check processing details, such as disputed invoice processing, adding customers on-the-fly, or displaying customer aging , refer to the Customer Credit Check topic in *Chapter 4 Orders* of this document.

    For existing BSOs, the system displays the customer number.

    Tip: When you press Enter (CR) or Tab, the additional inputs that appear, such as Ship to code, an inside salesperson code, etc., depend on the settings selected in SO Static Control F/M SOF980, the AR customer record, and the Ship Via F/M. This procedure details all possible entries. Most of these entries already display default information.

    You can press F3 or the Defaults button to accept the default values for the remaining inputs. If the program stops at an input field, this means that the system could not find a valid default for the required field and a valid value must be entered before continuing.

4. In the Ship-to input field, modify the ship-to code (this code displays from the customer's default information) where the order should be shipped. The system displays the full ship-to address. You can press F4 or the Backup button to back up and enter the ship-to number for the selected customer. Press F2 or the Search button to search. (Note that Temporary Ship-Tos are not allowed on BSO documents.)

5. The On Hold input field defaults to N; press Enter (CR) to accept the default. Releases will not be processed for any document placed on hold. To modify this value you can F4 to back up to this field.

6. The Entry Date input field defaults to the system date the BSO was created. You cannot edit this field after the document is created.

7. In the Expiration Date input field, the system displays None as the default date the order is to expire. Press Enter (CR) to accept None, the default. Press F1 to change a value in this field to None. After

the expiration date has passed, the BSO Release Register program will not process releases against this order.

8. In the Completion Date input field, press Enter (CR) or F1 to default to NONE. When all line items are released and shipped, the Daily Sales Register updates the completion date automatically. You can enter a date to manually cancel the order. The system considers any BSO with a completion date as complete and will not process the document any further.

9. In the Init Whse input field the system displays the default-initiating warehouse set in Terminal F/M for the user. If you use multiple warehouses on an order, you must have the authority to initiate from this warehouse.

10. In the Freight input field, select the type of freight to charge for this order. You can select from P--Prepaid, C--Collect, or B--Bill Freight Later. Press Enter (CR) to accept the default, Prepaid.

11. In the Ship Via input field, press Enter (CR) to accept the ship via (initially the ship via assigned to the ship-to number) or carrier for the initiating warehouse. This code is maintained in the Ship Via F/M. If using multiple warehouses on an order, the value at this input field may change. Press F2 to search. If you select a rate shop in the ship via search, press F1 to view the carriers that comprise that rate shop.

12. In the Slsp input field, enter the salesperson's number assigned to receive commissions from this document.

    If the SO Static Control flag Use Inside/2nd Slsp is set to allow split commissions, then press the F3-Other Slsp to access the split commission box.

13. In the Department input field, the system defaults department code from Terminal F/M for the user.

14. In the Terms field, the system defaults the three-digit payment terms code from AR Customer F/M, used on sales orders generated from this blanket document.

15. In the Reference Number input field, you must enter a value for the reference number if the PO Required flag in the AR Customer F/M is set to Y or A, The entry can be a purchase order number created on the customer's system or the name of the person placing the order. This input field accepts up to 15 characters.

16. In the Release Basis input field, the system defaults to SO Static control value for Release Basis. The basis is used to determine when a sales order will be created for specific release requests per BSO document, by the item which has the Longest lead time, a Fixed number of days, or whichever represents the Greater of, longest lead time and fixed number of days.

17. In the Fixed Days input field, enter the predetermined number of days to be used in the release calculation.

Sales Orders will be created this number of days prior to the request date. For example, to meet customer service standards, you always commit goods two weeks prior to the request date. Fourteen days have been allocated to special order or transfer goods into the warehouse. Fixed days would be set to 14 days. This input field is valid only if the Release Basis is Fixed Days or the Greater of Longest Lead Time and Fixed Number of Days.

18. In the Add Days input field, enter the number of days to allow adding pad to the longest lead-time for an additional margin of safety, or to cover the order processing and shipping time. Sales orders will be processed this number of days plus the lead-time, prior to the request date. For example, if the lead time for this item is 3 days and 2 is entered in the add days field, the sales order will be processed 5 days prior to the requested release date. This input field is valid if the Release Basis is Fixed Days or the Greater of Longest Lead Time and Fixed Number of Days.

19. When you complete the blanket order header information, the system displays the system displays the line-item detail screen. Refer to the How to enter line items on blanket sales orders procedure for step-by-step instructions.

How to enter line items on blanket sales orders

1. Once the required header information is complete, the system displays the line-item detail screen. The line-item portion of the program allows entry of up to 999 line item and message lines to complete the order.

2. In the Item Number input field, enter the item number (up to 20 characters). After entering a valid item the program displays item description 1 and 2, the item class, package size, item weight and its unit of measure, available quantity, on hand quantity, on order quantity and bin location.

    You have several additional options for this entry:

    I Allows an item interchange search

    A Search catalog items

    L Allows a lost sales entry

    P Displays past sales (This displays code does not display if the Use Past Sales flag in the SO Static Control Record is set to N.)

    C Search customer/item numbers

    # Enters an item number or an interchange number

    F1 Allows Quick Item Add

    F2 Allows a search

    F3 End line item entries

    M Enters a memo

    Memo Line Information

    Memo lines are a special feature of sales orders. The first line (up to 30 characters) is displayed in the BSO detail screen as a line-item memo. Subsequent line entries are acknowledged on the screen by a plus sign (+). Memo lines may be included anywhere within the line-item detail screen and can be printed on order acknowledgments, sales orders, and/or invoices.   Memo lines are up to 30 characters in length and can be up to 999 lines long. Can be attached to a line item or to the document.

     For example, the customer places a blanket order, requesting two particular items arrive at the same time. Simply add a memo after each of these items, stating that they should be shipped together. The memo lines can print on the acknowledgment so that the customer is reminded you are aware of the special request; the memo lines can be exported to the Sales Order so that your order handlers are aware of the request; the memo lines can also print on the resulting Invoice to verify that the items arrived at the customer site as requested.

    The following options become available for memo lines:

F1-Change Flags

Use this option to change the default memo print flags.

Print on Acknowledgment: Press Enter (CR) to default to Y.

Export to SO: Press Enter (CR) to default to Y.

Print on Invoice: Press Enter (CR) to default to Y.

Export to PO: Press Enter (CR) to default to Y; Valid for direct ship lines.

 TIP: F3-Defaults Option

Use this option to accept the system defaults on file for the remaining inputs (after you enter the item number). If the program stops at an input field, this means that the system could not find a valid default for the required field and a valid value must be entered before continuing. For example, you are entering blanket order detail and you choose F3 at the Add Days input field. The system enters all default information until it reaches the Sugg PO input field. At this point, you must decide whether or not to create suggested PO when insufficient available to commit? (Y/N).

3.   (Optional) If the system determines that the item number entered is not in standard inventory, it will prompt you to enter temporary and/or catalog information for the item number. Refer to the Temporary or Catalog Item Entry section for field descriptions.

(Optional) Commission %

Enter the commission percentage for the item (0-99.99). Press Enter (CR) to default to 0. Press F1 to keep the setting of NO PRIORITY. This input field is skipped unless the Commission Basis flag in the Company Control Record has I (item) as the first priority, if the item is a temporary or catalog item or if the Change By Line Comm % flag in the SO Line Entry Option F/M is set to Y or B.

4.   In the Desc input field, the item description (up to 30 characters) defaults to the description from Item F/M, or Catalog F/M. The description defaults to Temporary if the item is not found on file. The warehouse code for the item also displays in the Wh input field.

5.   In the Total Qty input field, enter the total quantity to release over the life span of this BSO, up to 11 digits. Options available from this input field include: Direct Ship - Use this option to ship the item directly from the vendor. If the item is a temporary item, then enter the vendor number from whom you wish to order this item. The warehouse input field changes to F3-Change Whse Ship and enter the new warehouse.

6.   In the Price input field, the system displays the default price from file, or accepts a manually entered price. You can:

Press F1 -Cost Plus/Fixed Price toggle to switch between fixed price entry or cost plus percentage pricing. Cost plus pricing allows price to be set as a percentage over cost. Price will then be determined from the cost at the time of the release register. An asterisk (*)

displayed to the right of the extended amount denotes a line-item price that contains a cost plus percentage.

Press F2 -Change UM to change the pricing unit of measure.

Press F3-Price Search to activate the price search feature. In the Extension field, the system calculates the line-item extension is calculated (price less any discounts multiplied by the quantity ordered multiplied by the conversion factor) and displayed. If the extension is greater than $999,999.99 the message EXTENSION TOO LARGE is displayed and the input field is not accepted. If the user has a line-item with sales up to one million dollars, enter the item on more than one line.

7.   In the Ship Complete input field, enter the default ship complete status, or press F4-Backup to return to the preceding input.

Note: The Ship Complete input is a warehouse- and line-level designation.

You can select from the following options:

N Allow Partial--Indicates you want to allow the shipped quantity to be less than the ordered quantity for order the order line.

Y Ship Complete--Indicates you want to allow the quantity ordered must be the same as the quantity shipped on the order line item.

B Balance Complete—Indicates you want to allow the quantity shipped to be less than the quantity ordered on the first shipment, but the backordered quantities must be shipped complete for the order line. Once an order line is processed through the DSR, the line is changed to ship complete.

8.   In the Lead Time input field, the system displays the nonstock lead-time from AP Vendor F/M for the vendor as the default. The lead-time entered will be used in all sales orders. This input field is accessible only if, the item is a nonstocked item and the Release Basis is Longest Lead Time or the Greater of Longest Lead Time or Fixed Number of Days.

9.   In the Add Days input field, enter the additional days allows adding pad to the longest lead-time for an additional margin of safety. This number of days is in addition to the days set in the Release Basis header. This input field is accessible only if, the item is a temporary item and the Release Basis is Longest Lead Time or the Greater of Longest Lead Time or Fixed Number of Days.

10. (Optional) In the Commission % input field, the commission percentage default is based on the (item, customer, salesperson) priority setting in SM Company Control F/M and the (Change by Ln Comm%) SO Static Control F/M. The default commission percentage will display based on priority. This percentage can be changed, if necessary. For example, commission % defaults to 5% for

Salesperson. You can increase or decrease the percentage, but you cannot change the setting to Item or Customer.

Press **F1** to set this input to **Use Default** when the user override flag is set.

Calculating Commissions: There are five commission percent sources: customer, salesperson, item, price and current line commission. The system contains a user override flag and a price type to designate if the user overrode the line's commission during order entry. Refer to the Calculating Commissions topic for processing details.

11. (Optional) The Update Usage input field accessible only if the BSO Override Usage flag in the SO Static Control is set to Yes or Password. Usage can be optionally entered by line-item and is used for restocking purposes.

12. At the Create Suggested purchase order? prompt, press Enter (CR) to default to Yes. If you enter Yes, the system will commit available, backorder remaining and create a suggested PO; If you enter No, the system will commit available, backorder remaining but do not create a suggested PO. If you enter Always, the system will backorder the entire amount and create a suggested PO. All Temporary items are handled by this last method. This option is used to determine how inventory commitment and suggested PO's will be handled for each stocked item at the time of release.

13. (Optional for BOM items) In the BOM Update input field, press Enter (CR) to default to Finished.

14. In the Discount input field, enter the discount (percentage or dollars) given to the customer for this line item. Accessibility to this field is allowed if the Use Line Discount flag in the SO Static Control file is set to % or $.

15. Press Enter (CR) to accept the line item you entered, F2 to view release requests for the line item, or F4 to backup to the prior input field. Release dates can be entered for each line item or generated for the entire blanket order after line-item detail entry is complete.

16. (Optional--Release Requests by Line Item) If you press F2, the system displays the Release Requests for the selected line item; you can add or change request dates. The Release dates and item quantity distribution can be calculated flexibly and automatically by document or by line item. Press F3 to flag items for immediate release, regardless of release dates. Items flagged for immediate release will be processed during the next BSO Release Register. All items with the same release date will be processed at the same time on the next BSO Release Register. Press F4 to Exit. Release quantity is checked for distribution; the following prompt will display: Item is over distributed. Change total requested quantity for the item from XX to NN? (where XX is the original distributed quantity and NN is the distributed quantity equal to the current quantities). Enter Yes to change the requested quantity; enter No to correct the

distributed quantity. The undistributed quantity must equal zero to exit this screen.

17. Repeat this process for each line item you want to add to the blanket order, then press F3-End Entries to end line-item entry. The system updates the line items on the blanket order. The line number is incremented by one, displayed, and the program returns to the item input field for the next line-item entry. Following the entry of the last line-item, you can enter the following to perform the described functions:

Enter (CR)-Edit highlighted line (use arrows to select line).

Add   Add a line item

Delete   Delete the highlighted line.

Insert   Insert a line above the highlighted line.

R   Change the Request Dates for the highlighted line item. (see step 15)

F3   Access the Footer (ending) routine.

F2   Change the document header information.

C   Change Document Request Dates

 Change Document Request Dates

Use this option to edit the request dates for the BSO document. To return to the BSO line-item detail screen, press F3-Update. To abort any changes, press F4-Exit to return to the previous screen.

The following Change Document Request Dates options are available:

M—Match another item's distribution pattern. Enter the item number on the BSO document, which contains the distribution pattern you wish to duplicate to all remaining line items. For example, if line-item #1 has an existing distribution pattern of 10 pieces every 21 days, then use this option to copy the distribution pattern to all remaining line items on the document.

R—Recalculate all unreleased requests. Use this option to recalculate the schedule for all unreleased requests. The system will display the Distribution Routine box displays where you are required to enter how you wish to calculate the remaining releases.

For these options you must enter: The month/day/year of first upcoming release; number of days between release requests <or> day of the month for each release request and number of months between release requests; quantity, in price UM, for each release request <or> number of release requests to create. Upon completion of your entries, a statement displays at the bottom of the Distribution Routine window confirming that you wish to next request date, day of month, months apart, and number of releases. To save the request, press F3-Update.

The system acknowledges the entries and displays the new distribution routine:

F—Finish distribution based on existing entries.   This option is available when there are existing release requests but an undistributed quantity remains for the order. When selected, the Distribution Routine window displays and entries can be made using t he same options as in Recalculate all unreleased requests.

O—Offset all dates by a number of days. This option is available when release requests exist and distribution is complete. Use this option to increase, or decrease, the number of days to offset re quested releases. For example, I100 is scheduled to release a quantity of 10 on the 15th of each month for 5 months. The customer calls and wants the shipments to be released on the 10th of every month. Use this option to decrease the number of days by 5.

C—Change Saturdays and Sundays to Friday. Use this option to change release dates that fall on Saturday or Sunday to the preceding Friday. For example, I100 is to be released 5 times, on the 15th of every month. Two of these releases fall on a Saturday and you wish to release them on a business day. Use this option to move those two releases to Friday, the 14th.

18. When you have completed adding/modifying line items and request dates, press F3-End. Refer to the procedure, How to enter blanket order footer information for step-by-step instructions.

How to enter blanker order footer information

1. Once the blanket order item information is complete and you press F3-End, the system displays the Document Memo input field. Enter the memo to be added to the pick ticket and the sales order. Press Enter (CR) to default to the standard memo set in the Document Print Control Record.) If no memo is needed, press the space bar before pressing Enter (CR). Press F4 to back up to the selection prompt.

2. This system performs an initial credit limit check. You can enter a blanket order document for a customer who has exceeded their credit limit, however, the system performs another credit limit check on the sales order document that is generated from the blanket order. The program proceeds to the Add to Bill of Lading Print File? or Print Pick Ticket Now? input. Press Enter (CR) - continue if everything is correct on the order.

3. The system displays the message: Print Blanket Order Acknowledgement Now? Answer Y or N to indicate whether you want to print the blanket order acknowledgement at this time.

4. The system completes the blanket order processing and returns you to the BSO Doc input field so you can enter or modify another blanket order.

Blanket Order Acknowledgment (SOP710)

Function

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

The user has the option to:

- Print an alignment
- Select acknowledgments by warehouse
- Select acknowledgments by customer
- Batch print all acknowledgments or print specific documents

➲To print an Alignment (or test page), select *Print Options-> Print Alignment* from the menu bar. In character, enter **A** in the selection prompt and press enter

```
┌─────────────────────────────────────────────────────────────────┐
│ ❭ Blanket Order Acknowledgment (SOP710)              _ □ ✕       │
│ Help                                                             │
│                                                                 │
│ 01-FACTS 7.5 Development Blanket Order Acknowledgment    SOP710  │
│                                                                 │
│ Warehouse  01 Atlanta Warehou                                   │
│                                                                 │
│ Customer   All                                                  │
│                                                                 │
│ Document   All                                                  │
│                                                                 │
│                                                                 │
│                                                                 │
│                                                                 │
│                                                                 │
│                                                                 │
│                                                                 │
│  ─ Template ───────────────── ─ Printer ─────────────           │
│    None                         WindX Laser                     │
│  Alignment                                                      │
│  CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit . │
│                                                                 │
│                                                                 │
└─────────────────────────────────────────────────────────────────┘
```

User Inputs

1. Warehouse

Enter up to twenty 2-character warehouse codes side by side to indicate the warehouse(s) for which documents are to be printed. Only valid warehouse codes are accepted. CR defaults to the warehouse assigned to the current terminal. F3 defaults to ALL.

2. Customer Number

Enter a specific customer for which to print. Only valid customer numbers are accepted. CR defaults to ALL.

3. Document Number

Enter a specific document(s) number to print. CR defaults to ALL documents. 'REPRINT' will display above the document number on all previously printed documents.

Blanket Order Inquiry (SOI710)

Function

The program enables you to inquire into the status of any open or completed blanket order. The inquiry is especially useful for locating orders for a given warehouse, customer, or item. The actual document may be displayed in detail through this program.

Summary Display

Blanket Order Inquiry defaults the display in document number order, however documents may be displayed in customer and item order.

Document Order	Customer Order	Item Order	Reference Number
Document Number	Customer Number	Item Number	Reference Number
Document Hold Status	Document Number	Document Number	Document Number
Initiating Warehouse	Document Hold Status	Line-item Number	Line-item Number
Entry Date	Initiating Warehouse	Shipping Warehouse	Warehouse
Expiration Date	Entry Date	Requested Order Qty.	Entry Date
Completion Date	Expiration Date	Selling Unit of Measure	Expiration Date
Customer Number	Completion Date	Shipped Quantity	Completion Date
Ship-To	Ship-To	Price/Cost Plus Price*	Customer Number
Reference Number	Reference Number	Pricing Unit of Measure	Ship-To

* if the price type is cost plus, the percentage will be displayed in the price field as "COST + xx%"

Display Codes

- Enter the document, customer, or item number to begin listing from

R - Displays completed and open release dates.

N - Displays the next applicable document.

CR on a memo line to view the memo details.

CR on Show Cost Plus Data displays cost + xx% when used in pricing the line-item.

F1 - Sets viewing restrictions.

F3 -END to return to the detail screen.

F2-Display Header displays document header details.

F3-Display End displays ending routine data.

F4-Exit returns to the summary inquiry screen.

```
┌────────────────────────────────────────────────────────────────────────┐
│ ░▓ Blanket Order Inquiry (SOI710)                          [_][□][X]     │
│ Help                                                                     │
│                                                                          │
│ 01-Demo Company              BLANKET ORDER INQUIRY              SOI710   │
│                                                                          │
│ ┌──────────────────────────────────────────────────────────────────┐   │
│ │ WAREHOUSE ALL                                                      │   │
│ │                                                                    │   │
│ │  LN   DOC  H WH  ENTERED  EXPIRES COMPLETE   CUSTOMER SHIP-TO REFERENCE # │
│ │  1*000001 N 01 09/28/02 12/31/03     NONE     C125    SAME BLANKET GPA-235│
│ │  2 000161 N 01 09/28/02 07/31/03 07/31/03     C122    SAME 94-12345│   │
│ │  3 000163 N 01 09/28/02 12/31/02     NONE     C104    SAME        │   │
│ │  4*000164 N 01 09/28/02     NONE     NONE     C110    SAME BOB JONES│  │
│ │  5 000166 N 01 01/06/02 06/06/05     NONE     C105    SAME APACHE-12│  │
│ │  6*000171 N 01 08/18/02     NONE     NONE     C104    SAME        │   │
│ │  7*000172 N 01 08/18/02     NONE     NONE     C104    SAME        │   │
│ │  8*000173 N 01 08/18/02     NONE     NONE     C104    SAME        │   │
│ │  9*000174 N 01 08/18/02     NONE     NONE     C104    SAME        │   │
│ │ 10*000175 N 01 08/19/02     NONE     NONE     C104    SAME        │   │
│ │ 11*000179 N 01 10/07/02     NONE     NONE     C100    S100 123    │   │
│ │                                                                    │   │
│ │ DOCUMENT IS IN USE AT TERMINAL TA                                  │   │
│ │                                                                    │   │
│ └──────────────────────────────────────────────────────────────────┘   │
│                                                                          │
│ F2-CHANGE SEARCH ORDER: DOCUMENT, CUSTOMER, ITEM, REFERENCE              │
│ ENTER BEGINNING DOCUMENT # TO SEARCH, F1-SET RESTRICTIONS, F4-END |...... │
│ ARROWS: UP=PREVIOUS, DOWN=NEXT, LEFT=PGUP, RIGHT=PGDN        TOP OF LINES │
│                                                                          │
│ ┌──────────────────────────────────────────────────────────────┐       │
│ └──────────────────────────────────────────────────────────────┘    // │
└────────────────────────────────────────────────────────────────────────┘
```

Blanket Order Report (SOR755)

Function

This program provides a report of all orders currently on file in the BSO subsystem. This report is designed to track the status of the entire blanket document as well as the status of each individual request on the order document. It provides the user with information from the blanket document, as well as, information from any related sales order document when applicable.

The user has the option to:

- Select print order by document or by customer
- Select the beginning and ending order
- Select documents by warehouse
- Select documents by item
- Select documents by document status
- Select documents by release status
- Specify report format

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

User inputs

1. Order

Select **D**ocument or **C**ustomer print order. CR defaults to Document.

2. Beginning

Enter the beginning Document or Customer to print. CR defaults to FIRST. F2 allows a search.

3. Ending

Enter the ending Document or Customer to print. CR defaults to LAST. F2 allows a search.

4. Warehouse

Enter the warehouse to print. Only valid warehouse codes are accepted. CR defaults to the warehouse assigned to the current terminal. F1 defaults to ALL. F2 allows a search.

5. Item

Enter a specific item to print. Only valid item numbers are accepted. CR defaults to ALL. F2 allows a search.

6. Document Status

Enter up to four document status codes to include: **O**pen, **E**xpired, **C**ompleted, and/or with e**x**ceptions. **CR** defaults to **O**pen. When requesting documents "with exceptions", the system requires you to also specify for open, expired or completed documents.

7. Exception Type

This option is available when document status includes e**x**ception codes. Enter the exception code to print: **L**ate Deliveries, **S**hipping Discrepancies, or **B**oth. **CR defaults to Both.**

8. Release Status

Enter the release status for open documents to print: **N**o Lines Released, **S**ome Lines Released, **A**ll Lines Released, or All **O**pen Documents. **CR** defaults to **O**pen. CR defaults to Summary.

9. Format

Enter the format code to print. **S**ummary (header information only), **P**artial detail (line data excluding memos and release requests), or **F**ull detail (includes memos and release requests).

10. Line Status

This option is available when **F**ull detail format is selected. Enter the line status code to print: lines which have been **R**eleased, lines which have never released or **U**nreleased, lines which are **C**omplete, **A**ll lines.

11. Request Cutoff

Enter the request cutoff date: requests prior to this date will be excluded. If one or two digits are entered, the system will assume the digits are the day of the current month and year, and will complete the date entry for the user. CR defaults to None.

12. Completion Cutoff

This option is available when the document status is **C**omplete. Enter the completion cutoff date: lines completed prior to this date will be excluded. If one or two digits are entered, the system will assume the digits are the day of the current month and year, and will complete the date entry for the user. CR defaults to None.

13. Expiration Cutoff

This option is available when the document status is **E**xpired. Enter the expiration cutoff date: documents which expired prior to this date will be excluded. If one or two digits are entered, the system will assume the digits are the day of the current month and year, and will complete the date entry for the user. CR defaults to None.

01-FACTS 7.5 Development, Blanket Order Report (SOR755)

Template   Print Options   Help

Order [D - Document Orde ▼]   Beginning [   ] |◄ 🔍 First
                                 Ending   [   ] ►| 🔍 Last

Properties
Warehouse [01] 🔍 📊 Atlanta Warehouse
Item [   ] 📊 🔍 All
Document Status [O] 📊 📄
Exception Type [▼]
Release Status [O - All Open Documents ▼]
Format [S - Summary - Header Information Only ▼]
Line Status [▼]   Request Cutoff [   ] 🕐 None
Expiration Cutoff [   ] 🕐 None   Completion Cutoff [   ] 🕐 None

Template   Printer   OK
None   WindX Laser   Cancel

Print in document or customer order?

Blanket Order Report (SOR755)

Help

```
01-FACTS 7.5 Development     Blanket Order Report                SOR755

Order  D  Document          Beginning  First
                              Ending  Last

— Properties —————————————————————————————————————————
Warehouse  01  Atlanta Warehouse

Item  All

Document Status  O      Exception Type        Release Status  O

Format  S      Line Status        Request Cutoff  None

Expiration Cutoff  None        Completion Cutoff  None


— Template —————————————        — Printer —————————————
  None                            WindX Laser

CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit |.
```

Blanket Order Removal (SOU710)

Function

This program automatically removes completed BSO documents based on user input. Any BSO document tied to an active SO document will be skipped by this program. This program is especially useful for removing large numbers of documents, e.g., all documents for a specific customer, or particular warehouse based upon document completion date.

The user has the option to:

- Select removal by document or by customer
- Select removal by warehouse
- Select removal by completion date

User Inputs

1. **Order**

   Select **C**ustomer or **D**ocument print order. Press **Enter** (**CR**) to default to Customer.

2. **Beginning**

   Enter the beginning Customer or Document to print. Press **Enter** (**CR**) or the ◀ icon to default to FIRST. Press **F2** or the ⛏ icon to a search.

3. **Ending**

   Enter the ending Customer or Document to print. Press **Enter** (**CR**) or the ▶ icon to default to LAST. Press **F2** or the ⛏ icon to a search.

4. **Warehouse**

   Enter the 2-character warehouse code for which documents are to be printed. Only valid a warehouse code is accepted. Press **Enter** (**CR**) to default to the warehouse assigned to the current terminal. Press **F3** or select the 🌐 icon to default to ALL. Press **F2** or the ⛏ icon to a search.

5. **Cutoff Date**

   Enter the removal cutoff date: requests prior to this date will be excluded. If one or two digits are entered, the system will assume the digits are the day of the current month and year, and will complete the date entry for the user. Press **Enter** (**CR**) to default to the date stored in GL: Company Periods and Ending Dates F/M, Last Period.

Blanket Orders Removal (SOU710)

Template   Help

This program removes completed blanket orders based on the following criteria.

Order   C - Customer

Beginning   [   ]   First
Ending   [   ]   Last

Properties
Warehouse   01   Atlanta Warehouse
Cutoff Date   08/31/2000   Last GL Period ending date 08/31/2000

OK

Template
   None

Cancel

Enter the warehouse to remove for, F1-All, F2-Search

Blanket Order Removal (SOU710)

Help

```
01-Demo Company              Blanket Orders Removal            SOU710


     This program removes completed blanket orders based on the
     following criteria.


Order   C Customer           Beginning   First
                             Ending      Last
─ Properties ─────────────────────────────────────────────────
Warehouse    01 Atlanta Warehouse

Cutoff Date  08/31/2002 Last GL Period ending date 08/31/2002




─ Template ─────────────────────────────
  None

CR-Run Update, F1-Template, F3-Change Answers, F4-Exit .
```

How to automatically remove completed BSO documents

1. Open the Blanket Order Removal program. You can access this program by selecting Sales Orders -> Orders ->Blanket Sales Orders-->Blanket Order Removal.

2. The Blanket Order Removal program displays the following default input values:

   Order--Customer

   Beginning--First

   Ending--Last

   Warehouse--The warehouse assigned to the current terminal

   Cutoff Date--The date stored in GL: Company Periods and Ending Dates F/M, Last Period

3. You can press:

   Enter (CR) to run this program using the defaults.

   F1 to access template information for this program.

   F3 to change the default input values listed in step 2.

   F4 to exit without running the removal program.

Blanket Order Release Register (SOU720)

Function

This program automatically generates sales orders and/or purchase orders based on the BSO document release request dates. Expired documents, documents on hold, and locked documents will not be processed by this program. The program will step through the next scheduled request for each document line-item, taking the request date, subtracting any additional days padding from the line entry and from the header, and subtract either the lead time for the item or the number of days from the Sales Order Static F/M. The Blanket Order Release Register processes rush orders before BSO documents with a normal or service hold order status.

- For lines flagged for immediate release, the system will not release all other requests with the same request date.

- Sales Order documents generated from the BSO register will adhere to the credit check method specified in the Accounts Receivable Static Control F/M. The Sales Order document if placed on hold will be clearly marked indicating hold status and a message will display so that these documents can be reviewed prior to updating the release register.

- If the SO Static Control flag, **Allow Serial/Lot Assignment** in OE is Yes, any line items or BOM components that will require serial or lot numbers will be clearly marked.

- For BOM items for which all components cannot be committed, the maximum amount of finished items for which all components can be committed will be calculated, and only those that must be backordered will be backordered.

- For Direct Shipped lines, purchase orders will be created using the FACTS standard routines. For warehouse ship backordered lines, suggested purchase order(s) will be created automatically.

- As Sales Order documents are created, records will be added to the Ready to Print (SOOPRX) file for all documents that are not placed on hold.

- The Blanket Sales Release Register recalculates the commission percentage for non-user override commissions.

User inputs

1. Date

Enter the date from which the system will calculate the scheduled releases. If one or two digits are entered, the system will assume the digits are the day of the current month and year, and will complete the date entry for the user. This date must be on or after the current system date. CR defaults to system date.

2. Scope

Select whether to process **P**rinted documents only or **A**ll documents. CR
defaults to Printed.

3. Format

Select whether to print the report in **D**etail or **S**ummary format. CR
defaults to Detail format.

4. Memo

Select whether to include memo lines on the report. CR defaults to No.

```
┌─────────────────────────────────────────────────────────────────────┐
│ 🖬 Blanket Order Release Register (SOU720)                 _ □ X     │
│ Help                                                                 │
├─────────────────────────────────────────────────────────────────────┤
│ 01-Demo Company           Blanket Order Release Register     SOU720  │
│                                                       CP=09/2002 SEP  │
│ Release Register Update Has Been Run As Of 09/28/2002                 │
│                                                                       │
│ Date   System Date                                                    │
│                                                                       │
│ Scope  P Printed Docs                                                 │
│                                                                       │
│ Format D Detail                                                       │
│                                                                       │
│ Memos  N                                                              │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│  ─ Template ─────────────────     ─ Printer ──────────────────       │
│    None                             Print to file                     │
│                                                                       │
│ CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit .  │
│                                                                       │
└─────────────────────────────────────────────────────────────────────┘
```

How to print the Blanket Order Release Register

1. Access this program by choosing Sales Orders --> Orders -->Blanket Sales Orders-->Blanket Order Release Register.

2. In the Date input field, enter the date from which the system will calculate the scheduled releases. The date must be on or after the current system date. Press F1 to default to the system date.

3. In the Scope input field, select whether to process Printed documents only or All documents. The program defaults to Printed

4. In the Memo input field, select whether to include memo lines on the report. The program defaults to No.

5. Enter Yes to print the register, or press F4 to backup. The system prints the register for the selected documents.

Orders

The Orders subsystem is also an optional feature of the FACTS System. Programs on the Orders menu enable you to enter, correct, place on hold and print orders in the system.

Orders can be confirmed and converted to invoices in the Order Confirmation program found on the Invoices menu.

Use the Order Entry program to enter individual orders or create standing orders automatically by using the Blanket Sales Order system (See Chapter 3). This is an optional feature that enables you to enter and edit blanket orders that consist of multiple shipments per item based on a schedule or on will call. You can enter both warehouse shipments and direct shipments on orders. If an order includes a direct shipment, FACTS asks if you want to create a suggested purchase order in the Purchase Orders subsystem.

A single sales order document can accommodate items shipping from more than one warehouse and items transferring from another warehouse. If ordered items need to ship from separate warehouses, you can set FACTS to print separate pick tickets in each warehouse.

If ordered items need to ship from one warehouse but are stocked in another, FACTS asks if you want to create a Suggested Warehouse Transfer ticket.

How sales orders affect inventory

As you enter items on an order, FACTS automatically commits those items in the selected warehouse. That means that the items are now committed to the customer indicated on the sales order.

As you enter items, FACTS displays item availability in the selected warehouse. If the items are not available at the time they are being ordered, you can tell FACTS to backorder them if allowed, and you can tell FACTS to automatically create a suggested purchase order for the item. If multiple warehouses on an order are allowed, the user may be able to order items from another warehouse. If a user does not have rights to order items from the initiating or shipping warehouses, FACTS places the line-items on hold. Authorized users (see Warehouse Code F/M in Chapter 16) can release the items with the Item Shipment Approval program.

Pricing flexibility

During order entry, FACTS displays all prices available for the selected item, quantity and customer in the Price Options window.

You can also search for prices at the price input, and you can manually override the price options by simply entering a price in the price input. The Order Entry program enables you to select a different pricing unit of measure than the ordered unit of measure.

Printing from Order Entry

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

A bill of lading (BOL) for the order can be added and printed later.

Credit check warnings

If the order sends the customer over their credit limit, a message may flash on the screen indicating this to the user. If the user has set the system to place orders on hold if the customers are over their credit limits, the order does not print until the document has been taken off hold.

Using programs on the Sales Orders master menu

Order Entry. Enter, correct and check orders in this program.

Pick Ticket Print. Print and reprint orders with this program. You can correct and reprint pick tickets (or printed orders) as often as needed until you confirm the order and convert it to an invoice. If an order includes shipments from multiple warehouses, you can set the system to print pick tickets in the initiating, shipping or both warehouses.

Bill of Lading Print. Use this program to print a list of items and quantities being delivered. You can print bills of lading for orders, past invoices or warehouse transfer tickets.

Hold Selection. Use the Hold Selection program to selectively put orders on hold, regardless of the credit limit, and take orders off hold so they can be processed.

Commit Backordered Quantities. Use this program to commit backordered items on sales orders when the items become available again in inventory.

Item Shipment Approval. Use this program for multiple warehouse orders. This program enables you to release lines that are on-hold because the person who entered the order did not have security rights to the initiating and/or shipping warehouse. Items can be viewed in item or document order.
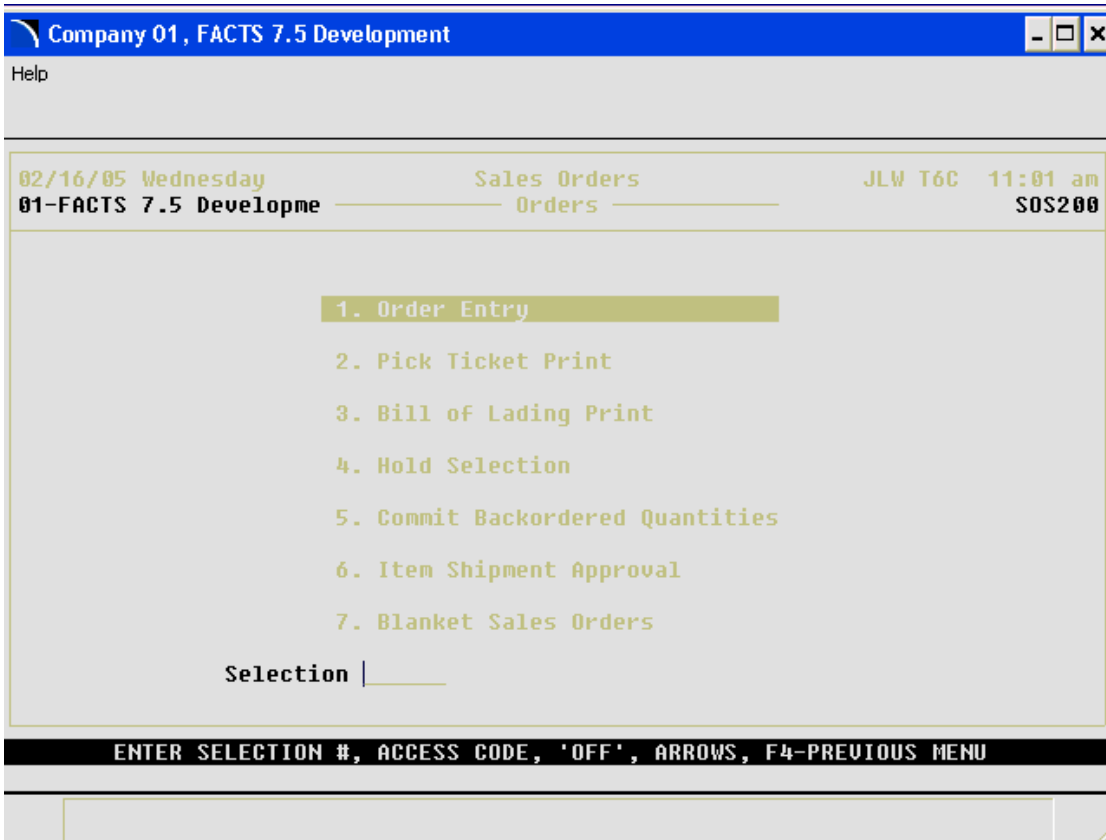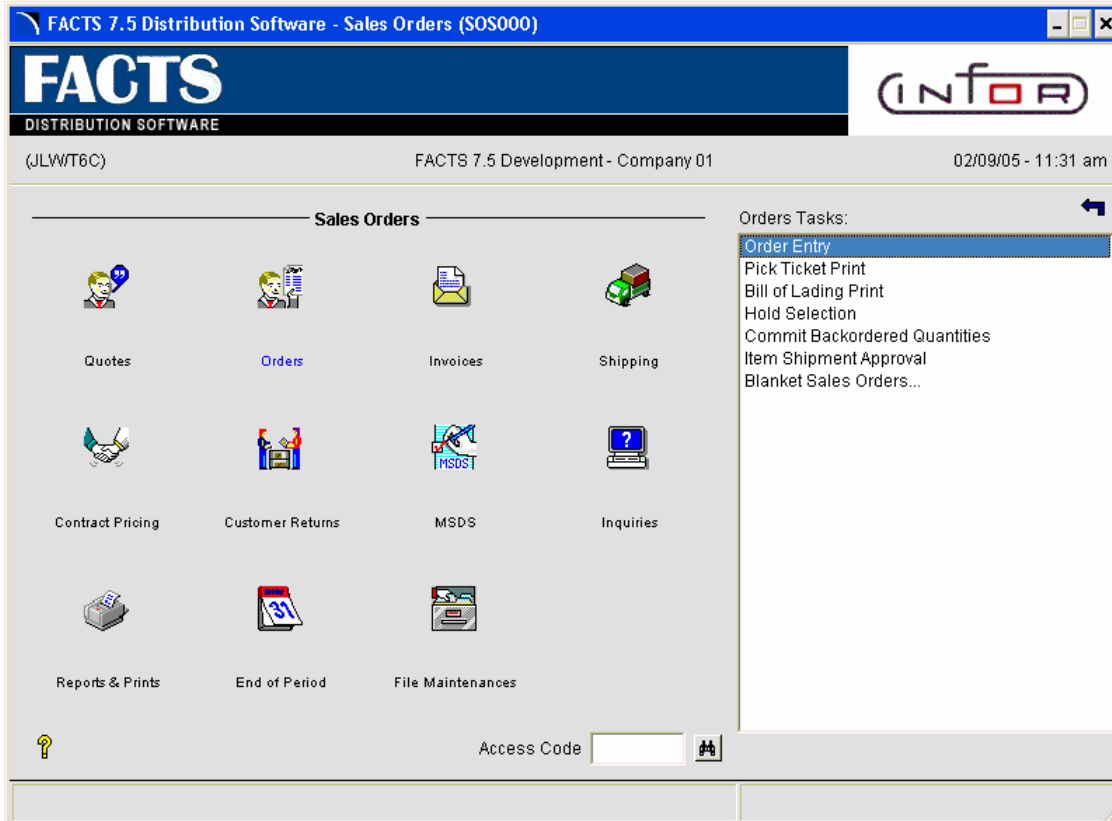
Order Entry (SOE210)

Use this program to enter new sales orders, or review and edit existing sales orders. A sales order effectively commits quantities of items for a customer and produces a pick ticket, which warehouse personnel use to fill the order.

To access this program, choose *Sales Orders→Orders→Order Entry* from the Master Menu or enter the access code **OE** at a FACTS menu.

To convert an order to an invoice, use the Order Confirmation program on the Invoices menu.

 You can reduce the number of keystrokes required during Order Entry by editing the SO Entry Options F/M (*Sales Orders→File Maintenances→Infrequent File Maintenances→SO Entry Options F/M.*) This program enables you to designate which inputs appear in the header section of the main entry screen, which appear in dialog boxes and which do not appear at all. You can also flag an input so that you initially skip it during order entry but can back into it later if necessary. The program provides similar controls for the line item and footer sections. You can also choose which document totals should appear beneath the line item browser.

Order Entry Processing Details

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

Notes

During processing, the system automatically displays urgent notes for customers and items based on your settings on the Notes tab of SO Entry Options F/M. Refer to the Viewing/Entering Notes from Sales Order Programs topic for additional details.

You can enter document notes for existing sales order headers and lines. SO Document and line notes are available to view/edit (according to the user's security) for all open documents. You also have the option to print the note on the sales order (for order or backorder type documents only) as well as the invoice. When you run the Daily Sales Register, the system copies document notes to the past invoice. You can export sales order line notes to associated purchase orders or inventory transfers and print the exported sales order line notes on the PO or transfer ticket. Refer to the Importing Notes topic for details.

Order Entry Header Processing

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

Enter a new document
Delete a document

Open an existing document
Create a document number

Line Item Processing

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

Add a line
Edit a line item
Delete a line item
Insert a line item
Find a line item

From the buttons in the lower portion of the screen, you can access the Deposit/Payment Entry screen (via the Deposits button) to enter customer deposits or payments on SO documents, the Header Detail window (via the Header button) to access sales order header information, and the Line Detail (via the Line Detail button) to access items details for selected sales order lines.

Order Entry Footer Processing

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

The document number and customer name appear in the title bar after you complete the document header.

The menu bar provides access to additional features.

Use the header portion of a document to enter the customer placing the order, the customer's ship-to address and other information required to process an order.

Use the line item entry window to add items to the order. Use the on the right side of the browser to add, edit, delete, or insert line items. Use the icons on the left to manage notes.

Document totals provide at-a-glance summaries of the order.

Select the **Done** button when you are finished entering items.

Use the item browser to view items that you have already entered, select items so you can edit them and organize items so they appear in a certain order on the pick ticket.

Access the Deposits/Payments, Header Detail or Line Detail windows from the bottom button bar.

Order Entry Header Information

Use the Order Header section to enter the order number, customer, ordered and request dates and other general information. This window contains all the possible inputs for the Order Entry Header.

📌 **Tip**: When you press **Enter** or **Tab** when entering information, the additional inputs that appear, such as Ship Via Code, an inside salesperson code, etc., depend on the settings selected in SO Entry Options F/M. This procedure details all possible entries. Most of these entries already display default information; you can modify these values. Character Users: Press **F3** to stop at the first required field; press **F3** again to bypass these fields, use default information, and directly access the line item entry section.

Input Descriptions

Use the following input descriptions to enter information for an order header:

1. In the **Doc/Cust** field, enter the sales order # to assign to this document or the customer for the sales order.

    📌 **Tip**: The system automatically creates a document number once you complete the header. At that point, the document number appears in the title bar along with the customer's name. You can also assign a document number manually if you prefer. You can select the File→New Document to access the Add New Document dialog box, where you can manually enter the new sales order number. *Character Users*: Press **F10** to display menu options.

    Credit Check Note: When you enter a customer, a credit check is performed if the number of Credit Check Days on the Accounting tab of Customer F/M is less than 999. For additional credit check processing details, such as disputed invoice processing, adding customers on-the-fly, or displaying customer aging , refer to the Customer Credit Check topic in *Chapter 4 Orders* of this document.

    When a new customer is added by using the F1-Add feature in the order entry programs, the customer credit check field value is loaded from the default in the AR Static Control record. You cannot enter credit check information on this screen. If you need to modify the customer credit information, access AR Customer F/M.

    Search Tips:

    Press **F2** or 🔍 to perform a search for customers.

    To enter the customer for the sales order, you can select the 🔲 button to access the Quick Customer Add dialog box, which is used add customers on-the-fly.

    Document

    Press **F3** or select the 📂 icon to perform a document search by customer.

2.   Ship-to

Modify the ship-to code (this code displays from the customer's default information) where the order should be shipped. The system displays the full ship-to address. If the ship-to code is missing in the Customer F/M, the system stops at the Ship-to input and requires you to enter the ship-to code before you can continue with the order.

If a customer requests to have an order shipped to an address other than its usual shipping address, select the ⬜ icon to use the Temporary Ship-to feature to facilitate this request. You can press **F2** or select the 🔍 icon to search.

Creating a temporary ship-to address

1. Press **F3** in this input or the ⬜ icon.

2. In the Ship-to Address window, enter the alternate ship-to information.

3. Choose OK to return to the main entry screen. Notice that TEMP now appears in the Ship-to input, rather than SAME.

📍 **Price Level:**   The system displays the price level information in the upper portion of the screen.

3.   Ordered

The system displays the current date as the default for the date on which the order was placed; you can modify this field.

4.   Requested

The system displays ASAP as the default for the date on which the customer wants the order to arrive. You can select the ⚡ to change the value in this field to ASAP.

📍 **Tip**: When you press **Enter** or **Tab**, the additional inputs that appear, such as Customer Reference Number, Ship Via Code, an inside salesperson code, etc., depend on the settings selected in SO Entry Options F/M. This procedure details all possible entries. Most of these entries already display default information; you can modify these values.

5.   Terms

Enter the code representing the payment terms extended to this customer. This input defaults to the terms code entered in the customer's master file. Press **F2** or choose the 🔍 button to view the list of terms codes available in the system.

6.   Ship Via

Enter the ship via code indicating the method of shipment the customer requested. You can enter a ship via code in the customer's master file so it automatically appears when you enter the customer's code. Press **F2** or choose the 🔍 button to view the list of ship-via codes available in the system.

➲   Changing the ship via in the header on a document with existing lines *will not* change the ship via values on existing line items.

To globally change ship vias on all existing lines for a particular warehouse:

Graphical users: Choose *View-->Shipping Warehouses.*

Character users: Press **F10** and select *View-->Shipping Warehouses.*

You can select **Chng Ship Via** to change the ship vias for all existing lines for a particular warehouse.   You can select **Ship Comp** to enter a new ship complete status for the specified warehouse.

7.   **Ordered By**

Enter the name of the person who placed the order. Press F4 to backup to the previous field. Orders converted from quotes default to the name of the person that entered the quote.

8.   **Freight code**

Indicate how the customer will pay for freight on this order. The options are **P-**Prepaid, **C-**Collect freight, **B-**Bill later, or **A-**Prepay/Add. The program defaults to the freight code selected in the customer's file.

9.   **Salesperson**

Enter the salesperson code assigned to this customer. The program defaults to the salesperson/territory code assigned to the Ship-to code (*Accounts Receivable→File Maintenances→Ship-to F/M).* Press **F2** or choose the 🔍 button to see a list of salesperson/territories in the system.

10.   **Inside Salesperson**

Enter the salesperson code to indicate who is entering the order on the primary salesperson's behalf. To access this input, the **Inside/2nd slsp** flag in SO Static Control must be set to **I-Inside Salesperson** or **B-Both**. Commission cannot be split with an inside salesperson in FACTS. Press **F2** or choose the 🔍 button to see a list of inside salespersons in the system.

See Also:

Order Entry Line Item Information

Order Entry Footer Information

Enter a new document

Delete a document

Open an existing document

Create a document number

Add a line

Edit a line item

Delete a line item

Insert a line item

Find a line item

To convert a quote to sale

Order Entry Line Item Information

The line-item portion of the program allows the entry of up to 999 line item and message lines to complete the order. Line numbers are assigned automatically beginning with 001 and increments by one for each individual line item up to 999. In the rare case where 999 line items have been entered on a single order, the program proceeds to the **selection prompt** and refuses further entries.

Input Descriptions

This window contains all the possible inputs for Order Entry items processing. Use the following input descriptions to enter information for an order line item.

1.   Item Number

You have several options for this entry:

M Enter a memo

F2 or 🔍 Allows a search

F3 or ❌ Ends line item entries

  Item number

Enter the item number. After you enter an item, the program displays the item class, package size, item weight and its unit of measure, available quantity, on hand quantity, on-order quantity, and bin location.

📌 When you enter an item number, the system displays the Gross Margin for the item in the **GM%** input. If you modify the pricing and unit cost for the item, the system updates this value.

If you enter an inactive item with zero available quantity, the system no longer allows you to backorder the item. The system prompts you to post the item to lost sales.

If you enter a temporary item or a catalog item, the system displays additional input fields. Refer to the Temporary and Catalog Item Entry topic for input details.

If you enter a standard part number, the system uses the unit of measure (UM) from the Standard Part Number record as the default selling UM instead of the default selling UM in the Item F/M record. If you select not to use the standard part number UM or the standard part number UM is blank or not a valid selling UM for the item, then the system uses the standard default UM for the item.

The following options are available from the item number prompt.

Memo - Select **M** to enter a memo line. If the order is a multiple warehouse or combined warehouse/direct order, a memo line will have special attributes.

Search - Enter **F2** or select 🔍 to perform an item search.

End entries - Press **F3** or select ❌ to end line-item entries and proceed to the ending routine.
The following options are available from the item number prompt.

Memo - Select **M** to enter a memo line. If the order is a multiple warehouse or combined warehouse/direct order, a memo line will have special attributes.

Search - Enter **F2** or select 🔍 to perform an item search.   You can search by item number, interchange or catalog number.

End entries - Press **F3** or select ❌ to end line-item entries and proceed to the ending routine.

From the Options menu, you can access the following:

Lost Entry Sales—Allows you to track lost sales on items. Enter the item number, description, the quantity, UM, price and the reason code.

Import Items—Allows you import items from existing documents (quotes, orders or past invoices) This feature allows you to easily duplicate on one document (a quote, order or invoice) the line items on another document (quote, order or invoice). Policy flags set in the Document Import Control F/M (SOF972) indicate whether or not you can duplicate lines from a document for a different customer and how the pricing gets updated when the import occurs. The system allows you to select the document type, reference number and default pricing option (if applicable) and then displays the Import Item Selection dialog box so you can select the items to import to the new document.

Item Search—Allows you to search for items by item number, item interchange, item class or UPC number. You can also access the Item Search by pressing F2. This option is only available when you are entering an item number.

Customer Item Search—Allows you to search for items according to customer references. This option is only available when you are entering an item number.

Catalog Item Search—Allows you to search for a catalog item by alpha lookup or catalog item number. This option is only available when you are entering an item number.

Past Sales Search—Allows you to lookup all items sold to this customer in the past. When you select an item from this search, the system sets quantity ordered to what the customer ordered in the past sale. This option is available at the item prompt and only if the Use Past Sales flag is selected in SO Static Control.

Equipment Search—Allows you to look up equipment codes on file in the Service & Repair module. This option is only available when you are entering an item number and if the Service & Repair module is activated.

Item Interchanges—Allows you to look up alternate references listed for each item number.

Quick Item Add—Allows you to add an item to the system on the fly. The item can be accessed later from Item F/M.

2.   **Ship Direct**

Select the Ship Direct check box or press **F3** to indicate, that this item is shipped directly to the customer ship-to address.

3. **Wh**

The system displays the default warehouse for the item. You can modify this value or select the 🔍 icon to search for a different warehouse.

4. **Ordered**

Enter the quantity of the item that the customer wants to order. You can select the 🔄 icon or press **F2** to change the unit of measure on the ordered quantity. This can be used if, for example, the default UM may be each, but the customer wants to order a box.

If the quantity entered exceeds the available inventory in the selected warehouse, the program gives you the option to accept the quantity anyway or to search other warehouses.

The Search Warehouses window displays the warehouses that have the item, along with the available, on hand, committed, on order, backordered and surplus quantities for the unit of measure selected. Select a warehouse. This creates a suggested warehouse transfer. Make sure you backorder the item.

5. **UM**

The unit of measure field is display only. For a standard part number, the system uses the unit of measure (UM) from the Standard Part Number record as the default selling UM instead of the default selling UM in the Item F/M record. If you select not to use the standard part number UM or the standard part number UM is blank or not a valid selling UM for the item, then the system uses the standard default UM for the item.

6. **Committed**

Enter a quantity to commit in the warehouse or accept the default.

This input defaults to the quantity ordered, if that quantity is available in the selected warehouse.

7. **Backordered**

Enter a backordered quantity if the quantity ordered is greater than the available quantity in the selected warehouse.

When you enter a backordered quantity, Sales Order Entry programs base suggested document creation on the **Stock**, **NonStocked**, **Uninventoried**, and **Temporary** prompts in **Sugg PO/TR by Type** section on the Line Options tab of *SO Entry Options F/M (SOF915)*. Use these settings to indicate whether you want to have the system ask to create suggested purchase orders or suggested transfers by item type during Order Entry line processing.   Refer to the Suggested Transfer/Purchase Order Creation from Sales Order Entry Programs topic for detailed information about creating suggested warehouse transfer or purchase orders for backordered quantities.

The program skips this input if:

- The customer does not allow backorders (**Allow backorders** flag not selected in AR Customer F/M)

- The item is a direct ship

- The selected warehouse has enough inventory to fill the order.

➲   If the backordered and committed quantities do not add up to the ordered quantity, the entry program forces an adjustment.

8.   **Price**

Enter the price per displayed pricing unit of measure. Enter **L** and a level number for a price level if applicable. Press **F2** to change the unit of measure for pricing if more than one is set up for this item. Press **F3** or 🔍$ to search for another price. This input defaults to the pricing default UM for this item.

At this point, headings for the line-item fields used are displayed, and if the **Display G.M.%** flag in the Sales Orders Static Control Record is set to **Q** or **A**, the gross margin percentage is also displayed. If the calculated gross margin percentage is below the minimum or above the maximum, a message is displayed.

9.   **Extension**

The line-item extension is calculated (price less any discounts multiplied by the quantity ordered multiplied by the conversion factor) and displayed. If the extension is greater than $999,999.99 the message EXTENSION TOO LARGE is displayed and the input is not accepted. If the user has a line-item with sales up to one million dollars, enter the item on more than one line.

At this point, headings for the line-item fields used are displayed, and if the **Display G.M.%** flag in the Sales Orders Static Control Record is set to Q or A, the gross margin percentage is also displayed. If the calculated gross margin percentage is below the minimum or above the maximum, a message is displayed.

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

10. Press **F3** (End Entries) to complete an entry in the line-item portion of the Order Entry program.

Graphical Users: Select the ❌ icon to stop entering line items.

Character Users: Following the entry of the last line-item, you can enter the following to perform the described functions:

Change a line item

Enter (CR) Select highlighted line (use arrows to select line)

F2   Change the header

F3   Access the ending routine

A   Add a line item

D   Delete the entire order

F   Find item

C   Display class totals

In the Notes: area of the screen, just above the line item section, the system displays CUST, VEND, SOEH, SOEL, SOPH, SOEL, SOQH, SOQL, TRDH, TRDL, or ITEM to indicate that notes are present. From the View menu of the Sales Order Entry programs, you can select F10-Menus to access Notes from the menu.

Graphical Users: You have the following options:

Select the **Deposits** button to access to the Deposit/Payment Entry window.

Select the **Header** button to access the Header Detail for Documents screen, which is used to view and/or modify warehouse, shipping information, request and order dates, and salesperson, freight, terms and ship via codes.

Highlight a line item and select the **Line Detail** button to access the Line Detail for Documents screen, which is used to view and/or modify item descriptions, quantity and shipping information, costing, and PO information.

Select the icon to make changes for the highlighted line item.

Select the icon to add a line.

Select the icon to delete the highlighted line.

Select the button to add a line item above the highlighted item in the browser.

Press the icon to save your changes.

On the left side of the line item browser, you can select:

 to access Note Entry (SME710) for the sales order header record specified in the program.

 to access Note Entry (SME710) for the customer specified in the program.

 to access Note Entry (SME710) for sales order line records in the line item browser.

 to access Note Entry (SME710) for the item highlighted in line item browser.

See Also:

Order Entry Footer Information

The Order Footer screen consists of the final inputs prior to completion of the sales order document. The ending routine is not accessible if no line items have been entered.

Input Descriptions

This window contains all the possible inputs for Order Entry footer processing. Use the following input descriptions to enter information for an order footer.

1. **Memo**

Enter the memo line that prints on the pick ticket. Select the **Backup** button if you need to change any items or header information. Select the **Deposits** button to access to the Deposit/Payment Entry window. **OK** in the Footer window to finish the order

2. **Print Pick Ticket**

You can choose to print the pick ticket now, print it later from the Pick Ticket Print program or place the document on hold, which may be necessary if the order put the selected customer over its credit limit. Documents put on hold can be released in the SO Hold Selection program (*Sales Orders→Orders→Hold Selection*). Press F1 or the 💾 icon to make your Print Pick Ticket response the default answer for the next pick ticket you create.

For orders that are being reprinted, the system displays Add changed warehouse to reprint file. Select the checkbox to reprint the pick ticket. Press F1 or the 💾 icon to make your Print Pick Ticket response the default answer for the next pick ticket you create.

The program performs several processing checks to ensure that the pick ticket is ready to print. Processing checks are as follows

If the order priority is "H" for service hold, the system displays a message indicating the order is on hold and the print prompt is skipped. Orders on service hold do not print a pick.

The system determines whether the order is eligible to be shipped based on the following: If an order or line is "eligible to ship", it means the order has met the requirements to ship according to the ship complete status and the amount of committed stock on the order.

A warehouse will be considered not eligible to ship if:

- The warehouse is ship complete and not all warehouse shipping line items are fully committed.

- The warehouse is not ship complete but all warehouse shipping line items are ship complete and not all are fully committed.

- The warehouse is not ship complete but all warehouse shipping line items have a zero committed quantity.

Balance complete on both the warehouse and line level will behave like a partial shipment when considering if the order is eligible to ship. In a multiple warehouse environment, warehouse-level ship complete applies to each warehouse individually. However, if the initiating warehouse is set to print consolidated pick ticket only, all warehouses will be evaluated together to determine if the order is eligible to ship. If items are shipping from a warehouse that is set to require approval, those items must have an approved status in addition to being fully committed in order to be considered eligible to ship.

If it is eligible to ship, the system displays the print prompt using the previous settings from printing a pick ticket in Order Entry as the default.

If it is not eligible to ship, the "Allow Print if not Complete" input from the SO Static Control file determines whether the Print Pick Ticket prompt is displayed. If the "Allow Print if not Complete" input is set to "N", the user will be given a message and the print prompt will be skipped. If the "Allow Print if not Complete" input is set to "Y", the print prompt will display with the default answer being "N" and a message on the window stating that the order is not eligible to ship. If you enter "Yes", the pick ticket prints.

Refer to the Ship Complete Feature Overview topic in *Chapter 1 – System Overview* for details.

Multiple warehouse users: If you select Y-Print pick ticket now and no print ticket exists for the initiating warehouse, a message appears to that effect. Items shipping from other warehouses are added to the Item Ship Approval File for those shipping warehouses.

 You must approve the items in Item Shipment Approval before the ticket can print.

Direct Ship Orders

You can print direct ship orders on pick tickets. The Print Direct Ship on Pick and Combine Warehouse Direct Ships settings on the Main view of Warehouse F/M (ICF970) are used indicate whether you want to allow a combination of multiple warehouses and direct shipments on the same order and whether you want to print direct ship lines on the initiating warehouse pick ticket.

Note that pick tickets do not print for exclusively direct ship documents. The presence of a direct ship line on a sales order will not cause a pick ticket to print that otherwise would not. Meaning, if the Direct Ship on Pick setting on the Main view of Warehouse F/M (ICF970) is turned off and the pick does not print then it will not print with the setting on.

Direct ship lines can print as additional lines on a pick ticket but are not considered by the system when determining if there is a pick to print. You can add a leading memo to the order to cause the pick ticket to print.

Orders with direct ships: The program asks you if you create or update a purchase order if the Create POs for Direct Ships control in SO Static Control F/M is set to **Y-Create POs** or **M-Operator Selection of PO Creation**.

Ordered By Information

Based on the value of Print Ordered By prompt on the Pick Ticket tab of
Document Print Control F/M (SOF950) and if the ordered by field is not blank,
the pick ticket includes "Ordered by xxxxx" in the line region on the first page

only after the order priority and ship complete information but before the blanket order or CRS information.

See Also:

Order Entry Header Information

Order Entry Line Item Information

Enter a new document

Delete a document

Open an existing document

Create a document number

Add a line

Edit a line item

Delete a line item

Insert a line item

Find a line item

How to enter a new sales order

1. Open the Order Entry program. You can access this program by selecting *Sales Orders→Orders→Order Entry.*

2. In the **Doc/Cust** field, enter the sales order # to assign to this document or the customer for the sales order.

   Tip: The system automatically creates a document number once you complete the header. At that point, the document number appears in the title bar along with the customer's name. You can also assign a document number manually if you prefer. You can select the File→New Document to access the Add New Document dialog box, where you can manually enter the new sales order number. *Character Users*: Press **F10** to display menu options.

   Search Tips:

   Press **F2** or select the 🔍 icon to perform a document search by customer.

   To enter the customer for the sales order, you can select the 🖼 button to access the Quick Customer Add dialog box, which is used add customers on-the-fly.

3. In the **Ship-to** field, modify the ship-to code (this code displays from the customer's default information) where the order should be shipped. The system displays the full ship-to address. If a customer requests to have an order shipped to an address other than its usual shipping address, select the 🚚 icon to use the Temporary Ship-to feature to facilitate this request.

4. In the **Ordered** field, the system displays the current date as the default for the date on which the order was placed; you can modify this field.

5. In the **Requested** field, the system displays ASAP as the default for the date on which the customer wants the order to arrive. You can select the ⚡ to change the value in this field to ASAP.

   Tip: When you press **Enter** or **Tab**, the additional inputs that appear, such as Customer Reference Number, Ship Via Code, an inside salesperson code, etc., depend on the settings selected in SO Entry Options F/M. This procedure details all possible entries. Most of these entries already display default information; you can modify these values.

6. The system displays a dialog box of additional fields. You can enter or modify the following information:

   Ship Via---The ship via code indicating the method of shipment the customer requested. You can enter a ship via code in the customer's master file so it automatically appears when you enter the customer's code. ➲   Changing the ship via in the header on a document with existing lines *will not* change the ship via values on existing line items. **To globally change ship vias on all existing lines for a particular warehouse:**

Choose View-->Shipping Warehouses. You can select **Chng Ship Via** to change the ship vias for all existing lines for a particular warehouse. You can select **Ship Comp** to enter a new ship complete status for the specified warehouse.

Terms---The code representing the payment terms extended to this customer. This input defaults to the terms code entered in the customer's master file. Press **F2** or choose the 🔍 button to view the list of terms codes available in the system.

Freight code---Indicate how the customer will pay for freight on this order. The options are **P**-Prepaid, **C**-Collect freight, **B**-Bill later, **A**-Prepay/Add. The program defaults to the freight code selected in the customer's file.

Salesperson---The salesperson code assigned to this customer. The program defaults to the salesperson/territory code assigned to the Ship-to code (*Accounts Receivable➔File Maintenances➔Ship-to F/M).* Press **F2** or choose the 🔍 button to see a list of salesperson/territories in the system.

Inside Salesperson---The salesperson code to indicate who is entering the order on the primary salesperson's behalf. To access this input, the **Inside/2nd slsp** flag in SO Static Control must be set to **I-Inside Salesperson** or **B-Both**. Commission cannot be split with an inside salesperson in FACTS.

7. Select the **OK** button. If this customer requires a reference number for the sales order, the system displays a message Reference # required for this customer. Select the OK button to display the Header Detail screen to enter the reference number. At this time you can also modify values for many of the available fields. Refer to the Header Detail topic for field description information.

    🔴 **TIP**: Once the header is complete, the program automatically goes into Add mode, which means the cursor jumps to the **Item Number** prompt in the line entry section where you can begin entering line-item information. Use the *line entry section* to enter the item numbers, the quantities ordered, committed and/or backordered; the price; and the extension (prices multiplied by the quantity ordered). More prompts may appear depending on the settings in SO Entry Options F/M.

8. In the **Item** field, enter the item number for the sales order line. You can select the 🔍 icon to search for items. You can enter **M** to enter a memo line.

    If you enter a temporary item or a catalog item, the system displays additional input fields. Refer to the Temporary and Catalog Item Entry topic for input details.

    🔴 **TIP**: For detailed information about entering serial/lot items refer to the Entering serial/lot items topic.

9. Select the **Ship Direct** check box or press **F3** to indicate, that this item is shipped directly to the customer ship-to address.

10. In the **Wh** field, the system displays the default warehouse for the item. You can modify this value or select the 🔍 icon to search for a different warehouse.

11. In the **Ordered** field, enter the customer's requested quantity. You can select the ![icon] icon or press **F2** to change the unit of measure on the ordered quantity.

    ![pin] **TIP**: If the quantity entered exceeds the available inventory in the selected warehouse, the program gives you the option to accept the quantity anyway or to search other warehouses. The Search Warehouses window displays the warehouses that have the item, along with the available, on hand, committed, on order, backordered and surplus quantities for the unit of measure selected. Select a warehouse. This creates a suggested warehouse transfer. Make sure you backorder the item.

12. In the **Committed** field, enter a quantity to commit in the warehouse or accept the default. This input defaults to the quantity ordered, if that quantity is available in the selected warehouse.

13. In the **Backordered** field, enter a backordered quantity if the quantity ordered is greater than the available quantity in the selected warehouse.

    When you enter a backordered quantity, Sales Order Entry programs base suggested document creation on the **Stock**, **NonStocked**, **Uninventoried**, and **Temporary** prompts in **Sugg PO/TR by Type** section on the Line Options tab of *SO Entry Options F/M (SOF915)*. Use these settings to indicate whether you want to have the system ask to create suggested purchase orders or suggested transfers by item type during Order Entry line processing.   Refer to the Suggested Transfer/Purchase Order Creation from Sales Order Entry Programs topic for detailed information about creating suggested warehouse transfer or purchase orders for backordered quantities.

    The program skips this input if:

    The customer does not allow backorders (**Allow backorders** flag not selected in AR Customer F/M).

    Your company does not allow backorders (**Allow backorders** flag not selected in SO Static Control F/M).

    The item is a direct ship.

    The selected warehouse has enough inventory to fill the order.

    ➲ If the backordered and committed quantities do not add up to the ordered quantity, the entry program forces an adjustment.

    14. As you finish entering a line item, the cursor returns to the **Item Number** prompt. Press **F4** at the **Item Number** input or the ![icon] icon to exit out of Add mode.

    Quick entry tip: Enter the item number, the ordered quantity and then press the down arrow key (⬇).

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

15. Press **F3** (End Entries) to complete entries in the line-item portion of the Order Entry program.

Graphical Users: Select the icon to stop entering line items.

Character Users: Following the entry of the last line item, you can enter the following to perform the described functions:

> **Enter (CR)** Select highlighted line (use arrows to select line)

R   Change the header

F3   Access the Footer (ending) routine

Highlight **Add** line and press **Enter (CR)**   Add a line item

Delete   Delete the highlighted line

Insert   Insert a new line before the highlighted line

In the Notes: area of the screen, just above the line item section, the system displays CUST, VEND, SOEH, SOEL, SOPH, SOEL, SOQH, SOQL, TRDH, TRDL, or ITEM to indicate that notes are present. From the View menu of the Sales Order Entry programs, you can select F10-Menus to access Notes from the menu.

Graphical Users: You have the following options:

Select the icon to stop entering line items.

Select the **Deposits** button to access to the Deposit/Payment Entry window.

Select the **Header** button to access the Header Detail for Documents screen, which is used to view and/or modify warehouse, shipping information, request and order dates, and salesperson, freight, terms and ship via codes.

Highlight a line item and select the **Line Detail** button to access the Line Detail for Documents screen, which is used to view and/or modify item descriptions, quantity and shipping information, costing, and PO information.

Select the icon to make changes for the highlighted line item.

Choose the Options menu for additional item searches, Quick Item Add and Service & Repair options (if used).

Select the **Deposits** button to access to the Deposit/Payment Entry window.

On the left side of the line item browser, you can select:

 to access Note Entry (SME710) for the sales order header record specified in the program.

 to access Note Entry (SME710) for the customer specified in the program.

 to access Note Entry (SME710) for sales order line records in the line item browser.

 to access Note Entry (SME710) for the item highlighted in line item browser.

17. When you select **F3** or the **Done** button, the system displays Footer for Document dialog box; in the Memo field, enter the memo line that prints on the pick ticket. Select the **Backup** button if you need to change any items or header information. Select the **Deposits** button to access to the Deposit/Payment Entry window.

18. Choose **OK** in the Footer window to finish the order. The program gives you several options:

    Print Pick Ticket – choose to print the pick ticket now, print it later from the Pick Ticket Print program or place the document on hold, which may be necessary if the order put the selected customer over its credit limit. Documents put on hold can be released in the SO Hold Selection program (*Sales Orders→Orders→Hold Selection*).

    Multiple warehouse users: If you select **Y-Print pick ticket now** and no print ticket exists for the initiating warehouse, a message appears to the effect. Items shipping from other warehouses are added to the Item Ship Approval File for those shipping warehouses.

    ➲ You must approve the items in Item Shipment Approval before the ticket can print.

    Orders with direct ships: The program asks you if you create or update a purchase order if the **Create POs for Direct Ships** control in SO Static Control F/M is set to **Y-Create POs** or **M-Operator Selection of PO Creation**.

19. The system returns you to the **Doc/Cust** field, where you can enter another sales order or exit the program.

Order Entry Features and Procedures

Assigning document numbers

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

To assign document numbers manually:

1. Open Order Entry.

2. *Graphical users:* Choose *File→New Document Number* from the menu. *Character users:* Press **F10** and select *File→New Document Number* from the menu.

3. Enter up to six characters to create a document number. Choose **OK** or press **CR.**

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

Opening existing documents

Access an existing document before you begin entering a new one. Once you begin entering header information, the system does not allow to you open a document in the same window. You can start another session of FACTS if you need to open a document while you are in the middle of entering one.

To open an existing order:

Enter the document number in the Customer number input. If the document is on file, the customer number appears in the customer number input and the document number moves to the title bar.

OR

1. *Graphical users:* Choose *File→Open Existing Document*. *Character users*: Press **F10** and choose *File→Open Existing Document.*

2. Use the Document Search window to find the document you want to edit or review. See *Using GUI FACTS* or *Using CUI FACTS* if you need help using searches.

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

Customer Credit Check

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

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

The credit hold option for a customer is based on the Credit Check prompt on the Accounting view of Customer Maintenance. If the Credit Check prompt is set to "Message", "Refuse", "Hold", or "Password", a message displays if the customer fails the credit check. The current balance figure used for processing comes from the customer's existing balance in AR Customer F/M. The password for the credit check override resides in the AR Static Control F/M.

Adding Customers On-the-Fly

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

Disputed Invoice Details

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

Customer Aging Window

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

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

Suggested Transfer/Purchase Order Creation from Sales Order Entry Programs

Processing Overview

When you create/edit a sales order line and it has a backordered quantity greater than zero, you can create a suggested purchase order for the primary vendor, a suggested purchase order for another vendor, a suggested transfer from the item's restocking warehouse or a suggested transfer from another warehouse depending on the item type. The Sales Order Entry programs can also be set to automatically create/update the suggested PO or transfer as necessary. The system bases suggested document creation on the prompt in the Sugg PO/TR by Type section of the Line Options tab of SO Entry Options F/M (SOF915). When the Sales Order Entry programs are evaluating a line item with a backordered quantity to determine whether to prompt you to create a suggested transaction, the system looks at the item type and uses the SO Entry Option prompt associated with that type. Use these settings to indicate whether you want to have the system ask to create suggested purchase orders or suggested transfers during Order Entry line processing, automatically create suggested purchase orders or suggested transfers during Order Entry line processing or never create suggested documents.   When the items are received, you can run the Transfer Fill Report prior to the Receiving Register to advise warehouse personnel of what backorders are to be filled with the incoming merchandise.

Create Suggested Transaction Window

If the Stocked and Nonstocked prompts in the Sugg PO/TR by Type section on the Line Options tab of SO Entry Options F/M (SOF915) are set to R Always Ask Defaulting to a Suggested PO or A Always Ask Defaulting to Restocking Path, the system displays the Create Suggested Transaction Window when you create/edit a sales order line and it has a backordered quantity of greater than zero.
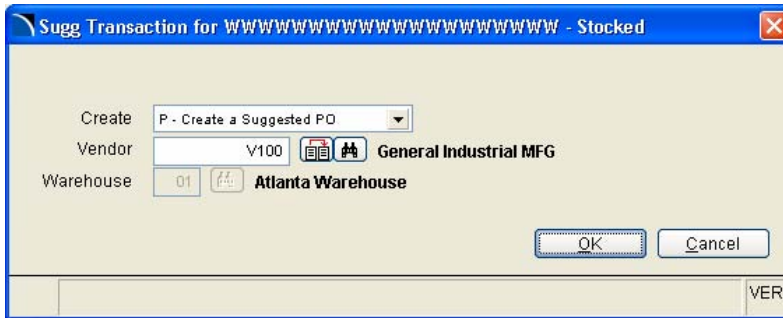
Inputs for the Create Suggested Transaction Window

1. Create

Select the type of suggested transaction to create. You can select from: P-Create a suggested PO, T-Create a suggested transfer or N-neither.

If the ship warehouse is not the same as the initiating warehouse, the T-transfer option is not available. If only one type of suggested document is valid on the sales order line, the Create prompt only allows you to create the valid document type or to not create any suggested document. For example, if the item is temporary and so a suggested transfer is invalid, then the Create prompt would display the option to P-Create a suggested PO or N-neither.

2. Vendor

Enter the vendor for the suggested transaction. Press F1 to use the primary vendor, press F2 to search or F4 to backup to the Create prompt.

This prompt is disabled if the Create prompt is not set to "P"-Create a suggested PO.

3. Warehouse Prompt

Enter the warehouse for the suggested transfer. Press F1 to use the restocking warehouse, F2 to search or F4 to backup to the Create prompt. This prompt is disabled if the create field is not "T"-Create a suggested transfer.

If you press F2-warehouse search, the system displays the Warehouse/Item window (SOC070), which displays all warehouses (other than the shipping warehouse) and the warehouse quantities. You can select a warehouse from the search and the "Select Wh" option is available to return the warehouse number to create suggested document.

Processing Details

If you are creating a suggested PO, the system writes the selected vendor back to the sales order line vendor prompt.

When you edit a sales order line, the program checks to determine if a suggested PO or a suggested transfer already exists for this line. If a suggested document exists, it is deleted and the quantity is saved. For a suggested PO, the warehouse and vendor are also saved. For a suggested transfer, the "from" warehouse is saved. If no change was made to the line, the system displays a message that contains the saved information prompting you to keep the existing suggested transfer or PO.

Suggested Purchase Order for I100

Current: Vendor V110 Warehouse 01

A suggested PO exists for vendor 'V110' for a quantity of 3 EA

Keep the existing suggested PO?

[Yes]   [No]

Suggested Transfer for I100

Current: Warehouse 02

A suggested Transfer exists for warehouse '02' for a quantity of 2 EA

Keep the existing suggested Transfer?

[Yes]   [No]
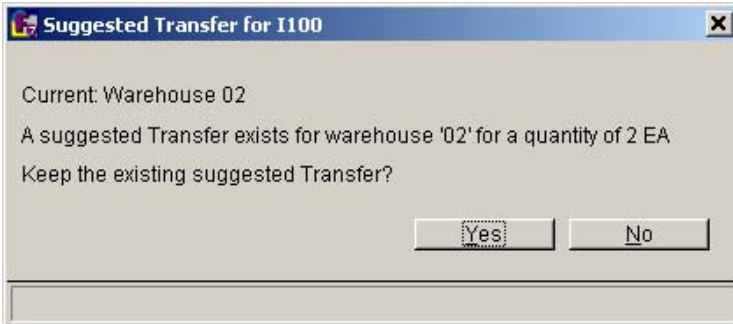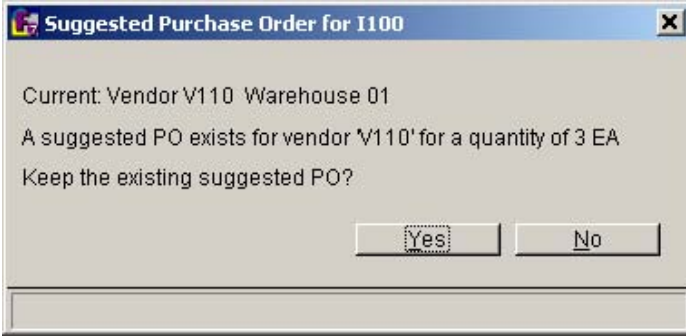
If a backorder quantity remains when the line edit is completed, the system displays a message prompting you to update the existing PO or transfer with the current backordered quantity.

Suggested Purchase Order for TEMPORARY

Current: Vendor V101 Warehouse 01

A suggested PO exists for vendor 'V101' for a quantity of 1.000 EA

Update the existing suggested PO with the current backordered qty?

Selection: Y - Update the suggested PO with the current backordered quantity ▼
             Y - Update the suggested PO with the current backordered quantity
             N - Keep the existing suggested PO with the original quantity
             D - Delete the suggested PO

Enter your selection

Suggested Transfer for I100

Current: Warehouse 02

A suggested Transfer exists for warehouse '02' for a quantity of 1 EA

Update the existing suggested Transfer with the current backordered qty?

Selection: Y - Update the suggested Transfer with the current backordered quantity ▼

[OK]   [Cancel]

Enter your selection

You can select from the following options:

Y-Update the suggested PO or transfer with the current backordered quantity,

N-Keep the existing suggested PO or transfer with the original quantity, or

 D-Delete the suggested PO or transfer.

If you elect not to keep the suggested PO or transfer (the D-Delete option), the program returns to the Create Suggested window. This allows you to change a line from having a suggested PO to having a suggested transfer all in one step rather than having to delete the first and then edit the line again to create the other. If you do not want to create a suggested document at all, select N-neither to not create a suggested document.

If you modify the ship warehouse or vendor (in the case of a suggested PO) on a sales order line that already has existing suggested documents, the system deletes the suggested document and displays the Create Suggested Transaction window with the a message indicating that the original suggested document was deleted. You can use the Create Suggested Transaction window to create a new suggested transaction document as desired.

Note: The vendor value in the sales order receipt line (SORSOL) defaults from the item's primary vendor when a line is created and then is updated with the vendor of any PO transaction associated with it. If the PO transaction is deleted, the SORSOL vendor will be restored to the item's primary vendor (except temporary items). This includes deleting a suggested PO, deleting a regular PO and SO entry deleting a suggested PO and then creating a suggested transfer or not creating any document at all.

Deleting an order

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

To delete an order before you complete the header, press F4 to back up to the Customer input.

To delete a document after the header has been completed:

 Graphical users: Choose *File→Delete Document* from the menu.

Character users: Press F10 and choose File→Delete Document from the menu.

Entering a new order

1. Open the Order Entry program.

2. Enter the *document header*. This section contains information that identifies the customer placing the order, where the order is shipping to, the date the order needs to ship, which warehouse the order initiates from and when the order needs to ship.

   Additional inputs may appear, such as Customer Reference Number, Ship Via Code, an inside salesperson code, etc., depending on the settings selected in SO Entry Options F/M.

- *Tip!*

- Since order entry documents default to the last shipping warehouse or direct ship method used, it is more efficient to group items by shipping warehouse and direct ship methods.

Once you complete the header, you can review any entries that don't appear on the main screen by choosing **Header** at the bottom of the main Order Entry screen. Additional header inputs can also be accessed from this window.

3. *Enter items.* Press CR to add an item to the order.

The *line entry section* allows you to enter the quantities ordered, committed and/or backordered; the price; and the extension (price multiplied by the quantity ordered). Other line item entry options may appear depending on the settings selected on the Line Field tab in the SO Entry Options F/M.

Canceling a line: Press F4 to back out of line item entry or press the **Cancel** button and press F4 from the item input.

Using Line Entry prompts

Item number	Enter an item number manually or press **F2** to select one from the Item Search.
	Enter M to enter a memo line.
	Graphical users: Choose the *Options* menu to access Catalog Item Search, Customer Item Search, Past Sales Search, and several other searches.
	Character users: Press F10 and select *Options.*
	Choose the *View* menu to access Item Interchanges.
Ordered	Enter the customer's requested quantity.
	Press **F2** to change the unit of measure on the ordered quantity.
	Press **F3** to indicate this item is a direct ship from the manufacturer. Enter or search for a vendor number. Later in the order you can return to this input and press **F3** again to toggle back to a warehouse ship.
	If the quantity entered exceeds the available inventory in the selected warehouse, the program gives you the option to accept the quantity anyway or press F2 to search other warehouses.
	The Search Warehouses window displays the warehouses that have the item, along with the available, on hand, committed, on order, backordered and surplus quantities for the unit of measure selected.
	Select a warehouse. This creates a suggested warehouse transfer.
Committed	Enter a quantity to commit in the warehouse or accept the default.
	This input defaults to the quantity available in the shipping warehouse.
Backordered	Enter a backordered quantity if the quantity ordered is greater than the available quantity in the selected warehouse. The default is quantity ordered minus quantity committed.
	When you enter a backordered quantity, Sales Order Entry programs base suggested document creation on the Sugg PO/TR prompt on the Line Options tab of SO Entry Options F/M (SOF915). Use this setting to indicate whether you want to have the system ask to create suggested purchase orders or suggested transfers during Order Entry line processing. Refer to the Suggested Transfer/Purchase Order Creation from Sales Order Entry Programs topic for detailed information about creating suggested warehouse transfer or purchase orders for backordered quantities.
	The program skips this input if:
	>The customer does not allow backorders (**Allow backorders** flag not selected in AR Customer F/M).
	>The item is a direct ship.
	>The selected warehouse has enough inventory to fill the order.
	➲ If the backordered and committed quantities do not add up to the ordered quantity, the entry program resets the ordered quantity to the sum of the

	committed plus backordered.
Price	Enter a price or press F3 to select one from the Price Search window. The default price is designated with asterisk.
	➲ Hide the price search from users by deselecting the **Price Search flag** on the Line Options tab of the SO Entry Options F/M.
	A letter appears after the pricing UM to indicate which pricing option you selected. S-Standard, C-Contract, D-Default, T-List, L-Last, L#-Price level, Q#-Quantity break, U-user override – you keyed in a price.
	Press **F2** to change the pricing unit of measure.

Select the **Line Detail** button to access additional line entry inputs, such as cost, gross margin percent, warehouse location, etc.

Choose the *Options* menu for additional item searches, Quick Item Add and Service & Repair options, if that module is used.

To edit an existing line item:

Use your mouse or arrow keys to highlight the line in the item browser and press CR. You can also highlight the item and press **Line Detail**.

To delete a line:

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

Graphical users: Press the **Delete** key on the keyboard, or choose *Edit→Delete Item* from the menu. You can also choose the **Cancel** button if you are running the full graphical version of Order Entry.

Character users: Press the **Delete** key on the keyboard.

Choose **OK** to delete the item.

To insert a line item:

Use the mouse or arrow keys to highlight the line above which you want to insert the new item.

Graphical users: Choose *Edit→Insert Line* from the menu or press the **Insert** key on the keyboard. You can also choose the **Insert** button if you are running the full graphical version of Order Entry

Character users: Use the **Insert** key on the keyboard.

To find an item in the item browser:

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

Graphical users: Choose *Edit→Find Line Item* from the menu.

Character users: Press **F10** and choose *Edit→Find Line Item*.

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

4. Complete the *document footer.* In Order Entry, the footer consists of a memo line that prints on the pick ticket. Choose **Backup** if you need to change

> - **Quick entry tip:**
>
> - Enter the item number, the ordered quantity and then press the down arrow key (⬇).
>
> - The program inserts the default information in the rest of the line-item entry inputs and returns to the **Item Number** input.

any items or header information. The footer also provides access to the Deposit/Payment Entry screen.

5. Choose **OK** in the Footer window to finish the order. The program gives you several options:

Print Pick Ticket – choose to print it now, print it later from the Pick Ticket Print program or place the document on hold, which may be necessary if the order put the selected customer over its credit limit. Documents put on hold can be released in the SO Hold Selection program (*Sales Orders→Orders→Hold Selection*).

Multiple warehouse users: If you select **Y-Print pick ticket now** and no pick ticket exists for the initiating warehouse, a message appears to that effect. Items shipping from other warehouses are added to the Item Ship Approval File for those shipping warehouses. You must approve the items in Item Shipment Approval before the ticket can print.

Orders with direct ships: The program asks you if you want create or update a purchase order if the **Create POs for Direct Ships** control in SO Static Control is set to **Y-Create POs or M-Operator Selection of PO Creation**.

Editing line items in entry programs

Use your mouse or arrow keys to highlight the line in the item browser and press **Enter** (CR). GUI Users: You can also select the item in the browser and select the 🖉 button to the right of the browser.

Modify information in the following fields:

DS
Indicate if the item is a direct ship. Refer to the How to designate items for direct ship topic for details.

Select the DS box in the line item entry section.

Whs
The system displays the warehouse selected on the sales order. You can modify this value, or press F2 or the 🔍 icon (GUI users) to search other warehouses to display the Search Warehouses window containing warehouses that have the item, along with the available, on hand, committed, on order, backordered and surplus quantities for the unit of measure selected.

Ordered
Enter the customer's requested quantity. Press F2 or the 🔄 icon (GUI users) to change the unit of measure on the ordered quantity. If the quantity entered exceeds the available inventory in the selected warehouse, the program gives you the option to accept the quantity anyway or press F2 or the 🔍 icon (GUI users) to search other warehouses.

Shipped
Enter the quantity shipped to the customer.

Committed
Enter a quantity to commit in the warehouse or accept the default. This input defaults to the quantity ordered, if that quantity is available in the selected warehouse.

Backordered

Enter a backordered quantity if the quantity ordered is greater than the available quantity in the selected warehouse.

When you enter a backordered quantity, Sales Order Entry programs base suggested document creation on the **Stock, NonStocked, Uninventoried**, and **Temporary** prompts in Sugg PO/TR by Type section on the Line Options tab of SO Entry Options F/M (SOF915). Use these settings to indicate whether you want to have the system ask to create suggested purchase orders or suggested transfers by item type during Order Entry line processing.   Refer to the Suggested Transfer/Purchase Order Creation from Sales Order Entry Programs topic for detailed information about creating suggested warehouse transfer or purchase orders for backordered quantities.

If the customer or your company does not allow backorders (Allow backorders flag not selected in AR Customer F/M) or the item is a direct ship, this field in unavailable

Price

Enter a price. You can press F3 or the ⚎$ icon (GUI users) to select one from the Price Search window. Press F2 or the ⚎um icon (GUI users) to change the unit of measure on the price selection.

 If you modify the pricing and unit cost for the item, the system updates the value in the GM% input. The T column in the browser refers to the price type for the item.

The values in this column represent the following price types:
List Price: T,
Level Price: L#,
Qty Break Price: Q#,
Standard Price: S,
Contract Price: C,
User Override Price: U,

where # gets replaced by the level number or the quantity break level number.

Select the 🖫 icon (GUI users) or F4 to save your changes.

OR

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

Entering serial and lot items

Serial/lot entry is only available if the **OE Serial/Lot Entry** control is set to either *M-Assign Number in either Entry or Confirmation* or *Y-Assign Number in SO Entry*.

Use the Serial/Lot Entry window to assign serial numbers or lot numbers for items you are entering.

The window appears automatically when you enter item numbers flagged as serial or lot.

Lot items

1. Use the arrow keys to select a lot number listed in the Search window on the left side of the screen.

2. Enter **C** to Commit and press Enter or **OK**. If one of the options is not available in the Serial/Lot Search window, it is because no quantities are set to commit in the main window.

3. Enter the quantity to ship or commit. The amount you need to distribute — referred to as the *undistributed* amount — appears at the top of the Search window. This is the amount ordered, minus any backordered quantity.

    After entering the quantity, the lot number and quantity you assigned appear in the Shipped window on the right side of the screen.

4. Repeat these steps until you have the item completely distributed — in other words, the undistributed amount at the top of the search window is 0.

    You may find multiple lot assignments useful when there are not enough items in a single lot to cover the ordered amount.

5. Press F4 to exit and return to the main Order Entry screen.

Redistributing committed lot items to shipped status:

1. Press F1 in the Serial/Lot Entry window to access the Committed window on the right side of the screen.

2. Use the arrow keys to highlight the lot number.

3. Enter **S** and press Enter or **OK** to set the committed quantity to ship. The lot number and assigned quantity move to the Shipped section of the window.

4. Repeat steps 2 and 3 for additional lot numbers.

5. Press F4 to return to the Search window.

6. Press F4 to return to the main Order Entry screen.

Serial items

The process of entering serial items is similar to that used to enter lot items. The only difference is that you assign one serial number for each unit ordered.

1. Use the arrow key to select the serial number of the unit picked out of inventory or the number that needs to be picked out of inventory.

2. Type **C** to confirm and press Enter. The serial number appears in the Committed section of the Serial/Lot Entry window.

    The options appear only when quantities are committed on the main screen. In other words, if you set the committed quantity for this item to zero, Committed does not appear as on option in the Serial/Lot Entry window.

3. Repeat for each unit ordered. Make sure you assign a serial number to all units ordered.

4. Press F4 when you are done to return to the main Order Entry screen.

Creating BOM items (Kitting, On-the-fly)

You can create Bill of Material (BOM) items in Order Entry if:

> You purchased and activated the Manufacturing Control module.
> You set the **Update in SO** option in the Manufacturing Control BOM
> Entry program to:
> **C**- finished items must be assembled from components entered in an
> SO entry program to update on-hand quantities. Requires manual
> entry.
> **A** - finished items must be assembled in an SO entry program. The
> system chooses the component items automatically.
> **O** - the person entering the order in SO decides whether to assemble in
> Manufacturing Control or in the SO entry program.

To create finished items:

Begin by entering a BOM item in the Item input.

1. Choose **Yes** when the program prompts you to "Change Components."

2. If the **Update in SO** option for this BOM item is set to C (Update
    Components, Entry and Change of Components Allowed) or A (Update
    Components, Entry Automatic, Change Initially Skipped) in the BOM
    Entry program, choose whether you want to create component lines
    automatically or one at a time.

    Create component lines one at a time: This option provides access to the BOM
    Component Entry window, which displays the components and asks for
    the number of units needed to complete one finished item

    1. Enter the number of **units** — in stocking units of measure — required
        to make one finished item. You can accept the default from the BOM
        Entry program by pressing Enter (CR). Press F2 to skip the component.
        Press F3 to accept the default entries for the remaining components on
        this BOM item.

    The system looks at the stocking units required to make one finished item
    (defined in the BOM Entry program) and multiplies that number by
    the quantity ordered.

    2. The program defaults to the component **descriptions** entered in the
        BOM Entry program.

    3. Enter the cost associated with the component or accept the default
        cost. This input is disabled if the **Change by Ln Cost** flag is deselected
        (set to N) in the SO Entry Options F/M.

    4. Press Enter (CR) to accept the line.

    5. Edit memo lines associated with the component item, if necessary.

    6. Repeat these steps for each component line.

    7. When all component lines are created, press F3 to return to the main
        Order Entry window.

    Create component lines automatically, the system looks at the stocking units
    required to make one finished item (defined in the BOM Entry program)
    and multiplies that number by the BOM item quantity ordered.

The BOM Component Entry window does not automatically appear when you select this option.

To change component lines,

1. Select the BOM item in the line item browser on the main window and press Enter (CR).

2. Tab to the **Committed** field.

3. Choose **Yes** in the Change Bill of Material Components window.

For example, a customer orders 5 units of BOM Item 1, which requires two units of Component A and 1 unit of Component B to make one finished unit.

When you choose to *create component lines automatically*, the system "ships" 10 units of Component A and 5 units of Component B (assuming all quantities are available).

➲ If you change ordered quantity for the finished item in the main window, the system automatically updates the quantities of components needed.

Using the Job Costing Entry window

The Job Costing Entry window appears if the Job Cost module is available on your system and there is a job number entered in the header. The window appears after you finish editing or adding a line to a document.

Job Costing Entry inputs

Price message	If the job is a fixed contract or time and materials contract, this input is skipped. If the job is a cost plus (+) contract or a no charge contract, a message is displayed indicating the price that **must** be billed for the item on this job.
	Press **Enter** (CR) to continue. Then press F4 to backup to the price input to enter the correct price.
Cost code	Enter a valid cost code (up to 4 characters). Entering a valid cost code displays the cost code description and the cost type. F2 enables to search for a cost code.
Memo	Enter the memo to post to job cost (not used for printing purposes). The memo can contain up to 30 characters. The program initially defaults to blanks.
Print Memo	This input is skipped in Sales Orders. (When billing through Sales Orders the billing, i.e., invoices printed, does not take place in Job Cost.)

Using the Header detail window

The Header Detail window can be accessed once you complete the document header. Any information entered on the main screen carries over to the detail window.

Graphical users: Choose the **Header** button or select *Options→Header Detail* from the menu.

Character users: Enter **H** at the selection prompt or press **F10** and select *Options→Header Detail* from the menu.

The Header Detail window contains all possible inputs for the Order Entry header. Any of the inputs located in this window can be set to appear during initial header entry either on the main Order Entry screen or in secondary windows. You can also flag inputs so you initially skip them during order entry but edit them afterwards if necessary. See the SO Entry Options F/M in Chapter 16.

Main tab inputs

Input	Entry
Customer	The customer number input is display-only in the header detail window. After you complete the header section of the main entry screen, the only way to change the customer number is to delete the document and re-enter it.
Ship-to	The ship-to code entered on the main screen appears along with the full ship-to address. Edit the ship-to code here or on the main screen, if necessary.
	If a customer requests a specific ship-to address other than the one to which you normally ship orders, you can enter a temporary ship-to address.
	Creating a temporary Ship-to:
	1. Press F3 or choose the Temporary button.
	2. In the Ship-to Address window, enter the new ship-to information.
	3. Choose OK to return to the main Order Confirmation screen. TEMP appears in the **Ship-to** input to indicate that this address is different from the normal shipping address.
Reference Number	Enter up to 15 characters of customer reference information, such as the name of the person who placed the order or the PO number generated on the customer's system. If the **PO required** flag is selected in Customer F/M. You must enter a reference number.
Initiating Warehouse	Enter the warehouse from which the items on this order are shipping. If your system uses multiple warehousing, enter the warehouse from which this order initiated. Press F2 or choose the Search button to see the list of warehouses.
Ordered Date	Enter the date on which the order was placed, usually the system date.
Request Date	Enter the date on which the customer wants the order to arrive. The default entry is ASAP.
Terms	Enter the code representing the payment terms extended to this customer. This input defaults to the terms code entered in the customer's master file. Press F2 or choose the Search button to view the list of terms codes available in the system.
Purchase Order	Use this input to tie the order to a purchase order.
Default Ship Via	Enter the ship via code indicating the method of shipment the customer requested. You can enter a ship via code in the customer's master file so it automatically appears when you enter the customer's code.
	➲ Changing this ship via on a document with existing lines *will not* change the ship via on the

	lines.
	To globally change ship via on all lines for a particular warehouse:
	Graphical users: Choose *View→Shipping Warehouses.*
	Character users: Press F10 and select *View→Shipping Warehouses.*
	You can also select a line item on the main entry screen and change the ship via in Line Detail. This still changes the ship via for all items shipping from the same warehouse.
Ordered By	Enter the name of the person who placed the order. Press F4 to backup to the previous field.
Ship Complete	Enter the default ship complete status for the initiating warehouse, or press F4-Backup to return to the preceding input. You can select from the following options:
	N Allow Partial--Indicates you want to allow the shipped quantity to be less than the ordered quantity for the initiating warehouses for this order.
	Y Ship Complete--Indicates you want to allow the quantity ordered must be the same as the quantity shipped for the initiating warehouses, all lines must ship complete for the specified customer.
	B Balance Complete—Indicates you want to allow all lines to ship partial in the first shipment for the initiating warehouse, but the backordered quantities must be shipped complete. Once the warehouse is processed through the DSR, the line is changed to ship complete.
	Refer to the Ship Complete Feature Overview topic in *Chapter 1—System Overview* for details.
Order Priority	Enter the default order priority, or press F4-Backup to return to the preceding input. You can select from the following options:
	N Normal—Indicates that orders for this customer have no special priority.
	R Rush—Indicates that you want to advise the warehouse, via the pick ticket, that this customers orders are rush orders.
	H Service Hold—Indicates that you want orders for this customer not to be shipped due to a non-credit-related reason.

Code tab inputs

Input	Entry
Freight code	Indicate how the customer will pay for freight on this order. The options are **P**-Prepaid, **C**-Collect freight, **B**-Bill later, or **A**-Prepay/Add. The program defaults to the freight code selected in the SO Static Control

Input	Entry
	F/M.
Salesperson	Enter the salesperson code assigned to this customer. If you entered a secondary ship-to address, the program defaults to the salesperson/territory code assigned to customer's master file in Customer F/M (*Accounts Receivable*→*File Maintenances*→*Customer F/M).* Press F2 to see a list of salesperson/territories in the system. When the salesperson code changes, the system recalculates the commission percentage for all lines that are NOT flagged as commission user override.
2nd Salesperson	This input enables you to enter split commission on an order between two salespeople. Enter the salesperson code or press F2 to search salesperson/territory codes. To access this input, the **Inside/2nd slsp** flag in SO Static Control must be set to **2-Second Salesperson** or **B-Both** (2nd salesperson and inside salesperson).
% Split	Enter percentage of the commission (up to 50%) the second salesperson receives on this order. The remainder of the commission goes to the primary salesperson. To access this input, the **Inside/2nd slsp** flag in SO Static Control must be set to **2-Second Salesperson** or **B-Both** (2nd salesperson and inside salesperson).
Inside Salesperson	Enter the salesperson code to indicate who is entering the order on the primary salesperson's behalf. To access this input, the **Inside/2nd slsp** flag in SO Static Control must be set to **I-Inside Salesperson** or **B-Both**. Commission cannot be split with an inside salesperson in FACTS. The program defaults to the inside salesperson set for the terminal you are using. This default is in *System Management*→*File Maintenances*→*Terminal F/M.*
Department	If your company uses department numbers, enter the department in which this order is being entered. The program defaults to the department number assigned to the terminal you are using (see the main tab in SM Terminal F/M).
Route	If your company uses the FACTS Routes system, enter the route code that indicates the delivery route on which this order should be delivered.
Job number (*for Job Cost users)*	Enter the job number and cost code for the selected customer. This input is only available if this order has been converted from a quote and the **Use Job Cost** is selected in SO Static Control. You cannot change the job number once it has been entered and items have been added to the order.
Service Type	*Only available in Service Order Entry.*
Partial Invoice	*Only available in Service Order Entry.*

Using the Line Detail window

The Line Detail window provides information about the item selected in the item browser. You can access it after you enter items on the order.

Graphical users: Use the mouse or arrow keys to select an item in the browser. Choose the **Line Detail** button or select *Options*→*Line Detail* from the menu.

Character users: Use the arrow keys to select an item in the browser. Enter **L** at the selection prompt or press **F10** and select *Options*→*Line Detail* from the menu.

The Line Detail window contains all possible inputs available for item entry. Item number, description, ordered quantities, committed quantities, backordered quantities and price always appear on the main screen. Other line detail inputs can be set to appear in secondary windows or on the menu during item entry. You can also flag inputs so you initially skip them during order entry but edit them afterwards if necessary. Use SO Entry Options F/M to determine which inputs should appear during line item entry. See Chapter 16.

Quantities/Shipping tab inputs

Input	Entry
Item code	Display only.

Input	Entry
Description	Enter a new item description, if necessary.
Customer Item	Enter the customer's description or reference number for this item, if applicable.
Item notes	Select the link to view any notes entered on this item. (Enter notes through the Item Inquiry program, access code **ii**).
Taxable	Indicate whether this item is taxable. The program defaults to the **Taxable** setting in the item's master file (see Item F/M).
Original order	Displays the original quantity entered on the order.
Ordered	Displays the quantity of the item that the customer wants to order. Press **F2** to change the unit of measure. This can be used if, for example, the default UM may be each, but the customer wants to order a box. Press F4 to backup to the Taxable field. Press F9 to Browse other warehouses to view available, on hand, committed, on order, backordered and surplus quantities.
UM	The unit of measure field is display only. For a standard part number, the system uses the unit of measure (UM) from the Standard Part Number record as the default selling UM instead of the default selling UM in the Item F/M record. If you select not to use the standard part number UM or the standard part number UM is blank or not a valid selling UM for the item, then the system uses the standard default UM for the item.
Committed	Enter a quantity to commit in the warehouse or accept the default. This input defaults to the quantity ordered, if that quantity is available in the shipping warehouse.
Backordered	Enter a backordered quantity if the quantity ordered is greater than the available quantity in the selected warehouse. When you enter a backordered quantity, Sales Order Entry programs base suggested document creation on the **Stock**, **NonStocked**, **Uninventoried**, and **Temporary** prompts in **Sugg PO/TR by Type** section on the Line Options tab of *SO Entry Options F/M (SOF915).* Use these settings to indicate whether you want to have the system ask to create suggested purchase orders or suggested transfers by item type during Order Entry line processing. Refer to the Suggested Transfer/Purchase Order Creation from Sales Order Entry Programs topic for detailed information about creating suggested warehouse transfer or purchase orders for backordered quantities. The program skips this input if: • The customer does not allow backorders (**Allow backorders** flag not selected in AR Customer F/M. • The item is a direct ship • The selected warehouse has enough inventory to fill the order. ☐If the backordered and committed quantities do not add up to the ordered quantity, the entry program forces an adjustment.
Price	Enter a price or press F3 to select one from the Price Search window. The default price is designated with an asterisk. ➲ Hide the price search during order entry by deselecting the **Price Search flag** on the Line Options tab of the SO Entry Options F/M. Press F2 to change the pricing unit of measure.
UM (pricing)	Display only.
Shipping Whse	Enter the warehouse from which this item is shipping. Press **F2** to see a list of warehouses that carry this item. The available, on hand and on order quantities for the item in each warehouse display. If you told the system to pull the ordered quantity from another warehouse, that warehouse code appears in this input instead of the warehouse code that appears in the document header, which indicates the initiating warehouse.

Input	Entry
	Press F9 to Browse other warehouses to view available, on hand, committed, on order, backordered and surplus quantities.
Ship Direct	If the selected item is a temporary or catalog item, this flag is enabled. Select it (or enter Y) to indicate a direct ship on this item.
	Direct ships automatically set the ordered quantity to backordered.
Ship Via	Indicate which shipping method needs to be used for this item. Press **F2** to search ship via codes.
	This ship via is in effect for all items shipping from the warehouse indicated in the **Shipping Whse** input. In other words, if you change the ship via from UPS Ground to FedEx Second Day Air, all items shipping from the warehouse will ship Federal Express Second Day Air.
Ship Complete	Enter the default ship complete status, or press F4-Backup to return to the preceding input. Note: The Ship Complete input is a warehouse- and line-level designation. You can select from the following options: N Allow Partial--Indicates you want to allow the shipped quantity to be less than the ordered quantity for order the order line. Y Ship Complete--Indicates you want to allow the quantity ordered must be the same as the quantity shipped on the order line item. B Balance Complete—Indicates you want to allow the quantity shipped to be less than the quantity ordered on the first shipment, but the backordered quantities must be shipped complete for the order line. Once an order line is processed through the DSR, the line is changed to ship complete. Refer to the Ship Complete Feature Overview topic in *Chapter 1—System Overview* for details.
Vendor	For a direct ship, enter the vendor responsible for shipping this item. Press **F2** to search the list of vendors.
Location	Display only field. Shows the item's location in the shipping warehouse.
Weight and UM	For temporary or catalog items, enter the item's per unit weight.
Browse warehouses	Choose the link to view available, on hand, on order and backordered quantities for other warehouses.

Costing/PO tab inputs

Inputs	Entry
Unit cost	Enter the unit cost of the selected item. The **Default Cost** control in SO Static Control determines what the program defaults to in this input.
GM%	FACTS automatically calculates the GM%. The Gross Margin % Basis control in System Control F/M determines whether this number is based on price or cost. (*System Management→File Maintenance→System Control F/M*).
	FACTS allows you to enter a new GM% and automatically adjusts the price.
Cost Extension	The program automatically multiplies the unit cost by the ordered quantity and displays the cost extension. This is display only information.
Discount Amount	Enter the dollar amount to discount off this item. The program automatically calculates the equivalent percentage discounted. It also multiplies the dollar amount by the ordered quantity and displays the

	discount extension to the right.
	This input is enabled if the **Invoice Discounts** control in SO Static Control is set to **Use Dollar Invoice Discounts**.
Discount %	Enter the percentage by which to discount this item. The program automatically calculates the equivalent dollar amount discounted. It also multiplies the dollar amount by the ordered quantity and displays the discount extension to the right.
	This input is enabled if the **Invoice Discounts** control in SO Static Control is set to **Use Percentage Invoice Discounts**.
Commission %	Enter a commission percentage for this line item. A line item commission adds to any commission assigned to the selected item, customer or salesperson in their respective file maintenances. These standard item, customer and salesperson commissions appear next the commission prompt. The SM Company Control F/M **Commission basis** prompt controls the order in which they appear.
	Press **F1** to set this input to **Use Default** when the user override flag is set.
	Calculating Commissions: There are five commission percent sources: customer, salesperson, item, price and current line commission. The system contains a user override flag and a price type to designate if the user overrode the line's commission during order entry. Refer to the Calculating Commissions topic for processing details.
GL Table	Enter the GL posting table to which this item should post during the Daily Sales Register update. The program defaults to the GL table assigned to this item in Item F/M.
Class	If this item is a temporary or catalog item, the program allows you to enter an item class. Otherwise, it displays the class set in Item F/M for the selected item.
PO/Transfer	Indicates if a suggested PO or suggested warehouse transfer exists for the item.

Order Entry menu options

File	
New document number	Allows you to manually enter document numbers. Otherwise, the program automatically assigns them as you complete the header of each document.
Open Existing Doc	Enables you to open and edit an existing document.
Delete Document	Deletes the current document. The system deletes the line items and sets the header to *deleted* status. The document prints on the Daily Sales Register as *deleted*, providing an audit trail of assigned document numbers.
Edit	
Add line	Adds a line item to the order.
Insert line	Enables you to insert a line item above the one selected in the item browser.
Delete line	Deletes a line item from the order.
Find line item	Enables you to search for a line item entered on the order by item number.
View	
Shipping Warehouses	Displays the number of line items for each shipping warehouse and direct ship and the ship via code. Allows you to change the ship via code for each shipping warehouse.
Class Totals	Displays all item classes on the document and the number of line items in each class. This view also breaks down the document total by class.
Document Totals	Displays totals for weight, units, cost, merchandise, sales tax and miscellaneous sales.
Item Interchanges	Allows you to look up alternate references listed for each item number.
Aging	Displays the customer's credit limit, balance, current amount due, amounts overdue (if any) and any aging information.
Past Sales	Displays the customer's last three purchases for a selected item. The history includes the purchase date, invoice number, the quantities purchased and in which units, the price per unit and the pricing unit of measure.

	This feature is only available while you are in the **Price** input.
Quotes	Displays quotes on file for a selected item and shipping warehouse. In addition to the quote number, this view shows which customer the quote is for, when the quote was entered and when it expires, as well as item quantities, prices and extended prices.
Committed	Displays committed quantities for a selected item. Choose to view sales orders, warehouse transfers, manufacturing tickets and equipment rental contracts (for Service & Repair users).
On Order	Displays any purchase orders, transfers, and for BOM items, any manufacturing tickets on file for the selected item. Enables you to view the quantities on order for this item in the initiating warehouse.
Customer Notes	Displays any notes entered in AR Customer Inquiry for the selected customer. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details. You cannot access the Customer Notes feature (**View→Customer Notes**) while you are working in the line-item portion of the screen. When you finish with line items, pace the cursor in the header portion of the screen and then select **View→Customer Notes**. Character Users: Press **F10** to display menu options for this screen.
Item Notes	Displays any notes entered in IC Item Inquiry or Notes Entry SME710 for the selected item. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details.
Document Notes	Displays any notes entered in Notes Entry SME710 for the selected document. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details
Line Notes	Displays any notes entered in Notes Entry SME710 for the selected document line. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details
Price Options	Toggle this window on or off as needed. The window appears while you are adding or editing a line item in the line item entry section of the main Order Confirmation screen. It displays all the available pricing options for this item, including any contract pricing, list prices, quantity breaks, level pricing etc. while you are in the price input.
Warehouse Quantities	Toggle this window on or off as needed. The window appears while you are adding or editing a line item in the line item entry section of the main Order Confirmation screen. It displays the available, on hand, committed, on order and backordered quantities for the item you are entering.
Options	
Header Detail	Provides access to all the header inputs available for this document type. See Using Header Detail section.
Line Detail	Provides access to all the line entry inputs available for sales order documents. See Using Line Detail section.
Line Approval	Enables users with password authorization to take lines off of hold status.
Deposits	Accesses the Deposit/Payment entry window so you can place deposits on the order. See Chapter 1 for more on Deposit Payment Entry.
Lost Sale Entry	Allows you to track lost sales on items. The **Use Lost Sales** flag has to be selected in SO Static Control F/M. Enter the item number, description, the quantity, UM, price and the reason code. Choose OK or press Enter (CR) to return to the Order Confirmation window. The Lost Sale Entry option can be triggered automatically if you reduce the ordered quantity from what was originally entered, but the shipped, backordered and committed quantities do not equal the new order quantity. The program prompts you to enter **Y** or **N** to indicate whether to post the difference (original order quantity minus new reset order quantity) to lost sales. If you enter Y (and the **Use Lost Sales** flag is selected in SO Static Control) the Lost Sales Entry window appears. The program defaults to Y. Reason codes are created and maintained in the Lost Sales F/M (*Sales Orders→File Maintenances→Lost Sales F/M*).
Item Search	Allows you to search for items by item number, item interchange, item class or UPC number. You can select the **Alt Look** option on the Item Search to display warehouse quantities, item catalog search, service item search, or standard part number search. You can also access the Item Search by pressing F2.This option is only available when you are entering an item number.
Customer Item Search	Allows you to search for items according to customer references. This option is only available when you are entering an item number.

Catalog Item Search	Allows you to search for a catalog item by alpha lookup or catalog item number.
	This option is only available when you are entering an item number.
Past Sales Search	Allows you to lookup all items sold to this customer in the past.
	When you select an item from this search, the system sets quantity ordered to what the customer ordered in the past sale. This option is available at the item prompt and only if the *Use Past Sales Flag* is selected in SO Static Control.
Equipment Search	Allows you to look up equipment codes on file in the Service & Repair module.
	This option is only available when you are entering an item number and if the Service & Repair module is activated.
Quick Item Add	Allows you to add an item to the system on the fly. The item can be accessed later from Item F/M.
	This option is only available when you are entering an item number.
Quick Equipment Entry	Allows you to create a record for a new piece of equipment. This record can be accessed later from the Service & Repair Equipment F/M.
	This option is only available when you are entering an item number and if the Service & Repair module is activated.
Go To*	
Order	A check mark appears to indicate this program is open.
Service Order	Opens the Service Order Entry program, if the Service & Repair module is activated.
Order Confirmation	Opens the Order Confirmation program.
Direct Invoice	Opens the Direct Invoice Entry program.
Credit Memo	Opens the Credit Memo Entry program.
Counter Sale	Opens the Counter Sale Entry program.
	* Programs on the *Go To* menu are disabled while a document is open.
Help	
Contents & Index	Opens the on-line help system.

Pick Ticket Print (SOP210)

Function

This program prints and reprints pick tickets for orders entered through the Order Entry Program and orders that have been converted from quotes.

The pick ticket includes all pertinent order header and line-item information, total package weight and a quantity shipped column.

The user has the option to:

- Print an alignment check.
- Print all orders not yet printed.
- (Re)Print selected orders.
- Reprint all orders in the Order Reprint File.
- Select warehouse(s) of orders to print.
- Select route(s) of orders to print.
- Print all orders that are requested to be delivered before a certain date.
- Print regular orders, remote orders or both.

You can also access this program from the Order Entry footer to print pick tickets on an order-by-order basis.

Pick tickets created from Blanket Sales Order also print the BSO document number in the description column before the line-items.

If the **Use routes** flag is selected (set to Y) in the SO Static Control F/M, the route will print on the pick ticket under the date.

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

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

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

Changing print specifications for pick tickets

Use the Sales Orders Document Print Control F/M to change the depth of the pick ticket, indicate that you use a preprinted form for print tickets, enter the standard memo, etc.

Printing BOM item components

If you entered kitted or on-the-fly BOM items on an order and the **BOM on Pick Ticket** flag is selected (set to Y) in SO Static Control F/M, the component items used to produce the BOM item print on the pick ticket.

Printing pick tickets with multiple warehouses

FACTS prints pick tickets by all (consolidated) warehouses or by the shipping warehouse, depending on what the **Pick Ticket Print** flag is set to in the IC Warehouse F/M.

Ordered By Information

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

Printing MSDS information on pick tickets

If FACTS is set up to use the Material Safety Data Sheet (MSDS) System, the message entered in the **MSDS Message on Pick Ticket** input in the MSDS Control F/M Program (SOF985) prints below the item description for the appropriate MSDS items. If literature locations are used to process MSDS sheets, the **MSDS Processing** flag is set to L and the **MSDS by Pick Ticket/Invoice** flag is set to P, the literature location prints before the MSDS message on the same line.

Printing Multiple Bin Locations on Pick Tickets

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

Direct Shipment Documents

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

User Inputs

To print an Alignment (or test page), select *Print Options* → *Print Alignment* from the menu bar. In character, enter **A** at the selection prompt and press Enter.

1. Print/Reprint

Enter whether documents are to be **P**-printed, **R**-reprinted or **B**-Both. If a document has been printed once, it can only be reprinted. The program defaults to P.

2. Warehouse

Enter up to 20 two-character warehouse codes side by side to indicate the warehouse(s) for which pick tickets are to be printed. All pick tickets will print for warehouses printing consolidated (both shipping and initiating) or shipping (refer to the **Pick Ticket Print** flag in the IC Warehouse F/M). Only valid warehouse codes are accepted. CR defaults to the warehouse assigned to the terminal. F1 defaults to ALL. F2 allows a search.

3. Route

If routing is not used, skip this input. (See SO Static Control F/M.) Enter up to 18 three-character route codes side by side for which pick tickets are to be printed. Only valid route codes are accepted. Question marks can be used as wild cards. For example, if you enter the first two route characters and a question mark, the program displays all routes beginning with those two characters. F2 allows a search.

4. Cutoff Date

Enter the date for which orders are to be printed through, for instance orders with a request date after the cutoff date entered are not printed. CR defaults to system date.

5. Remote Orders

Indicate whether to print N - non-remote (regular) orders, R - remote orders or A - all documents. The program defaults to N.

6. Doc Type

Indicate if you want to print O-open orders, B-backorders or A-all orders. Press F4 to backup to the previous input.

7. Priority

Indicate the order priority for printing. You can select from N-normal priority, R-rush orders or B-both. Press F4 to backup to the previous input.

If you select to print both rush and normal orders, pick tickets for the rush orders print first. As orders are processed, additional checks on document type, order priority and ship eligibility determine if the pick ticket prints. No messages are given if tickets are not printed.

8. Print if Not Ready

Indicate whether to print for orders not yet eligible to ship.
Note: If the pick ticket quantity is "Ordered" in the SO Static Control file, this prompt is excluded. If the "Allow Print if not Complete" input from SO Static Control file is "No", this field is set to "N" and disabled. Refer to the Ship Complete Feature Overview topic in *Chapter 1 – System Overview* for details.

9. Document Number

Enter the document number(s) to (re) print (up to 6 digits). The entry must be a valid document number. If printing, F1 defaults to ALL orders not yet printed.

If reprinting, F1 defaults to all orders in the Reprint File. If the document entered is the incorrect type or status, a message is displayed and the entry is not accepted (this includes confirmed, voided, deleted or not yet printed orders).

Press F2 or the 🔍 icon to perform a document search. Press F3 to back up and delete the previous document.

10. Line

Enter the line item number to print for the pick ticket. (Note that this field is not accessible if the pick ticket is not a 'Service and Repair' ticket, is not a re-print, and Work Ticket Print is not used.)

```
┌─────────────────────────────────────────────────────────────────────────┐
│ X Pick Ticket Print (SOP210)                                  _ □ X       │
│ Help                                                                      │
│                                                                           │
│ 01-Specialty Distributors, Inc Pick Ticket Print             SOP210       │
│                                                                           │
│ Print/Reprint P Print                                                     │
│ Warehouse  01 Atlanta Wareho                                              │
│ Route                                                                     │
│                                                                           │
│                                                                           │
│ Cutoff Date   System Date 01/30/2003        Remote Orders N Non-Remote    │
│                                                 Doc Type A All Orders      │
│                                                 Priority B Both            │
│                                      Print If Not Ready N                  │
│                                                                           │
│ Document  All                                      Line  All              │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│ ─ Template ───────────────────  ─ Printer ───────────────────────        │
│    None                             Windows Print Service                 │
│ Alignment                                                                 │
│ CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit .      │
│                                                                           │
│                                                                           │
│ ┌───────────────────────────────────────────────────────────────┐       │
│ │                                                                 │       │
│ └───────────────────────────────────────────────────────────────┘       │
└─────────────────────────────────────────────────────────────────────────┘
```

Bill Of Lading Print (SOP330)

Function

Use this program to print and reprint bills of lading (BOLs) on demand. Bills of lading must comply with the DOT rules regarding transportation of hazardous materials. For more information on hazardous materials and regulations, refer to the DOT's *Hazardous Materials Guide*.

BOL print properties are determined in the SO Document Control F/M including whether the form is preprinted, whether to print hazardous materials only, and whether to print item weights.
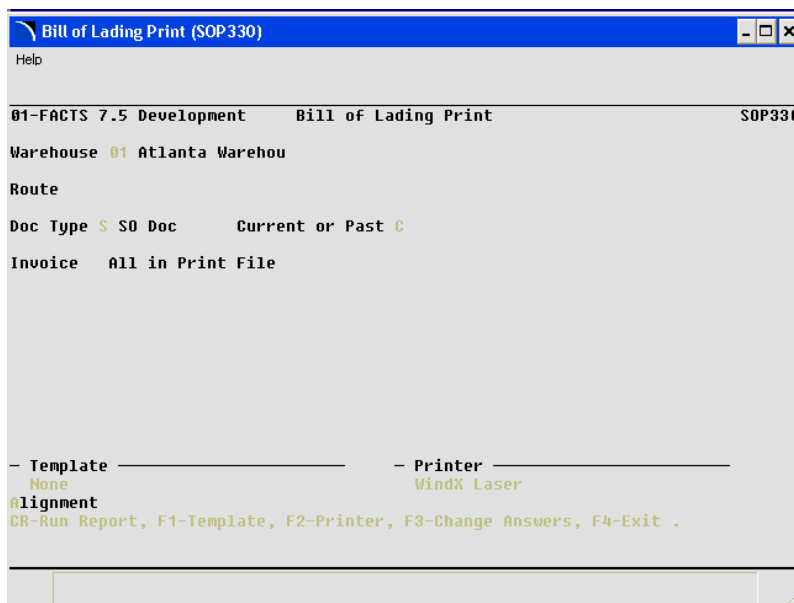
You have the option to:

- Print an alignment check.

- Print BOLs for sales orders, current or past invoices or warehouse transfer tickets.

- Select the order number (or all) for which to print a BOL.

- Select the warehouse transfer ticket (or all) for which to print a BOL.

- Select the past invoice for which to print a BOL.

- Select the shipping warehouse(s) (up to 20) for which to print a BOL.

If you are printing BOLs for past invoices, specify the past invoice number.

The following information prints on BOLs:

- Address of sender

- Document number

- Date

- Customer number, name and address

- Shipping carrier

- Warehouse number

- Emergency contact name and number

- Total weight

The following also prints for hazardous items:

- Item number and description

- Proper shipping name

- Technical/chemical name(s) (optional)

- Hazard class

- UN/NA identification number

- Packing group

- Freight class

- Additional description(s) (optional)

- Weight (optional)

- Emergency contact name

- Emergency contact number

- Shipper's Certification

The following must be entered manually on the BOL:

- Any entries on the BOL that are not actually loaded on the truck must be manually marked out.

- Each page of the BOL must reference the total number of pages of the BOL.

- Total quantity of units and type of packaging.

- Description articles, special marks/exceptions

- Any notes (optional)

There are set spaces on the BOL where the above can be added. For more information, see the sample BOL in Appendix C of this manual.

➲ To print an alignment (or test page), select *Print Options* → *Print Alignment* from the menu bar. In character, enter **A** and press Enter.

User Inputs

The following inputs are involved in printing bills of lading:

1. Warehouse

Select the shipping warehouse for which to print BOLs. Enter up to 20 codes side by side. F1 defaults to ALL. F2 allows a search.

2. Route

This input is disabled if the **Use Route** is deselected on the Use tab of the SO Static Control F/M. Enter up to 18 three-character route codes side by side for which documents are to be printed. Only valid route codes are accepted. Question marks are used as wild cards, i.e., entry of the first two route characters and a question mark displays all routes beginning with those two characters. F2 allows a search.

4. Doc Type

Enter whether to print a bill of lading for **S** (sales order document) or **T** (warehouse transfers). The program defaults to S.

5. Current Or Past

This input only appears if you entered S in the previous input. Enter whether to print **C** (current) current sales orders or **P** (past) past sales orders. CR defaults to C.

6. Document

This input only displays if you entered S in the **Doc Type** input and C in the **Current or Past** input. Enter the document number to print. The program defaults to ALL.

7. Invoice

This input only displays if you entered S in the **Doc Type input** and P in the **Current or Past** input. Enter the invoice number to print. Only one BOL for one invoice prints at a time.

8. Ticket

This input only displays if you entered *Transfer* the **Doc Type** input. Enter the warehouse transfer ticket number to print. The program defaults to ALL.

Hold Selection (SOE230)

Function

In this program, you can display, place or release documents from credit or service hold. Sort sales orders according document numbers or hold status.

If an order is placed on hold, it cannot be confirmed, and therefore cannot be updated by the Daily Sales Register (DSR). However, if an invoice is placed on hold, it can be updated by the DSR and any backordered items, if any, are placed on hold.

Documents can be placed on hold through this program or during order entry if the **Credit Check** flag in the Accounts Receivable Static Control is set to **H-**hold.

The Hold Selection program displays the document number, hold status, customer number, customer name, warehouse, date entered, total of the document and the terms code.

During processing, the system automatically displays urgent notes for customers based on your settings on the Notes tab of SO Entry Options F/M. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for additional details.

User Inputs

1. **Warehouse**

Enter a valid warehouse codes for which documents are displayed. Only valid warehouse codes are accepted. The defaults to the warehouse assigned to the terminal. **F2** allows a search. **F3** defaults to ALL.

2. **Hold Status**

Enter whether to display documents that are **H**-On Hold, **N**-Not On Hold or **A**-All Documents. The program defaults to **H**-On Hold.

In the browser in the lower portion of the screen the system displays sales order documents based on the warehouse and hold status selected.

3. **Document Number**

The number for the sales order.

4. **Hold Status**

The current hold status of the sales order document. Available statuses are: **H**-On Hold, **N**-Not On Hold or **A**-All Documents

5. **Customer Number**

The number for the customer on the sales order.

6. **Customer Name**

The name for the customer on the sales order

7. Initiating Warehouse

The initiating warehouse on the sales order document.

8. Order Date

The order sales for the sales order.

9. Total

The dollar total on the sales order document.

10. Terms Code

The terms codes for the sales order.

You can highlight the sales order documents in the browser and select from the following functions:

Hold--Places the highlighted documents on hold. The selected document is placed on hold until the user releases it.

Release-- Releases the highlighted document. The selected document is no longer on hold. The system redisplays the sales order documents in the browser and asks if you want to add the document to the reprint file.

Display Document—Accesses SO Document Inquiry (SOI620) for the selected document.

Aging-- Displays aging for the highlighted document's customer. Shown is the customer's aging as of the current system date. Displayed information includes: credit limit, balance, and current aging for the number periods (set in Accounts Receivable Static Control Record).

Payment History--Displays payment history for the selected customer. Shown is the customer's payment history. Displayed information includes last payment date, days grace and history.

Select the **C** icon to access Note Entry (SME710) for the customer specified in the document.

Select the **D** icon to access Note Entry (SME710) for the sales order header record specified in the program.

Done-Exits the program.

Menu Options

      File   E**x**it

      View **D**isplay Document… Accesses SO Document Inquiry (SOI620) for the selected document.

               Aging… Displays aging for the highlighted document's customer. Shown is the customer's aging as of the current system date. Displayed information includes: credit

limit, balance, and current aging for the number periods (set in Accounts Receivable Static Control Record).

Payment History… Displays payment history for the selected customer. Shown is the customer's payment history.

Customer Notes… Accesses Note Entry (SME710) for the customer specified in the document.

Document Notes…Accesses Note Entry (SME710) for the sales order header record specified in the program.

Options   **H**old Places the highlighted documents on hold. The selected document is placed on hold until the user releases it.

Release (same as above) Release the highlighted document. The selected document is no longer on hold. The system redisplays the sales order documents in the browser and asks if you want to add the document to the reprint file.

```
 Hold Selection (SOE230)                                              _ □ ✕

Help


01-FACTS 7.5 Development        Hold Selection                         SOE230

WH ALL All                            Hold Status H

Notes: SOEH CUST
      Doc#  Hold   Customer Name                WH    Date       Total  Terms
      001654  YES     C125 Discount Industrial War  01  09/28/04   682.00    02
      001871  YES     C100 Southeastern Industrial  01  09/30/05      .00    02
      001876  YES     C100 Southeastern Industrial  01  02/17/06  1259.50    02
      001884  YES     C100 Southeastern Industrial  01  02/26/06      .00    02
      001891  YES     C102 Roark Architectural, In  01  09/19/04  4695.95    01
      001900  YES     C100 Southeastern Industrial  01  03/17/03   240.00    02
      001915  YES     C131 Automation Systems Supp  02  09/05/03  4080.00    01
      001926  YES     C100 Southeastern Industrial  01  09/16/03   240.00    02
      001984  YES     C100 Southeastern Industrial  02  12/23/03   240.00    02




Release, Document, Aging, Pymt Hist, Customer Notes
Enter beg Document to list, F3-Done, F10-Menu ......
Arrows: Up=Prev, Down=Next, Left/Right=Lines, PgUp, PgDn, Home, End   First line
```

```
 01-FACTS 7.5 Development, Hold Selection (SOE230)                    _ □ ✕
File  View  Options  Help

  Warehouse    ALL  [#] [ ]  All

  Hold Status  H - Display documents on hold        ▼

  D.  Doc#    Hold   Customer  Name                    WH   Date      Total  Terms
  C.  000432  YES      C100  Southeastern Industrial Supply  01  08/12/03  6747.90  02
      001654  YES      C125  Discount Industrial Warehouse   01  09/28/04   682.00  02
      001871  YES      C100  Southeastern Industrial Supply  01  09/30/05      .00  02
      001876  YES      C100  Southeastern Industrial Supply  01  02/17/06  1259.50  02
      001884  YES      C100  Southeastern Industrial Supply  01  02/26/06      .00  02
      001891  YES      C102  Roark Architectural, Inc.       01  09/19/04  4695.95  01
      001900  YES      C100  Southeastern Industrial Supply  01  03/17/03   240.00  02
      001915  YES      C131  Automation Systems Supply Co.   02  09/05/03  4080.00  01
      001926  YES      C100  Southeastern Industrial Supply  01  09/16/03   240.00  02
      001984  YES      C100  Southeastern Industrial Supply  02  12/23/03   240.00  02




  List From  [      ]  [◀] [▶]

        [ Hold ]  [ Release ]  [ Document ]  [ Aging ]  [ Pymt Hist ]  [ Done ]

  Display document on hold, not on hold, or all
```

```
Hold Selection (SOE230)                                          _ □ ✕

Help


01-FACTS 7.5 Development      Hold Selection                      SOE230

WH ALL All                              Hold Status H

Notes: SOEH CUST
  Doc#  Hold   Customer Name              WH   Date       Total  Terms
 001654  YES     C125 Discount Industrial War  01 09/28/04  682.00   02
 001871  YES     C100 Southeastern Industrial  01 09/30/05    .00    02
┌Payment History───────────────────────────────────────────────────┐ 2
│              Total  Average Days     Last Sale Date 09/30/04       │ 2
│            # Invoices  To Pay Past  Last Payment Date 09/28/04     │ 1
│              Paid     Due Date           Days Grace   0           │ 2
│ Last 03 Periods    21         1                                   │ 1
│ Last 06 Periods    27         4                                   │ 2
│ Last 12 Periods    44         6                                   │ 2
└───────────────────────────────────────────────────────────────────┘




CR-Close
```

```
Payment History                                            ✕

              Total    Average Days    Last Sale Date    10/26/04

            # Invoices  To Pay Past  Last Payment Date   11/04/04

              Paid       Due Date        Days Grace      10

 Last 03 Periods    37        -4
 Last 06 Periods    54        -1
 Last 12 Periods    85         1

                                                    Close
```

```
Hold Selection (SOE230)                                          _ □ ✕

Help


01-FACTS 7.5 Development      Note Entry                          SME710
Note Type CUST Customer
Customer          C125 Discount Industrial Warehouse

Category  GENR<                               Urgent Only N

Date/Time            Urgent Subject                               U









Enter the note category, F2-Search, F10-Menu, F4-Backup
```

How to place/release document credit holds

1. Open the Hold Selection program. You can access this program by selecting Sales Orders -> Orders ->Hold Selection.

2. In the Warehouse input, enter a valid warehouse codes for which documents are displayed. The warehouse code defaults to the warehouse assigned to the terminal. F2 allows a search. F3 defaults to ALL.

3. In the Hold Status input, enter whether to display documents that are H-on hold, N-not on hold or A-all documents. The program defaults to H.

4. In the browser in the lower portion of the screen the system displays sales order documents based on the warehouse and hold status selected. Once you select the sales order document(s) in the browser, you can select from the following options:

   H-Hold--Places the highlighted documents on hold. The selected document is placed on hold until the user releases it. The line is redisplayed, and the program proceeds to input #3.

   R-Release-- Releases the highlighted documents. The selected documents are no longer on hold. The system redisplays the sales order documents in the browser.

   D-Display Document—Accesses SO Document Inquiry (SOI620) for the selected document.

   A-Aging-- Displays aging for the highlighted document. Shown is the customer's aging as of the current system date. Displayed information includes: credit limit, balance, and current aging for the number periods (set in Accounts Receivable Static Control Record). The program proceeds to input #4.

   P-Payment History--Displays payment history for the selected customer. Shown is the customer's payment history. Displayed information includes last payment date, days grace and history.

   Select **N** (CUI Users) or the C. icon to access Note Entry (SME710) for the customer specified in the program.

   Select the D. icon to access Note Entry (SME710) for the sales order header record specified in the program.

   Done-Exits the program.

5 (CUI Users) The system returns you to the command prompt so you can select another line to display, place on hold, or release from credit hold. When you have completed your changes, press **F4** to exit the program.

Commit Backordered Quantities (SOR210)

Function

Use this program to update the backordered quantities on orders, transfers, nd backorders to committed quantities and to provide a report of what is updated. The report prints as the system updates.

You can select whether to include sales orders only, transfers only or both when the report is run. You also have the option to print the pick tickers for sales orders and transfer tickets for the transfers that had backordered quantities committed.

As you enter orders and invoices, some line-items may have backordered amounts. When another shipment of the backordered item arrives, some of this new stock may be partially committed on special orders that were imported to create purchase orders; however, the rest of the quantity is available.

Unless this program is run, the available quantity gets committed to new orders instead of filling the backorders on existing documents.

This program checks orders and backorders for backordered amounts. It does not check invoices, printed or confirmed orders, quotes, etc., nor does it check sales orders and backorders placed by customers on hold.

If the program finds backordered amounts, it then looks to see if the item has any quantity that is available. If there is enough of the item available to fill the entire backorder quantity and leave at least one in stock, the system automatically commits the quantity and sets the backordered amount to zero.

➲   To commit the last item in stock, select the **Commit Last Item** flag in the SO Static Control F/M.

For serial or lot number items, the system does not commit the backordered amounts if the **OE Serial/Lot Number Entry** flag in the Sales Orders Static Control F/M is selected (set to Y).

When to commit backordered quantities

We recommend that you run this program after running the Purchase Order Receipt Register, after entering adjustments in inventory control or after a large amount of line-items have been deleted or voided. The time it takes to run this program depends on the number of orders and invoices in the system. Report information includes order number, order type and status, requested date, warehouse code, customer number and name, item number and description, and the amount committed and its corresponding unit of measure.

User Inputs

The following inputs are involved in updating the backordered quantity of orders and backorders:

1.   **Include**

Indicate whether to commit stock for S-sales orders, T-transfers or B-both. Press F4 to backup

2.   Order

Select the order in which to print the report.
The Order prompt information varies, depending on the include option you selected above:
If you selected S-sales orders for the Include prompt, indicate what order to use to commit backordered quantities where stock is available. You can select from: O-order number, I-item number, C-customer, or D-request date.

If you selected T-transfer only for the Include prompt, indicate what order to use to commit backordered quantities where stock is available. You can select from: T-ticket number, I-item number, W-to warehouse, or D-request date.

If you selected B-both sales orders and transfer for the Include prompt, indicate what order to use to commit backordered quantities where stock is available. You can select from: I-item number or D-request date.

3.   Beginning Order Choice

Select the beginning order choice to update. F1 defaults to FIRST. F2 allows a search. The Beginning prompt information varies, depending on the order option you selected above:

If the Order prompt is "D" for request date, the Beginning and Ending prompts are disabled, and you can enter the range in the Beginning Date and Ending Date fields in the Properties section of the screen.

All orders choices with the exception of request date have request date as the secondary sort option. For example if you select customer order, the documents commit and print in request date order within each customer.

4. Ending Order Choice

Enter the order number, item number or customer number on which to end
(ref. 13). F1 defaults to LAST. F2 allows a search.

5. Warehouse

The Warehouse prompt information varies, depending on the include option
you selected above:

If you selected S-sales orders for the Include prompt, enter the shipping
warehouse to update for.

If you selected T-transfer only for the Include prompt, enter the from
warehouse to update for.

If you selected B-both sales orders and transfer for the Include prompt, enter
the shipping warehouse or from warehouse to update for.

The codes must already be on file in Warehouse F/M on the IC Infrequent File
Maintenance menu. The program defaults to the warehouse assigned to the
terminal you are using. Press F2 to search. Press F3 to default to ALL initiating
warehouses. Press F4 to backup.

6. Beginning Date

Enter the date from which to begin the update (ref. 10). Orders or backorders that have a requested date before the entered date are not updated. The program defaults to FIRST.

7. Ending Date

Enter the date on which to end the update (ref. 10). Orders or backorders that have a requested date after the entered date are not updated. The program defaults to LAST.

8. Route

This input is disabled if the **Use Routes** flag is not selected (set to N) on the Use tab of the SO Static Control F/M. Enter up to 18 three-character route codes side by side for which orders are to be updated. Only valid route codes are accepted. Question marks are used as wild cards; i.e., entry of the first two route characters and a question mark displays all routes beginning with those two characters. F2 allows a search.

If the Include prompt is not "S" for sales orders or "B" for both, the Route prompt will be disabled. Of course the existing check for Use Routes from the SO Static will be maintained.

9.   Doc Type

 Indicate whether to commit O-open orders, B-backorders or A-all orders.

10. Priority

Indicates the priority to use when committing items: N-normal, R-rush and/or H-service hold orders. Press F3 to default to All.

If you include "R-rush orders" in the priority selection, rush orders are processed before the normal and/or service hold orders.

11. Print Status

Enter the print status to use for the commit quantities scope: Commit quantities on documents that have Not been printed, commit quantities on documents that are TR-already printed, commit quantities on documents that are Ready for reprinting, or commit quantities on All order/backorder documents that are ready for reprinting. The program defaults to N-documents that have not been printed.

12. Print Pick Tickets

Indicate whether to print pick tickets for orders being committed.

For Job stream processing, if the system can't access the pick ticket printer, the system logs the errors, and skips the pick ticket print.

12. Printer

Enter the code for the printer to use. Press F2 or the to search. If the Print Pick Tickets prompt is set to "No", this prompt is disabled. A printer is the only valid option for this input; you cannot select viewer, fax or file for printing.

Note: If the Print Pick Tickets prompt is "No", this prompt is disabled. If the pick ticket quantity is "Ordered" in the SO Static Control file, this prompt is not displayed. If the new "Allow Print if not Complete" field from SO Static Control file is "No", this field is set to "N" and disabled.

13. Print if Not Ready

Indicate whether to print orders that are not yet available to ship.   Refer to the Ship Complete Feature Overview topic in *Chapter 1 – System Overview* for details.

14. Print Transfer Tickets

Indicate whether to print transfer tickets for orders being committed.

If the Include prompt is not "T" for transfers or "B" for both, the Print Pick Tickets and Printer prompts are disabled.

15. Printer

Enter the code for the printer to use. Press F2 or the ⚒ to search. A printer is the only valid option for this input; you cannot select viewer, fax or file for printing.

How to commit backordered quantities

1. Open the Commit Backordered Quantities program. You can access this program by selecting Sales Orders --> Orders -->Commit Backordered Quantities.

2. At the Include prompt indicate whether to commit stock for S-sales orders, T-transfers or B-both. Press F4 to backup

3. Select the order in which to print the report. The Order prompt information varies, depending on the include option you selected above:

    If you selected S-sales orders for the Include prompt, indicate what order to use to commit backordered quantities where stock is available. You can select from: O-order number, I-item number, C-customer, or D-request date.

    If you selected T-transfer only for the Include prompt, indicate what order to use to commit backordered quantities where stock is available. You can select from: T-ticket number, I-item number, W-to warehouse, or D-request date.

    If you selected B-both sales orders and transfer for the Include prompt, indicate what order to use to commit backordered quantities where stock is available. You can select from: I-item number or D-request date.

4. At the Beginning and Ending prompts, select the beginning and ending orders choices to update. F1 defaults to FIRST. F2 allows a search. The Beginning prompt information varies, depending on the order option you selected above:

    If the Order prompt is "D" for request date, the Beginning and Ending prompts are disabled, and you can enter the range in the Beginning Date and Ending Date fields in the Properties section of the screen.

    All orders choices with the exception of request date have request date as the secondary sort option. For example if you select customer order, the documents commit and print in request date order within each customer.

    Warehouse--The Warehouse prompt information varies, depending on the include option you selected above:
    If you selected S-sales orders for the Include prompt, enter the shipping warehouse to update for.
    If you selected T-transfer only for the Include prompt, enter the from warehouse to update for.
    If you selected B-both sales orders and transfer for the Include prompt, enter the shipping warehouse or from warehouse to update for.

    Beginning Date--The beginning date to update.

    Ending Date--The ending date to update.

    Route--The three-character route codes (entered side by side) for which orders are to be updated.

    Doc Type-The document type to commit: You can select from O-open orders, B-backorders or A-all orders.

If the Include prompt is not "S" for sales orders or "B" for both, the Route prompt will be disabled. Of course the existing check for Use Routes from the SO Static will be maintained.

Priority--The priority to use when committing items: N-normal, R-rush and/or H-service hold orders. Press F3 to default to All.

Print Status--Enter the print status to use for the commit quantities scope: Commit quantities on documents that have **N**ot been printed, commit quantities on documents that are **R**eady for reprinting, or commit quantities on **A**ll order/backorder documents that are ready for reprinting. The program defaults to **N**-documents that have not been printed.

5. In the Pick Ticket, section of the screen, complete the following inputs:

Print Pick Tickets--Indicate whether to print pick tickets for orders being committed.

Printer--Enter the code for the printer to use. Press F2 or the 🔍 to search. If the Print Pick Tickets prompt is set to "No", this prompt is disabled. A printer is the only valid option for this input; you cannot select viewer, fax or file for printing.

Note: If the Print Pick Tickets prompt is "No", this prompt is disabled. If the pick ticket quantity is "Ordered" in the SO Static Control file, this prompt is not displayed. If the new "Allow Print if not Complete" field from SO Static Control file is "No", this field is set to "N" and disabled.

Print if Not Ready--Indicate whether to print orders that are not yet available to ship.

6. In the Transfer Ticket, section of the screen, complete the following inputs:

Print Transfer Tickets--Indicate whether to print pick tickets for orders being committed.

Printer--Enter the code for the printer to use. Press F2 or 🔍 to search. If the Print Pick Tickets prompt is set to "No", this prompt is disabled. A printer is the only valid option for this input; you cannot select viewer, fax or file for printing.

7. You can press:

Enter (CR) to run this program using the defaults.
F1 to access template information for this program.
F3 to change the default input values listed in steps 2 and 3.
F4 to exit without running the program and committing any quantities.

Item Shipment Approval (SOE520)

Function

This program is only accessible if multiple warehouses are used on an order. This program enables you to:

- Approve shipment of on-hold lines based on document number, line number and order date
- View rejected and on-hold lines by item or document
- Reject shipment of on-hold lines based on document number, line number and order date.

A password is required for entry. However, if the user is the approved user for this shipping warehouse, the password is not required. The approval user code and password are set up in Warehouse F/M.

User Inputs

The following inputs are used when releasing lines for multiple warehouse documents:

1. Shipping Warehouse

Enter the shipping warehouse. F2 allows a warehouse search (ref. 30).

2. Enter Password

This input is skipped if the user is set up in the Warehouse Codes F/M as the approval user. Enter the password. The password appears as asterisks (*) when entered. If the correct password is not entered, a message displays and the program does not proceed until the correct password is entered.

3. Initiating Warehouse

Enter the initiating warehouse. F2 allows a warehouse search (ref. 30). F3 defaults to ALL.

4. Display

Enter whether to display by **D** - document or **I** - item. CR defaults to D.

5. Document/Item

This input appears as DOCUMENT if D is entered in the previous selection prompt and ITEM if I is entered. Enter the beginning document or item to display. CR defaults to FIRST. F2 allows an item search (ref. 20) or document search (ref. 30).

Display by Document

If displaying by document, information about each document is displayed including number, type, status code, date created, initiating warehouse, customer number and name, salesperson, number of lines rejected and number of lines on hold. Enter the line number to display or use the arrow keys to highlight and press CR to display document line items. If there are no rejected or on-hold lines for a document, a message will display and no lines will display. Press F3 to end.

Once the document's details are displayed, use the arrow keys to highlight and select a line. You should see the available, on-hand, backordered, and committed quantities for this item and warehouse are displayed. Use the arrow keys to highlight a line. The user has the following options for the highlighted line:

D -   Display line details
Information on the line is displayed including item number, descriptions 1 and 2, shipping warehouse, ship via, shipment status, original order amount, invoiced ordered, committed, shipped and backordered amounts, total amount shipped, selling unit of measure (UM), picking status, price, pricing UM, cost, costing UM, discount, location, commission percentage, whether the item is taxed, GL department number, weight and vendor. Press CR to exit.

H -   Place line on hold
Once a line is placed on hold, the shipment status displays "ON HOLD."

A -   Approve lines on the highlighted document
Once a line is approved, the shipment status displays "APPROVED" and the line cannot be placed on hold or rejected.

R -   Reject lines on the highlighted document
Once a line is rejected, the shipment status displays "REJECTED."

F3 - End

Display by Item

If displaying by item, each item is displayed with the item number, description, committed amount, selling UM, number of line-items rejected and number of line-items on hold. Also displayed are the available, on-hand, on order, backordered, and committed amounts for this item and warehouse. Use the arrow keys to highlight and select a line. Once a line is selected, the user has the following options:

A - Approve all items
Once lines have been approved, the numbers in the rejected and/or on-hold columns become 0.

R - Reject all items

CR Display document information
Display document information including the item number, document number, type, status, date, line number, initiating warehouse, customer number and name, number committed, selling UM and shipping status are displayed.

 # - Select a line number to display information

F2 - Search warehouses for this item

F3 - End

Once a line has been selected, the following options are available:

D - Display detail

H - Place the line on hold

A - Approve the line

R - Reject the line

 # - Select a line number to display detail

F2 - Search warehouses for this item

F3 - End

```
Item Shipment Approval (SOE520)                              _ □ ✕
 Help

 01-Demo Company              Item Shipment Approval              SOE520

 WHSE SHIP 01 Atlanta Warehouse        DISPLAY I
      INIT ALL                           ITEM ..................

 LN                 ITEM DESCRIPTION               COMMITTED UM   REJ HLD

 NO RECORDS ON FILE.
 ENTER BEGINNING ITEM TO DISPLAY (CR=FIRST), F2-SEARCH, F4-BACKUP
```
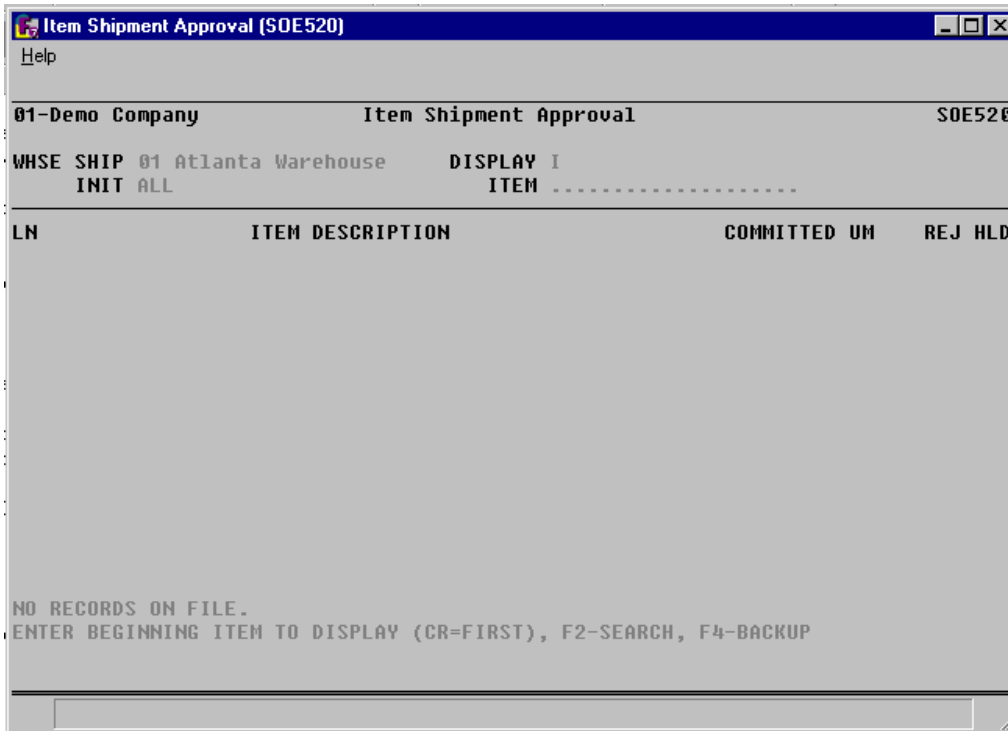
How to approve shipment of on-hold document lines

1. Open the Item Shipment Approval program. You can access this program by selecting Sales Orders -> Orders ->Item Shipment Approval.

2. Enter the shipping warehouse code. F2 allows a warehouse search.

3. In the Enter Password input, enter the password, as necessary. This input is skipped if the user is set up in the Warehouse Codes F/M as the approval user.

4. Enter the initiating warehouse. Press F2 to search warehouses or F3 to default to ALL.

5. In the Display output, enter whether to display by D - document or I - item. The program defaults to D.

6. Enter the beginning document or item to display. Press F1 to default to FIRST or F2 to access an item search or document search. Note: This input appears as DOCUMENT if D is entered in the previous selection prompt and ITEM if I is entered. Complete step 7 or 8 depending on the display output type you selected in step 5.

7. (Optional) Display by Document: If displaying by document, information about each document is displayed including number, type, status code, date created, initiating warehouse, customer number and name, salesperson, number of lines rejected and number of lines on hold. Enter the line number to display or use the arrow keys to highlight then press Enter (CR) to display document line items. If there are no rejected or on-hold line for a document, the system displays a message. You can select from the following:

    H   Place all items on hold for the selected document. Once a line is placed on hold, the shipment status displays 'On Hold'.

    A   Approve lines on the highlighted document. Once a line is approved, the shipment status displays 'APPROVED' and the line cannot be placed on hold or rejected.

    R   Reject lines on the highlighted document. Once a line is rejected, the shipment status displays 'REJECTED'.

    F3   End

    #, press Enter (CR) Display details for a document. Enter the line number and press Enter (CR).

    Document Detail Screen

    Once the document's details are displayed, use the arrow keys to highlight and select a line. The system displays the available, on-hand, backordered, and committed quantities for this item and warehouse are displayed. The user has the following options for the highlighted line:

    D   Display line details Information on the line is displayed including item number, descriptions 1 and 2, shipping warehouse, ship via, shipment status, original order amount, invoiced ordered, committed, shipped and backordered amounts, total amount shipped, selling unit of measure

(UM), picking status, price, pricing UM, cost, costing UM, discount, location, commission percentage, whether the item is taxed, GL department number, weight and vendor. Press CR to exit.

Once a line has been selected, the following options are available:

H   Place line on hold. Once a line is placed on hold, the shipment status displays 'On Hold'.

A   Approve the line on the highlighted document. Once a line is approved, the shipment status displays 'APPROVED' and the line cannot be placed on hold or rejected.

R   Reject the line on the highlighted document. Once a line is rejected, the shipment status displays 'REJECTED'.

F3   End

8.   (Optional) Display by Item: If displaying by item, each item is displayed with the item number, description, committed amount, selling UM, number of line-items rejected and number of line-items on hold. Also displayed are the available, on-hand, on order, backordered, and committed amounts for the this item and warehouse.

Use the arrow keys to highlight and select a line. Once a line is selected, you have the following options:

A   Approve all items. Once lines have been approved, the numbers in the rejected and/or on-hold columns become 0.

R   Reject all items

F2   Search warehouses for this item

#, press Enter (CR)   To display a details for an item on the document line, enter the line number and press Enter (CR). Select a line number to display document information including the item number, document number, type, status, date, line number, initiating warehouse, customer number and name, number committed, selling UM and shipping status are displayed.

Item Detail Screen

Once the item's details are displayed, use the arrow keys to highlight and select a line. Once a line has been selected, the following options are available:

D   Display detail

H   Place the line on hold

A   Approve the line

R   Reject the line

Select a line number to display detail

F2   Search warehouses for this item

F3   End

9.   After you approve/reject a line on a document or view details, the system returns you to the command prompt so that you can repeat this process or press F4 to exit the program.

Companion Item Selection/Import Item Selection (SOE151)

The Companion Item Selection/Import Item Selection dialog box displays for selecting companions or importing items from other documents.

The system displays the Companion Item Selection dialog box when during line-item entry when you add an item that has companion items associated with it (via Companion Item Entry (SOE150). The Companion Item Selection dialog box displays from the Order Entry Programs: Quote Entry, Order Entry, Confirmation, Invoice Entry, Counter Sale Entry.

The system displays the Import Item Selection dialog box when during line-item entry when you import items via the policy flags established in Document Import Control F/M   The Import Item Selection dialog box displays from Quotes, Order Entry, Direct Invoice Entry, and Counter Sale Entry, you can select Options→Import Items from the menu.

Companion Item Selection Processing Notes

When a line item is originally saved, not from a save in edit mode performs a check to determine whether companion items or companion memos exist for the newly-added item. If no companions exist or if all companions are flagged as Not Applicable to the current entry program, the program will continue without interruption.

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

a warehouse). If any companion items/memos are flagged as "X – Not Applicable" then they are not displayed in this dialog and are not allowed for import into the actual document. Once the companion items/memos are selected, the items are imported into the document.

Import Item Selection Processing Notes

As you enter documents in Quotes, Order Entry, Direct Invoice Entry, and Counter Sale Entry, you can select Options→Import Items from the menu.

The system displays a dialog box where you can select the document type and document number to import. If your system is set to allow you to change the default pricing option (based on Document Import Control F/M), you can also select from two options, "Current Default Prices" and "Source Document Prices".
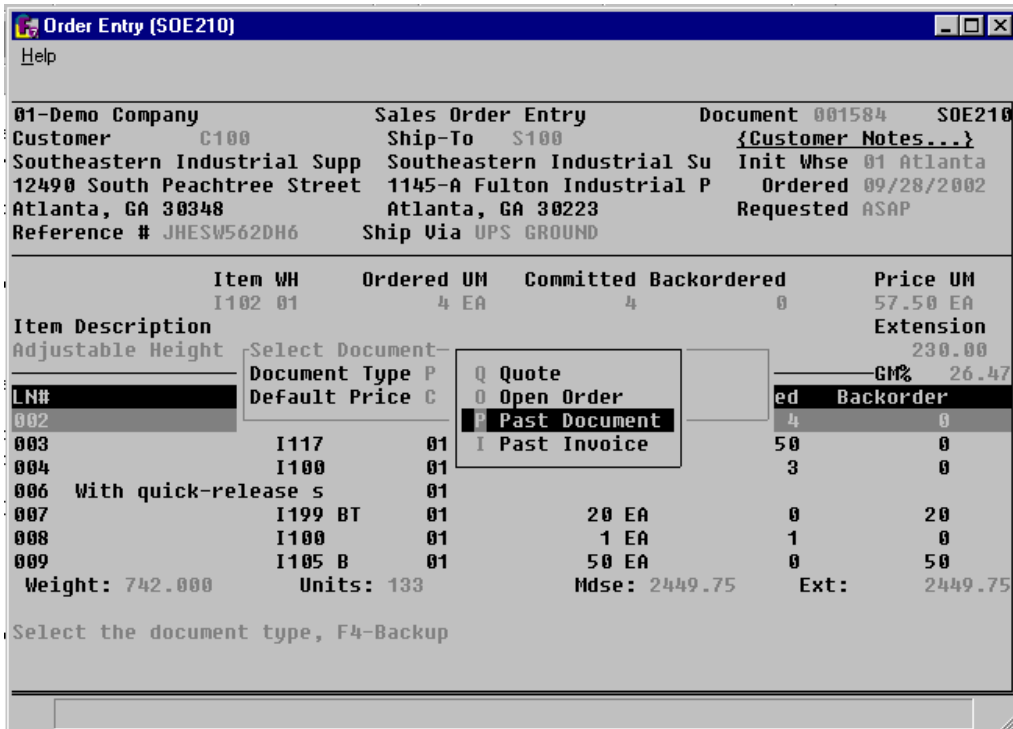
Then in the Import Item Selection dialog box, the system displays the items from the selected document, including memo lines, where you can choose which items to import and update quantities and pricing, and so on. Once you have completed your selections, the system adds all selected items to the end of the new document.

```
┌─────────────────────────────────────────────────────────────────┐
│ Order Entry (SOE210)                                    _ □ ×     │
│ Help                                                              │
│                                                                   │
│ 01-Demo Company            Sales Order Entry       Document 001584    SOE210 │
│ ┌Import Items (SOE151)─────────────────────────────────────────┐  │
│ │                                                               │  │
│ │ Item               I117      Selling Note/Memo                │  │
│ │ Direct N Vendor     V116 World M Print on Inv N      Export to PO N │
│ │                                                               │  │
│ │ Whse 01 Atlanta Wareho        Sell Qty      500 EA    Price      .80 EA │
│ │                               Available    -550 EA    Discount  .00 EA │
│ │                                                               │  │
│ │ Sel                 Item Desc/Memo          Wh      Qty UM    Price │
│ │   Y  !              I117 Corrugated Bin Box  01      500 EA      .80 │
│ │   Y  !              I105 Nesting Conveyor Box 01      50 EA    11.05 │
│ │   Y  !              I116 ALUMINUM DOCK PLATE  01       5 EA   141.40 │
│ │                                                               │  │
│ │                                                               │  │
│ │                                                               │  │
│ │                                                               │  │
│ │                                                               │  │
│ │ Toggle, All Memos, All Items, None, Reset All                 │  │
│ │ CR-Edit, F3-Done .                                            │  │
│ │ Arrows: Up=Prev, Down=Next, Left/Right=Lines, PgUp, PgDn, Home, End   First line │
│ └───────────────────────────────────────────────────────────────┘  │
│                                                                   │
│ ┌───────────────────────────────────────────────────────────┐    │
│ └───────────────────────────────────────────────────────────┘    │
└─────────────────────────────────────────────────────────────────┘
```

You can view each line's source document from line detail in the entry program and/or Document Inquiry.

The system determines which items to import as follows:

Quote – Pulls all lines from the quote selected, regardless of status, except for deleted lines.

Open Order – Pulls all lines that are not flagged as Complete, Deleted or Voided. The quantity used will be the current order quantity, not the original order quantity.

Past Document – Pulls all lines as they appeared on the first shipment we have on file, regardless of line status. The quantity used will be the order quantity, not the original order quantity.

Past Invoice – Pulls all lines that appeared on that invoice that had a positive shipped quantity. The quantity used will be the quantity shipped.

The import procedure calculates price, discount, shipping warehouse, and the direct ship status based on the settings from Document Import Control F/M. The order quantity is set to the order quantity from the source document. The item descriptions are set to those from the source document.

The system considers two shipping warehouses -– the source document's shipping warehouse and the new document's initiating warehouse. If the warehouse selected based on the Document Import Control F/M isn't valid (either the item isn't on file there or warehouse security fails), the system attempts to use the other one. If both fail the processing criteria, the system leaves the warehouse blank so you can manually select it.

If the warehouse/direct ship status determined by the Document Import Control F/M isn't valid for the new document, the system uses the setting that's valid for the new document.

If a BOM item is encountered that doesn't have stored component history, the system prompts you to select whether to "Skip importing the item" or "Use the component information from MC". If the item is no longer a BOM item in MC, the system skips the items and notifies the user.

Commissions percentages are never be pulled from the source document. The system uses the current commission percentage as the default.

If a past document contains an item that is no longer on file, or any of the information on the line (including UMs, item class, etc) are no longer valid, the system skips the item and displays a message indicating that the item is skipped.

The system applies the SO Static Control flag for recalculating user override prices to importing quotes only. The flag is considered when importing a quote onto a quote, importing a quote onto an order/invoice, and when performing quote conversion. All other type of documents being converted work off the current cost.

Screen Information

In the browser in the lower portion of the screen, the system displays all companion/import items/memo lines defined for the original item entered. You can select the companion items or import items to include on the order. The browser also contains a quantity field and UM field, which will default to the original item qty per UM times the default qty for the companion from the Companion Item Entry program. Press Enter (CR) or double-click on a browser line to edit the warehouse, quantity and UM of the companion item.

If valid companions are found, they are written to the Companion Item on Document file. As they are added, the system calculates the default quantities and the various flags in this file are set as follows:

Direct Ship defaults according to the ship type of the item just added; memo print and export flags will default from the Companion Item Line File;

The Vendor is the primary vendor for the companion item as defined in Item F/M.

The shipping warehouse will default to the initiating warehouse for the document, regardless of the shipping warehouse of the item just added.

For this last condition, if the companion item does not exist in the initiating warehouse, then ** (asterisks) are displayed in the WH column. If you do not select that companion for editing and change the warehouse to a valid warehouse or direct ship, then you will not be allowed to exit the dialog (you can press the Toggle button to set the companion item to Not Import and exit the dialog box). If the available quantity of the companion is less than the ordered quantity, then the system displays an ! (exclamation point) in the 2nd column of the dialogue.

You can select the following buttons:

All Memos - auto selects all memo lines only for addition on the order.

All Items– auto selects all items only for addition as line-items on the order.

Toggle – Toggle off/on for individual lines in the browser selected for addition as line-items on the order.

> **Reset All**– Clears all selections made.
>
> **Done**– Accepts changes and creates new line items return to the line-item portion of the Order Entry program.

To modify an existing companion/import item, highlight the companion/import item in the browser and select the 🖼 icon or press **Enter**. You can then modify the following inputs:

1.   Direct

Indicate whether the item is a direct ship.

2.   Whse

Modify the warehouse for the companion item

3.   Quantity

Modify the quantity of the companion item.

4.   Price

Modify the price per displayed pricing unit of measure. Enter L and a level number for a price level if applicable. Press F2 to change the unit of measure for pricing if more than one is set up for this item. Press F3 or 🔍$ to search for another price. This input defaults to the pricing default UM for this item. The system indicates if the company uses LIFO or FIFO, if you are in Invoice entry, and have selected a contract price that's based on the SO Cost.

5 .   Discount $ or Discount %

Depending on the setting in SO Static Control F/M, the Discount $ or Discount % field is available.

Discount $ Enter the dollar amount to discount off this item. The program automatically calculates the equivalent percentage discounted. It also multiplies the dollar amount by the ordered quantity and displays the discount extension to the right. This input is enabled if the Invoice Discounts control in SO Static Control is set to Use Dollar Invoice Discounts.

Discount %   Enter the percentage by which to discount this item. The program automatically calculates the equivalent dollar amount discounted. It also multiplies the dollar amount by the ordered quantity and displays the discount extension to the right. This input is enabled if the Invoice Discounts control in SO Static Control is set to Use Percentage Invoice Discounts.

6. Commission %

Enter a commission percentage for this line item. A line item commission adds to any commission assigned to the selected item, customer or salesperson in their respective file maintenances. These standard item, customer and salesperson commissions appear next the commission prompt. The SM Company Control F/M Commission basis prompt controls the order in which they appear. Press **F1** to set this input to **Use Default** when the user override flag is set.

Calculating Commissions: There are five commission percent sources: customer, salesperson, item, price and current line commission. The system

contains a user override flag and a price type to designate if the user overrode
the line's commission during order entry. Refer to the Calculating
Commissions topic for processing details.

The Commission % field displays only if it is selected to show up in the calling
program.

7. Press **F3** (End Entries) to complete the companion item entry. *Graphical Users:* Select the icon
to stop modifying the companion item. Press the icon to save your changes to the
companion/import item line.

Shipping Warehouses (SOC380)

The Shipping Warehouses program allows you to change the ship via for any warehouses on an order. You can access this program from the View→Shipping Warehouses menu option in Order Entry or SO Document Inquiry (view only mode).

You can also change the warehouse level Ship Complete setting, except for credit memos. This is the only place where the ship complete can be changed for a warehouse that is not the initiating warehouse.

You can select Chng Ship Via to change the ship vias for all existing lines for a particular warehouse.

You can select Ship Comp to enter a new ship complete status for the specified warehouse. Refer to the Ship Complete Feature Overview topic in *Chapter 1 – System Overview* for details.

Importing Notes

The system displays the Importing Notes screen when SO document header or line notes are available for addition to the sales order, purchase order or item transfer document. SO, PO and TR Document and line notes are available to view/edit (according to the user's security) for all open documents. You also have the option to print the note on the sales order (for order or backorder type documents only), credit memo, counter sale or invoice, purchase order or transfer. When you run the Daily Sales Register, the system copies SO document notes to the past invoice.

You can export sales order line notes to associated purchase orders or inventory transfers and print the exported sales order line notes on the PO or transfer ticket.

Inputs for the Importing Notes Window

At the top of the screen, the system displays the Note Type, document number, and Note Category for the note displayed for import. You can modify the following inputs:

1. Subject

Enter or modify the subject for the note.

2. Urgent

Indicates the note should be classed as urgent. Notes marked urgent automatically display in Sales Order Entry programs for customers, document header records, document line records, and items.

3. Note

Enter or modify the text for the note.

4. Print on [PO/SO Document]

This input depends on the

Print on Pick Ticket

For sales orders, indicate whether to print this note on the pick ticket.

Print on Purchase Order?

For purchase orders, indicate whether to print this note on the PO.

Print on quote?

For quotes, indicate whether to print this note on the quote

Print on pick ticket when quote is converted?

For sales orders, indicate whether to print this note on the pick ticket.

Print on invoice when quote is converted?

For invoices, indicate whether to print this note on the invoice when the quote converted to a sales order is confirmed.

Print on PO/transfer when quote is converted?

For sales orders, indicate whether to print this note on the PO or warehouse transfer when the quote is converted to a sales order.

Invoices (SOS300)

The programs and submenus available on the Invoices menu enable you to:

> Confirm orders (Order Confirmation)
> Enter direct invoices in situations where you do not need to create a
> work order or pick ticket or correct confirmed orders (Direct Invoice)
> Enter credit memos (Credit Memo Entry)
> Print invoices and credit memos (Invoice & Credit Memo Print)
> Process forced credit card transactions (Process Pending Transactions)
> Release invoices to the DSR once orders have been delivered by
> company truck (Route Release)
> Update the documents to all the appropriate files in the system (Daily
> Sales Register)

Two additional menus are available from this menu: Counter Sales and
Recurring Invoices.

For more information on the Counter Sales subsystem, see Chapter 6.

For more information on Recurring Invoices, refer to Chapter 8.

Order Confirmation

Use this program to confirm orders created in Order Entry. The confirmation
process enables you to confirm shipment of ordered items, designate them for
backorder or commit them in inventory. You can perform this process for both
single and multiple warehouse orders.

Once you confirm the items, you can add freight and handling charges to the
footer of the document.

The confirmation process also converts the order to an invoice. You can choose
to print an invoice as you confirm each document or batch print invoices from
the Invoice & Credit Memo Print program.

Once an order is converted to an invoice, use Direct Invoice Entry to access the document.

Direct Invoice Entry

Use this program to create invoices without having to go first through the Order Entry and Order Confirmation programs.

Direct Invoice Entry is combination of Order Entry — where you create the document header and enter items — and Order Confirmation — where you indicate which items shipped, which were committed and which were backordered, and what the shipping charges, tax and discounts are.

You can also use this program to correct confirmed orders.

Credit Memo Entry

Use the Credit Memo Entry program to record items that customers are returning and issue credit slip.

Credit Memo Entry allows for two types of customer credits: allowances and returns. A return indicates the customer returned an item and it has been put back in inventory. An allowance indicates that the item was not or could not be returned to inventory.

Invoice and Credit Memo Print

Print invoices and credit memos with this program. You can print individual documents or select groups of documents to print.

The **Change Printed Invoice** control on the Miscellaneous tab of SO Static Control F/M determines whether you can correct and reprint invoices and credit memos after you initially print them. If the control is set to *Allow Changes to Printed Invoices*, you can correct and reprint invoices as necessary until you run the Daily Sales Register.

Route Release

Use this program to indicate that orders have been delivered and that the delivery person returned the invoices after completing the assigned route.

This program is only necessary if you use a company van or delivery service.

Orders and invoices can be printed according to specific routes. These orders or invoices are then usually sent out on the delivery truck by route when the goods are being delivered. Until you run the Route Release program, these invoices cannot print on the Daily Sales Register or post to the Accounts Receivable Open Receivables.

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

Tuesday invoices will print on the next Daily Sales Register to post to accounts receivable.

Process Pending Transactions

This program enables ICVERIFY users to transmit credit card transactions to the credit card processing company in cases where the **Transmit to ICVERIFY** flag in Credit Card Control F/M (SOF957) has to be set to **N** for a period of time.

Daily Sales Register

Use this program to print a report of all confirmed orders, invoices, credit memos and counter sale slips. You can also print a general ledger distribution and update the system with the transactions that appear on the report.
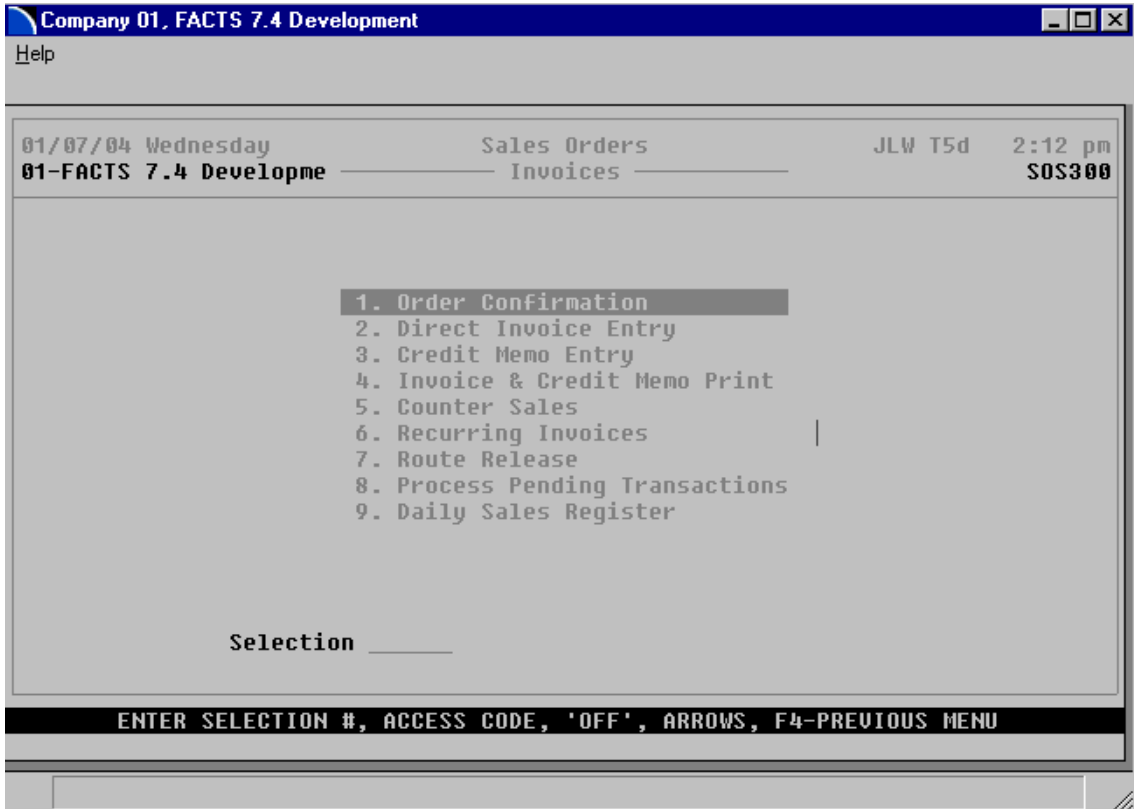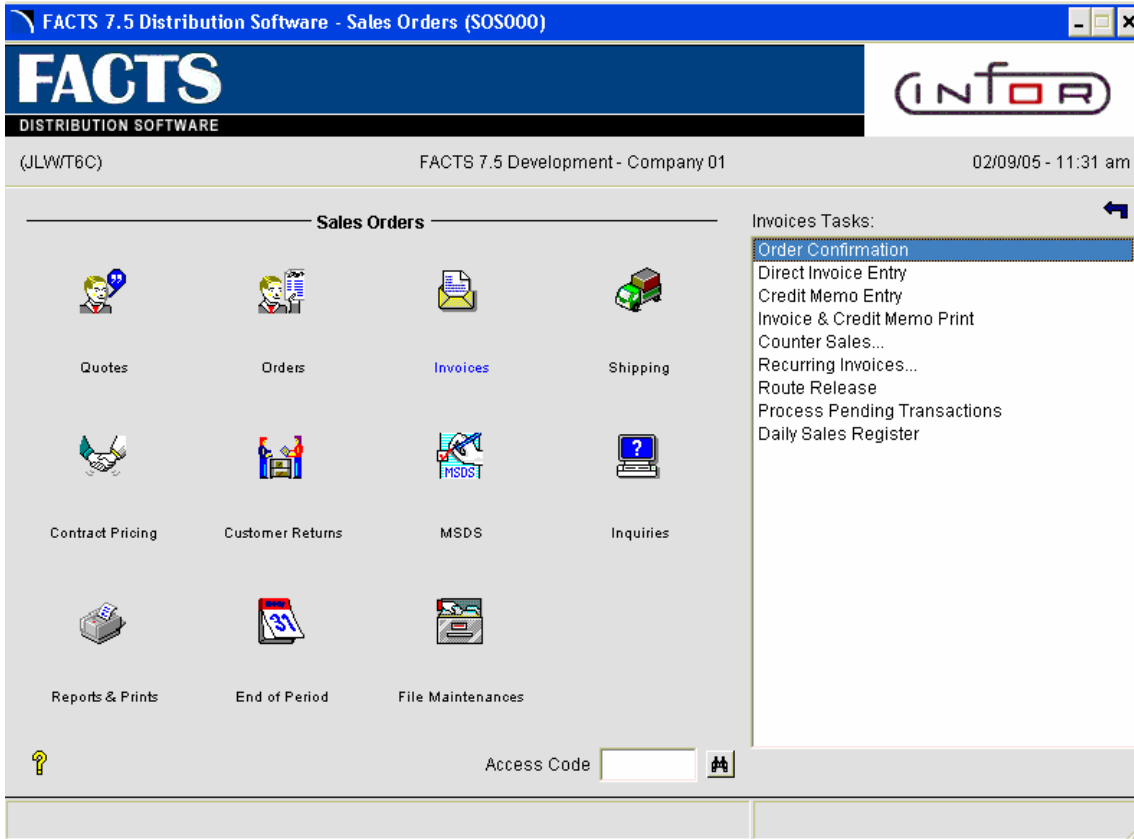
Order Confirmation (SOE510)

The Order Confirmation program tells the rest of the FACTS system what was pulled from inventory, what was shipped, what was backordered, what the final freight and handling charges were, the amount discounted from the order and how much tax was charged for each order.

Once you complete the confirmation process, this program converts the order to an invoice.

During processing, the system automatically displays urgent notes for customers and items based on your settings on the Notes tab of SO Entry Options F/M. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for additional details.

Access this program by choosing *Sales Orders→Invoices→Order Confirmation.*

➲   You can reduce the number of keystrokes required during Order Confirmation by editing the SO Entry Options F/M (*Sales Orders→File Maintenances→Infrequent File Maintenances→SO Entry Options F/M.*) This program enables you to define the inputs that appear in the header section of the main screen, the inputs that appear in a popup dialog box, and the inputs that never appear. In addition, you can set certain inputs so you initially skip them but can back into them later, if necessary. Similar controls are available for the line item and footer sections of Order Confirmation.

The menu bar provides access to additional features.

The document number and customer name appear in the title bar after you complete the

Use the header portion of a document to enter the customer placing the order, the customer's ship-to address and other information required to process an order.

Use the line item entry window to add items to the order. Use the on the right side of the browser to add, edit, delete, or insert line items. Use the icons on the left to manage notes.

Use the item browser to view items you have already entered, select items so you can edit them and organize items in a particular order.

Access the Deposit/Payment Entry window. See Chapter 1 for more information on this feature.

Choose **Stop Confirmation** if you need to interrupt the confirmation process on a document and return to it later.

Document totals provide at-a-glance summaries of the order.

Select the **Done** button to access the footer when you are finished entering items.

Access more header information and line detail.

Order Confirmation Header Processing

The upper portion of the screen is called the header portion where you enter
the customer or document that the confirmation is for.

Refer to the following procedures for more information about Order Confirmation header processing:
Confirm an order

Open a document in confirmation

Order Confirmation Line Item Processing

The lower portion is called the line item portion where you confirm items, quantity and pricing information for the sales order. The program automatically switches to confirmation mode once you complete the header.

Refer to the following procedures for more information about Order Entry item processing: Add a line

Delete a line

Edit a line

Finding line items

Stop Confirmation

Selecting companion items

Order Confirmation Footer Processing

The ending routine consists of final inputs prior to confirming the sales order. The ending routine is not accessible if you have not confirmed line items for the order Refer to the Order Entry Footer Information topic for field/input descriptions.

Add freight and handling

Enter multiple payments

Print an invoice from confirmation

Notes on Confirmation

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

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

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

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

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

- ·Order Confirmation checks to determine if the order is ready to be shipped. If it is not, the system displays a message indicating this and prompts you to confirm the sales order anyway. If you select not to confirm, the system returns you to document number prompt. Refer to the Ship Complete Feature Overview topic in *Chapter 1 – System Overview* for details.

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

- Over Commitment of serial/lot items: The over-commitment of serial/lot items is not allowed in Order Entry and Confirmation Entry. If the OE Serial/Lot# Entry flag in SO Static Control is set to "M" or "N" then you can under commit serial/lot items. Refer to the Over Commitment of Serial/Lot Items topic.

- During processing, the system automatically displays urgent notes for customers and items based on your settings on the Notes tab of SO Entry Options F/M. Refer to the Viewing/Entering Notes from Sales Order Programs topic for additional details.

- You can enter document notes for existing sales order headers and lines. SO Document and line notes are available to view/edit (according to the user's security) for all open documents. You also have the option to print the note on the sales order (for order or backorder type documents only) as well as the invoice. When you run the Daily Sales Register, the system copies document notes to the past invoice. You can export sales order line notes to associated purchase orders or inventory transfers and print the exported sales order line notes on the PO or transfer ticket. Refer to the Importing Notes topic for details.

Confirming Orders with Multiple Warehouses

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

Process overview

1. Open Order Confirmation.

2. Enter the pick ticket number or order number in the Order Confirmation window to bring up the order.

3. Select a warehouse to confirm if more than one warehouse appears on the order.

4. Choose a confirmation method: assume shipment all committed quantities, backorder all committed quantities, leave all committed quantities as committed or confirm the order line by line.

5. Edit lines on the order as necessary by selecting them in the item browser and making changes in the line-item entry window.

6. Choose **Done** to access the footer and enter freight. Select **Payments** if you need to place a deposit on the order or enter a payment. The Deposit/Payment Entry window can also be accessed from the footer. See Chapter 1 for more information on Deposits and Payments.

7. Enter freight and handling, if applicable, in the document footer.

8. Choose whether to print the invoice immediately or batch print it through Invoice & Credit Memo Print program later. You may want to batch print invoices at a later time if:

   - You are partially confirming a multiple warehouse order and want to confirm additional warehouses. Once you print an invoice in documentation, the document is then closed for further confirmation. You must wait until the invoice is updated by the DSR until you can confirm the rest of lines for the other warehouses.

   - You use Clippership and have not closed out carriers for day or shift. Tracking numbers do not appear on the invoice until the carriers have been closed out in Clippership. If you print invoices before the carriers are closed out, you will have to reprint the invoices to get tracking numbers on the invoice.

   - You use Clippership and UNDEFINED appears in the Freight Totals window for shipping charges (attended/polling systems). If you print invoices on these documents, they appear on the DSR as invoices that need to be reprinted because "shipping has not been completed."

   If you choose to print the invoice now, select a printer in the dialog box.

9. At this point, you can confirm another document, exit the Order Confirmation program or switch to another Sales Order entry document from the *Go To* menu.

Order Confirmation Header Information

Use the Order Header section to enter the order number, customer, ordered and request dates and other general information. This window contains all the possible inputs for the Order Entry Header.

Tip: When you press **Enter** or **Tab** when entering quote information, the additional inputs that appear, such as Ship Via Code, an inside salesperson code, etc., depend on the settings selected in SO Entry Options F/M. The *Changing header information in Order Confirmation* topic details all possible entries. Most of these entries already display default information; you can modify these values. Character Users: Press **F3** to stop at the first required field; press **F3** again to bypass these fields, use default information, and directly access the line item entry section.

Input Descriptions

Use the following input descriptions to enter information for an order header:

1. **Document**

You can enter the sales order # that you want to confirm. You can press **F2** or select the 📂 icon to search for documents.

The Assume Shipment window appears after you open a document in Order Confirmation. Select the shipping options for confirmation. Refer to the Choosing a confirmation method topic for details. Choose a confirmation method from the following:

Y-Assume shipment all committed quantities

N-Backorder all committed quantities

C-Leave all committed quantities as committed

B-Confirm the order line by line.

Note: If multiple warehouses exist on the order, you must select the warehouse or warehouses to confirm before you can select a confirmation method. Select a warehouse to confirm if more than one warehouse appears on the order.

(Optional) Based on settings for Confirmation in SO Entry Options F/M, the system displays a window for entry of the invoice date and ship date for the order you are confirming.

After you select a confirmation method and, per your settings in SO Entry Options F/M for confirmation, enter the invoice date and shipped date, the system displays the customer code and information for the order.

2.   Ship-to

The system displays the ship-to code entered on the sales order along with the full ship-to address. Edit the ship-to code, if necessary.

If a customer requests to have an order shipped to an address other than its usual shipping address, select the ⬛ icon to use the Temporary Ship-to feature to facilitate this request. You can press F2 or select the 🔍 icon to search.

Creating a temporary ship-to address

1.   Press **F3** in this input or the ⬛ icon.

2.   In the Ship-to Address window, enter the alternate ship-to information.

3.   Choose OK to return to the main entry screen. Notice that TEMP now appears in the Ship-to input, rather than SAME.

📌 **Price Level:**   The system displays the price level information in the upper portion of the screen.

3.   Invoice

Enter the confirmation date, usually the system date.

4.   Shipped

Enter the date the order ships to the customer. The system displays the current system date as the default.

Order Confirmation Line Item Information

The line-item portion of the program allows the entry of up to 999 line item and message lines to complete the order. Line numbers are assigned automatically beginning with 001 and increments by one for each individual line item up to 999. In the rare case where 999 line items have been entered on a single order, the program proceeds to the **selection prompt** and refuses further entries.

Input Descriptions

This window contains all the possible inputs for Order Entry items processing. Use the following input descriptions to confirm information for an order line item. Depending on the confirmation method you choose, you can enter different information on this screen. Refer to the Choosing a confirmation method topic for details.

1.   **Item number**

Enter an item number manually or press **F2** or the 🔍 icon to select one from the Item Search.

 If you enter a temporary item or a catalog item, the system displays additional input fields. Refer to the Temporary and Catalog Item Entry topic for input details.

If you enter a standard part number, the system uses the unit of measure (UM) from the Standard Part Number record as the default selling UM instead of the default selling UM in the Item F/M record. If you select not to use the standard part number UM or the standard part number UM is blank or not a valid selling UM for the item, then the system uses the standard default UM for the item.

📌 **TIP**: For detailed information about entering serial/lot items refer to the Entering serial/lot items topic.

Enter **M** to enter a memo line.

Graphical users: Choose the *Options* menu to access Catalog Item Search, Customer Item Search, Past Sales Search, and several other searches.

Character users: Press F10 and select *Options.*

Choose the *View* menu to access Item Interchanges.

📌 When you enter an item number, the system displays the Gross Margin for the item in the **GM%** input. If you modify the pricing and unit cost for the item, the system updates this value.

2.   **Discount %**

The percentage by which to discount this item. The program automatically calculates the equivalent dollar amount discounted. It also multiplies the dollar amount by the ordered quantity and displays the discount extension to the right.

3. **Taxable**

Indicates whether this item is taxable. The program defaults to the Taxable setting in the item's master file (see Item F/M).

4. **DS**

Indicate if the item is a direct ship. Refer to the How to designate items for direct ship topic for details.

Graphical users: Select the **DS** box in the line item entry section.

Character users: In the Ordered input, press **F3**. (Press **F3** again to toggle back to Warehouse ship.)

5. **Whs**

The system displays the warehouse selected on the sales order. You can modify this value, or press **F2** or the 🔍 icon to search other warehouses to display the Search Warehouses window containing warehouses that have the item, along with the available, on hand, committed, on order, backordered and surplus quantities for the unit of measure selected.

6. **Ordered**

Enter the customer's requested quantity.

Press **F2** or the 🔄 icon to change the unit of measure on the ordered quantity.

Character users: Press **F3** to indicate this item is a direct ship. Enter or search for a vendor code. Later in the order you can press **F3** again to toggle back to a warehouse ship.

If the quantity entered exceeds the available inventory in the selected warehouse, the program gives you the option to accept the quantity anyway or press **F2** or the 🔍 icon to search other warehouses.

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

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

7. **Shipped**

Enter the quantity shipped to the customer.

8. **Committed**

Enter a quantity to commit in the warehouse or accept the default. This input defaults to the quantity ordered, if that quantity is available in the selected warehouse.

9. **Backordered**

Enter a backordered quantity if the quantity ordered is greater than the available quantity in the selected warehouse.

When you enter a backordered quantity, Sales Order Entry programs base suggested document creation on the Stock, NonStocked, Uninventoried, and Temporary prompts in Sugg PO/TR by Type section on the Line Prompt tab of SO Entry Options F/M (SOF915). Use these settings to indicate whether you want to have the system ask to create suggested purchase orders or suggested transfers by item type during Order Entry line processing.   Refer to the Suggested Transfer/Purchase Order Creation from Sales Order Entry Programs topic for detailed information about creating suggested warehouse transfer or purchase orders for backordered quantities.

The program skips this input if:

The customer does not allow backorders (Allow backorders flag not selected in AR Customer F/M).

Your company does not allow backorders (Allow backorders flag not selected in SO Static Control F/M).

The item is a direct ship.

The selected warehouse has enough inventory to fill the order.

 ➲   If the backordered and committed quantities do not add up to the ordered quantity, the entry program resets the ordered quantity to the sum of the committed plus backordered.

10.   Price

Enter a price. You can press **F3** or the ⚊$ icon to select one from the Price Search window.

Press **F2** or the ⚊ icon to change the unit of measure on the price selection.

A letter appears after the pricing UM to indicate which pricing option you selected.

If the Price Options window is open enter once of the following in the Price input to import the corresponding price:

S-Standard, C-Contract, D-Default, T-List, L-Last, L#-Price level, Q#-Quantity break, U-user override – you keyed in a price.

To access the Price Options window, select *View* and make sure a check appears next to *Price Options*.

11.   Unit Cost

The unit cost for the item display as the default. You can modify this value.

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

12.   Press **F3** (End Entries) to complete an entry in the line-item portion of the Order Entry program.

Graphical Users: **Select the** ❌ **icon to stop entering line items.** Refer to the Stopping Confirmation topic for details.

The line number is incremented by one, displayed, and the program returns to the item input for the next line-item entry.

Character Users: Following the entry of the last line-item, you can enter the following to perform the described functions:

Change a line item

Enter (CR) Select highlighted line (use arrows to select line)

F2   Change the header

F3   Access the ending routine

A   Add a line item

D   Delete the entire order

F   Find item

C   Display class totals

Character Users In the Notes: area of the screen, just above the line item section, the system displays CUST, VEND, SOEH, SOEL, SOPH, SOEL, SOQH, SOQL, TRDH, TRDL, or ITEM to indicate that notes are present. From the View menu of the Sales Order Entry programs, you can select F10-Menus to access Notes from the menu.

.

Graphical Users: You have the following options:

Select the **Deposits** button to access to the Deposit/Payment Entry window. Refer to the Deposit/Payment Entry topic for details.

Select the **Header** button to access the Header Detail for Documents screen, which is used to view and/or modify warehouse, shipping information, request and order dates, and salesperson, freight, terms and ship via codes.

Select **Stop Conf** to perform a partial confirmation – in other words leave some items unconfirmed, as in a multiple warehouse order – or to interrupt confirmation on a document. Refer to the Stopping confirmation topic for details.

Highlight a line item and select the **Line Detail** button to access the Line Detail for Documents screen, which is used to view and/or modify item descriptions, quantity and shipping information, costing, and PO information.

Select the ⬚ icon to make changes for the highlighted line item.

Select the ➕ icon to add a quote line.

Select the ✖ icon to delete the highlighted quote line.

Select the ⬚ button to add a line item above the highlighted item in the browser.

Press the 💾 icon to save your changes.

On the left side of the line item browser, you can select:

D to access Note Entry (SME710) for the sales order header record specified in the program.

C to access Note Entry (SME710) for the customer specified in the program.

L to access Note Entry (SME710) for sales order line records in the line item browser.

I to access Note Entry (SME710) for the item highlighted in line item browser.

Order Confirmation Footer Information

The Order Confirmation Footer screen consists of the final needed to confirm the order. Use this screen to enter freight and handling charges, records deposits and payments for the order, as well as enter tax and routing information.

Tip: Edit the SO Entry Options F/M to skip unnecessary inputs.

To return to the main entry screen, choose **Backup** at the bottom of the screen. *Character users:* Press **F4** to back up to the main entry screen.

For more information about entering freight and handling charges or entering multiple payments, refer to the topic below:

Entering freight and handling

Using the multiple payments section

Sort by Shipping Warehouse for Printing

With SO Static Control F/M Multiple Warehouse flag set to Y, as you complete the footer information from Order Confirmation, Direct Invoice Entry or Credit Memo Entry and reach the Print/Reprint Invoice prompt, the system displays the Sort by Shipping Whse prompt. (This prompt is also available in the Print option from the menu.) The Sort by Shipping Whse prompt defaults to Yes when printing from the Order Confirmation, Direct Invoice Entry or Credit Memo Entry programs.

Input Descriptions

This window contains all the possible inputs for Order Confirmation Footer processing. Use the following input descriptions to complete order confirmation.

1. **Memo**

Use the memo input to enter special instructions, thank you messages, reminders for upcoming specials, etc. This memo appears at the bottom of invoices, counter sale receipts and credit memos. It is not the same thing as memo lines entered for specific items.

The program defaults to the standard memo entered in the Document Print Control F/M (*Sales Orders→File Maintenances→Infrequent File Maintenances→SO Document Print Control*).

Delete the existing memo by pressing the space bar, followed by CR.

2. **Ship to**

This gives you at a glance ship to information entered in the header of the document. Edit the ship-to code, if necessary. If a customer requests to have an order shipped to an address other than its usual shipping address, select the

 icon to use the Temporary Ship-to feature to facilitate this request. You can press **F2** or select the icon to search.

3.   **Freight code**

Options are Prepaid, Collect, Prepay/Add and Bill Later.

Prepaid indicates that the freight amount is the actual freight amount on this order in Freight $.

Collect indicates the freight amount should be collected upon delivery. No freight amount should be entered on the document.

Bill later indicates the freight amount will be collected after the charge is established from UPS manifest or freight bill. Use the Unbilled Freight Report to print a listing of all invoices that contain the Bill Later freight code.

Prepay/Add indicates that the carrier's shipping charges will be billed to the shipper, the shipper will pay the carrier, and the shipper will also add freight charges to the customer's invoice. The freight charges added to the customer's invoice are not necessarily the same amount as the carrier's shipping charges billed to the shipper.

You can also define freight in the Header Detail window.

4.   **Freight $**

Enter the freight amount for the order, if applicable. Press F2 to access the Freight Totals window.

This input is not available if the Charge Freight flag is not selected (set to N) in SO Static Control F/M (*Sales Orders→File Maintenances→Infrequent File Maintenances→SO Static Control F/M.*)

5.   **Route**

This input shows the route code entered in the document header.

The Use Routes flag must be selected (set t o Y) in SO Static Control F/M

➲   If the Route System is used, run the Route Release program prior to running the DSR to include all invoices delivered for the shift or day.

6.   **Disc %**

Enter the discount percent (maximum of 100) or dollar discount (maximum equals merchandise total) of the merchandise total. The program initially defaults to the invoice discount set in the customer's master file accessible from Customer F/M.

The program skips this input if the invoice total is zero or if the Charge Tax flag in SO Entry Options F/M is not selected (or set to N).

7.   **Tax code**

The program defaults to tax code assigned to the customer's ship to file. F2 allows a search.

Tax codes are set up in *Accounts Receivable→File Maintenances→Infrequent File Maintenances→Tax Table F/M.*

Several flags in the system affect this input:

The program skips this input if the invoice total is zero or if the Charge Tax flag in SO Entry Options F/M is not selected (or set to N).

If the Tax Rate flag is selected in the Accounts Receivable Tax Table F/M, the system will apply tax to the freight amount.

➦   If you back up into this prompt without pressing F1-skip after changing the tax rate or the tax amount, the system recalculates the charges to reflect the tax code and the changes to the Tax Rate and Amount inputs are lost.

8.   Tax rate

The program initially skips this input.

If the Charge Tax flag in the Sales Orders Static Control F/M is not set to O-Override, you cannot override the tax code and this input is unavailable.

Enter H-to use the high rate, L-to use the low rate, or X-to change tax status of this document to exempt.

High and low tax rates are set up in the Accounts Receivable Tax Table F/M. The program defaults to the rate selected in the customer's master file in Customer F/M.

9.   Check, ATM, Debit Card, V, M/C,A,D, coupon, Other

In these various types of payment field you can enter payments for this order.

You can select the ![PAID] button for any payment field and place the balance amount in the input. In the input to the right of the Paid icon, enter the account number for the Check, ATM, Debit Card, V, M/C,A,D, coupon, Other used for payment.

10. Cash Terms

Enter the cash terms for the payment.

11. A/R Terms

Enter the A/R terms for the payment.

12. Taxable

The system displays the amount that is taxable based on the tax code and rate information either entered in this document or carried over from the customer's master file.

13. Deposits

Displays any deposits that have been placed on this document.

The order cannot be converted to an invoice with unresolved deposits. The message "Deposits may not remain on completed documents appears if a deposit unresolved deposit exists on the document.

If this message appears, choose OK and select Payments in the footer.

Use the Deposits/Payments Entry window to apply the deposit to the document, apply it to the customers account, refund the deposit or transfer it to another of the customer's documents. When automatically applying a deposit, the amount entered is the smaller of the invoice total and the outstanding deposit amount.

14. **Subtotal**

Displays the amount due on the document, minus any backordered goods. The subtotal does not include freight.

15. **Discount Amt**

Displays the total dollar amount of the any customer, line item and document discounts. This is information is display only.

17. **Freight Total**

Displays the total freight and handling charges on the document. This information is display only.

18. **Tax $**

Displays the total dollar amount due in tax based on the selected tax code and rate information entered either on this document or in the customer's master file in Customer F/M.

To manually enter a different tax amount, the Charge Tax flag in the Sales Orders Static Control F/M must be set to O-Override.

19. **Total Due**

Displays the subtotal plus freight and tax, minus discounts. Amounts for backordered items are not included in the total.

20. **Total Payments**

Displays any payments made on this order, including any deposits that have been applied.

21. **Balance**

The amount the customer owes on this order.

How to confirm an order

1. Open Order Confirmation by selecting *Sales Orders→Invoices→Order Confirmation.*

2. Open an order: In the **Document** input, enter the number of the order you want to confirm.

   You can press **F2** or select the 📂 icon to search for documents.

   📍 Refer to the How to open a document in Order Confirmation procedure for details.

3. If multiple warehouses exist on the order, you must select the warehouse or warehouses to confirm before you can select a confirmation method. Select a warehouse to confirm if more than one warehouse appears on the order.

   The Assume Shipment window appears after you open a document in Order Confirmation. Select the shipping options for confirmation. Refer to the Choosing a confirmation method topic for details. Choose a confirmation method:

   Assume shipment all committed quantities

   Backorder all committed quantities

   Leave all committed quantities as committed

   Confirm the order line by line.

4. (Optional) Based on settings for Confirmation in SO Entry Options F/M, the system displays a window for entry of the invoice date and ship date for the order you are confirming.

   In the **Invoice** input enter the confirmation date, usually the system date.

   In the **Shipped** input enter the date the order ships, usually the system date.

5. In the **Ship-to** input, the system displays the ship-to code entered on the sales order along with the full ship-to address. Edit the ship-to code, if necessary. If a customer requests to have an order shipped to an address other than its usual shipping address, select the 🔀 icon to use the Temporary Ship-to feature to facilitate this request. You can press **F2** or select the 🔍 icon to search

6. Based on the shipping option for confirmation, confirm the individual line items as necessary.

7.   (**Optional**) You can:

Change quantity information by highlighting a line item, selecting the ![icon] icon. *Character users:* Select a line using arrow keys and press **Enter (CR)**, then press the # key. Refer to the Editing line items in entry programs topic for details.

Edit lines on the order as necessary by highlighting them in the item browser, and selecting the **Line Detail** button to make changes in the Line-item Detail Entry window. *Character users:* Select a line using arrow keys and press **Enter (CR)**, then press the # key.

Edit header information on the order as necessary by highlighting them in the item browser, and selecting the **Header Detail** button to make changes in the Header Detail Entry window. *Character users*: Select a line using arrow keys and press **Enter (CR)**, then press the **F2** key.

Add line items by selecting ✚ or insert line items above the highlighted line in the browser by selecting ![icon].
Character users: Select a line using arrow keys and press **Enter (CR)**, then press the **A** key to add. To insert a line, press **Insert** on the keyboard
Refer to Adding line items in Order Confirmation Entry topic for details.

Delete a line item by highlighting it and selecting the ✖ icon.
Character users: Select a line using arrow keys and press **Enter (CR)**, then press **Delete** on the keyboard

You can choose **Stop Conf** to perform a partial confirmation – in other words leave some items unconfirmed, as in a multiple warehouse order – or to interrupt confirmation on a document. Refer to the Stopping confirmation topic for details.

On the left side of the line item browser, you can select:

![D icon] to access Note Entry (SME710) for the sales order header record specified in the program.

![C icon] to access Note Entry (SME710) for the customer specified in the program.

![L icon] to access Note Entry (SME710) for the sales order line record highlighted in the line item browser.

![I icon] to access Note Entry (SME710) for the item highlighted in line item browser.

Character Users: Following the entry of the last line-item, you can enter the following to perform the described functions:

Change a line item

Enter (CR) Select highlighted line (use arrows to select line)

F2   Change the header

F3   Access the ending routine

A   Add a line item

D   Delete the entire order

F   Find item

C   Display class totals

Character Users: In the Notes: area of the screen, just above the line item section, the system displays CUST, VEND, SOEH, SOEL, SOPH, SOEL, SOQH, SOQL, TRDH, TRDL, or ITEM to indicate that notes are present. From the View menu of the Sales Order Entry programs, you can select F10-Menus to access Notes from the menu.

8. Choose **Done** to access the footer and enter freight. Select **Payments** if you need to place a deposit on the order or enter a payment. The Deposit/Payment Entry window can also be accessed from the footer.

9. (Optional) In the Memo input, enter a memo for the invoice.

10. Unless the Freight Type is prepaid, enter or update freight and handling charges in the **Freight $** input. Press **F2** to access the Freight Totals Display window Enter freight and handling, if applicable, in the document footer. Refer to the Entering Freight and Handling (Sales Orders) topic for details.

11. You can modify values for the following fields: Ship To, Freight Code, Tax Code, Tax Rate. You can also enter payment information. Refer to the Order Confirmation Footer Information topic for specific input descriptions.

12. Choose whether to print the invoice immediately or batch print it through Invoice & Credit Memo Print program later. You may want to batch print invoices at a later time if:

    You are partially confirming a multiple warehouse order and want to confirm additional warehouses. Once you print an invoice in documentation, the document is then closed for further confirmation. You must wait until the invoice is updated by the DSR until you can confirm the rest of lines for the other warehouses.

    If you use Clippership and have not closed out carriers for day or shift, tracking numbers do not appear on the invoice until the carriers have been closed out in Clippership. If you print invoices before the carriers are closed out, you will have to reprint the invoices to get tracking numbers on the invoice.

    If you use Clippership and UNDEFINED appears in the Freight Totals window for shipping charges (attended/polling systems) and print invoices on these documents, they appear on the DSR as invoices that need to be reprinted because "shipping has not been completed.

    If you choose to print the invoice now, select a printer in the dialog box.

The system displays the Sort by Shipping Whse prompt. (This prompt is also available in the Print option from the menu.) The Sort by Shipping Whse prompt defaults to Yes when printing from the Order Confirmation, Direct Invoice Entry or Credit Memo Entry programs.

13. At this point, you can confirm another document, exit the Order Confirmation program by selecting the **Done** button, or switch to another Sales Order entry document from the *Go To* menu.

Order Confirmation Features and Procedures

Opening a document

Enter the document or pick ticket number in the **Document** input.

If you don't know the number, choose *File→Open Existing Document* and use the search tools to find the document you want to confirm.

➲   *You cannot create or delete documents in Order Confirmation.*

Delete *unconfirmed* documents in the Order Entry program.

Delete *confirmed* documents in the Direct Invoice Entry program up until the Daily Sales Register is updated.

Opening a document with multiple warehouses

Enter the document or pick ticket number.

Select the warehouse or warehouses for which you are confirming. The dialog box displays the warehouses that have not yet been confirmed. The program defaults to ALL if none of the warehouses on this order has been confirmed or ALL ABOVE if you are working in a partially confirmed document.

Choosing a confirmation method

The Assume Shipment window offers several options to help you confirm orders faster and with greater accuracy.
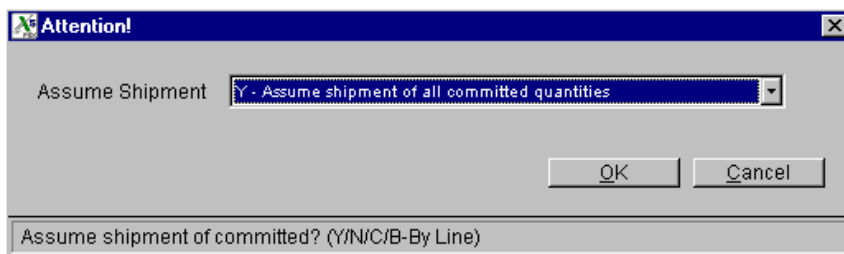
These options appear after you select the document and, on multiple warehouse orders, after you choose the warehouse or warehouses in which you are performing confirmation.

Options

Y-Assume shipment of all committed quantities. This option sets all committed quantities to shipped. This is the default option and the most likely choice if the order was completely filled or almost completely filled.

For instance, say you receive a pick ticket with 15 items listed, but one of the items could not be picked. You can select the *Assume shipment* option to auto confirm and then change the one line item to backordered.

➲   If the program asks *How should the committed quantity for this line be handled?* It means:

A line is on hold or is rejected

Negative on-hand quantities are not allowed, and a BOM component in a line creates a negative on-hand quantity.

Enter **B** to backorder the committed quantity or **C** to leave the quantity committed. The program defaults to backorder.

This prompt only appears if you select the **Y**- assume shipment of all committed quantities and the **Commit in Confirmation** flag in the SO Static Control F/M is selected (or set to Y).

N - do not assume shipment of all committed quantities, instead backorder all committed quantities. This may be helpful for orders that may not be able to ship the same day the customer ordered the items.

➲   Backordered quantities must be committed through the Commit Backordered Quantities program.

B - confirm shipment of committed quantities line by line. Use this option for orders that have a mixed bag of items that can ship or that need to be backordered, you may want to confirm line by line to ensure accuracy.

A dialog box asks "*Confirm Shipment for this line?*" for each line on the document. Choose one of the following options:

Y - **Ship committed quantity for this line.**
This option is only available if shipment of this line is allowed.

N - **Do not ship the committed quantity, backorder this line.**
This option is only available if backorders are allowed.

C - **Do not ship, leave quantity committed for this line.**
This option is only available if commitment in confirmation is allowed.

S - **Ship the committed quantity for this and all remaining lines.**
This option is only available if shipment of this line is allowed.

B - **Backorder committed quantity for this and all remaining lines.**
This option is only available if backorders are allowed.

L - **Leave this line and remaining lines committed.**
This option is only available if commitment in confirmation is allowed.

In some cases, only one of these options is available in a confirm-line-by-line situation. If so, a message appears to this effect.

If none of these options are allowed (i.e., cannot ship this line, cannot leave quantity committed and cannot backorder) the system forces the quantity to remain committed regardless of how the **Commit in Confirmation** flag is set.

C - do not assume shipment, leave all lines committed. This option only appears if the **Commit in Confirmation** flag is selected or set to Y in the SO Static Control F/M.

Use this option to set the shipped, committed and backordered quantities manually by editing each line on the main Order Confirmation screen. With this option, the system assumes nothing. You enter all quantities for each line.

Stopping confirmation

If for some reason you need to interrupt the confirmation process on a document, you can choose **Stop Conf** (select **S** in character). This feature is useful for multiple warehouse orders.

The stop confirmation feature gives you two options:

- *Leave document as is, committing the shipped quantities*. This options saves any changes you made to the document.

- *Restore original document*. This option erases any changes you made since you last opened the document.

Changing header information

The Header Detail window can be accessed after you enter a document number. The header information that appears at the top of the screen also appears in Header Detail.

To access the Header Detail window:

Graphical users: Choose the **Header** button or select *Options→Header Detail* from the menu.

Character users: Enter **R** at the selection prompt or press **F10** and select *Options→Header Detail* from the menu.

The Header Detail window contains all the possible inputs for the Order Confirmation header. You can configure any of the inputs located in the Header Detail window to appear on the main Confirmation screen. Use the SO Entry Options F/M (*Sales Orders→File Maintenances→Infrequent File Maintenances→SO Entry Options F/M)*. Any changes made to SO Entry Options F/M affect all Order Confirmation users.

Main tab inputs

```
 Order Confirmation (SOE310)                                    _ □ X
Help

01-S ┌Header Detail for Document 001594 Southeastern Industrial Supply─┐E320
Cust │                                                                 │.⟩
Sout │  Customer         C100           Ship To    S100                │nta
1249 │  Southeastern Industrial Supply  Southeastern Industrial Supply │003
Atla │  12490 South Peachtree Street    1145-A Fulton Industrial Park  │003
Init │                                                                 │
──── │  Atlanta, GA 30244-1865          Atlanta, GA 30223              │
     │                                                                 │on
     │  Reference #      134673AERTY2                                  │00
     │  Init Whse        01 Atlanta Warehouse                          │UM
     │  Invoice Date     01/30/03                                      │EA
──── │  Shipped Date     01/30/03                                      │1.57
LN#  │  Terms            02 2% 10 Net 30                               │T
001  │  Purchase Order                                                 │U
004  │  Order Priority   N Normal                                      │C
005  │  Ordered By                                                     │C
006  │  ─ Initiating Warehouse ──────────                              │C
009  │  Ship Via         OWN TRUCK                                     │S
010  │  Ship Complete    N No                                          │
011  │                                                                 │Q6
     └─────────────────────────────────────────────────────────────────┘
Main, Codes
F2-Edit, F3-Save │.
```

Inputs	Entry
Customer	This information is display only on this window.
	The customer number cannot be changed after the header is complete. If the customer number needs to be changed, delete the document and re-enter the order.
Ship-to	The ship-to code from the main screen appears along with the full ship-to address. Edit this entry here or on the main screen.
	If a customer requests a specific ship-to address other than the one to which you normally ship orders, you can enter a temporary ship-to address.
	Creating a temporary Ship-to:
	1. Press F3 or choose the Temporary button.
	2. In the Ship-to Address window, enter the new ship-to information.
	3. Choose OK to return to the main Order Confirmation screen. TEMP appears in the **Ship-to** input to indicate that this address is different from the normal shipping address.
Reference Number	Enter up to 15 characters of customer reference information, such as the name of the person who placed the order or the PO number generated on the customer's system.
	If the **PO required** flag is selected in Customer F/M. You must enter a reference number.
Initiating Warehouse	Enter the warehouse from which the items on this order are shipping. If your system uses multiple warehousing, enter the warehouse from which this order initiated. Press F2 or choose the Search button to see the list of warehouses.
Invoice Date	This is the date on which you are confirming the sales order and, in the process, turning it into an invoice. The program defaults to the system date. The system uses this date to determine payment schedules in Accounts Receivable.
Shipped Date	Enter the date on which items shipped. The programs default to the system date.

Terms	Enter the code representing the payment terms extended to this customer. This input defaults to the terms code entered in the customer's master file. Press F2 or choose the Search button to view the list of terms codes available in the system.
Purchase Order	Press F2 or choose the Search button to perform a price search on an item.
Default Ship Via	Enter the ship via code indicating the method of shipment the customer requested. You can enter a ship via code in the customer's master file so it automatically appears when you enter the customer's code. ⊃ Changing the ship via in the header on a document with existing lines *will not* change the ship via values on existing line items. **To globally change ship vias on all existing lines for a particular warehouse:** *Graphical users:* Choose *View→Shipping Warehouses.* *Character users:* Press F10 and select *View→Shipping Warehouses.*
Ordered By	Enter the name of the person who placed the order. Press F4 to backup to the previous field.
Ship Complete	Enter the default ship complete status for the initiating warehouse, or press F4-Backup to return to the preceding input. You can select from the following options: N Allow Partial--Indicates you want to allow the shipped quantity to be less than the ordered quantity for the initiating warehouses for this order. Y Ship Complete--Indicates you want to allow the quantity ordered must be the same as the quantity shipped for the initiating warehouses, all lines must ship complete for the specified customer. B Balance Complete—Indicates you want to allow all lines to ship partial in the first shipment for the initiating warehouse, but the backordered quantities must be shipped complete. Once the warehouse is processed through the DSR, the line is changed to ship complete. Refer to the Ship Complete Feature Overview topic in *Chapter 1—System Overview* for details.
Order Priority	Enter the default order priority, or press F4-Backup to return to the preceding input. You can select from the following options: N Normal—Indicates that orders for this customer have no special priority. R Rush—Indicates that you want to advise the warehouse, via the pick ticket, that this customers orders are rush orders. H Service Hold—Indicates that you want orders for this customer not to be shipped due to a non-credit-related reason.

Code tab inputs

Input	Entry
Freight code	Indicate how the customer will pay for freight on this order. The options are **P**-Prepaid, **C**-Collect freight, **B**-Bill later, or **A**-Prepay/Add. The program defaults to the freight code selected in the customer's file.
Salesperson	Enter the salesperson code assigned to this customer. The program defaults to the salesperson/territory code assigned to the Ship-to code (*Accounts Receivable→File Maintenances→Ship-to F/M)*. Press F2 to see a list of salesperson/territories in the system. When the salesperson code changes, the system recalculates the commission percentage for all lines that are NOT flagged as commission user override.
2nd Salesperson	This input enables you to enter split commission on an order between two salespeople. Enter the salesperson code or press F2 to search salesperson/territory codes. To access this input, the **Inside/2nd slsp** flag in SO Static Control must be set to **2-Second Salesperson** or **B-Both** (2nd salesperson and inside salesperson).
% Split	Enter percentage of the commission (up to 50%) the second salesperson receives on this order. The remainder of the commission goes to the primary salesperson. To access this input, the **Inside/2nd slsp** flag in SO Static Control must be set to **2-Second Salesperson** or **B-Both** (2nd salesperson and inside salesperson.
Inside Salesperson	Enter the salesperson code to indicate who is entering the order on the primary salesperson's behalf. To access this input, the **Inside/2nd slsp** flag in SO Static Control must be set to **I-Inside Salesperson** or **B-Both**. Commission cannot be split with an inside salesperson in FACTS.
Department	If your company uses department numbers, enter the department in which this order is being entered. The program defaults to the department number assigned to the terminal you are using (see the main tab in SM Terminal F/M).
Route	If your company uses the FACTS Routes system, enter the route code that indicates the delivery route on which this order should be delivered.
Job number (*for Job Cost users*)	Enter the job number and cost code for the selected customer. This input is only available if this order has been converted from a quote and the **Use Job Cost** is selected in SO Static Control. You cannot change the job number once it has been entered and items have been added to the order.

Adding, inserting or deleting a line item

To add a line item during order confirmation:

1. Select *Edit➔Add Line Item* from the menu. You can select **Add** in the item browser by double-clicking it or highlighting it and pressing Enter (CR).

   Character users: Highlight **add** in the browser and press CR-Add. Or press F10-Menus and then use the arrow keys to select *Edit➔Add Line Item.*

   ➲ Select *View➔Warehouse Quantities* from the menu. This opens the Warehouse Quantities window so you can see available, on-hand, committed, on order and backordered quantities of the item you are entering. When selected in the *View* menu, this window stays open as long as you are in the line item entry section of the Order Confirmation program. It disappears when you finish entering the item.

2. Enter the item number, quantities, price and other information for which you are prompted. Refer to the Line Detail prompt descriptions for more information about inputs that appear in the line item entry section of the Order Confirmation screen.

To insert a line item during order confirmation:

This option is useful when it is important that items appear on the invoice in a certain sequence. You may also find it useful if you have to add a memo line beneath an item you've already entered.

1. Select the **Insert** key on the keyboard or select *Edit➔Insert Line Item* from the menu. The system inserts the new line above the highlighted line in the item browser.

   Character users: Select the **Insert** key on the keyboard or press F10-Menus and then use the arrow keys to select *Edit➔Insert Line Item.*

2. Enter the item number, quantities, price and other information for which you are prompted.

To delete a line item during order confirmation:

1. Use the arrow keys or your mouse to select the line you want to delete in the item browser.

2. Press **Delete** on the keyboard or select *Edit➔Delete Line Item* from the menu.

   Character users: Press **Delete** on the keyboard or press F10-Menus and then use the arrow keys to select *Edit➔Delete Line Item*.

Finding a line item

Use the **Find Line Item** feature to quickly access and confirm an item on a large order.

1. Select *Edit➔Find Line Item* from the menu on the main Order Confirmation window. In chacacter, press F10-Menus and select *Edit➔Find Line Item*. If you have an item selected, this option is not available. Back out of the line item entry window to continue.

2. Enter the item number you want to find. If there is more than one occurance, highlight the line number. You can also press F2 to search for a different item number.

3. Press Enter or choose **OK** to go to the selected item.

Canceling out of line item entry

Graphical users: Choose the **Cancel** button and press F4 from the item number.

Character users: Press F4 to back out of the line item entry section.

Changing line item information

Double click on a line item or use the up and down arrow keys on the keyboard to highlight a line and press CR. The cursor jumps to the **Ordered Quantity** input in the line-item entry section of the screen.

Make the required changes to the ordered, shipped, committed or backordered quantities.

Using the Line Detail window to change line item information

The Line Detail window provides information about the item selected in the item browser. You can access it after you enter a document number.

To access the Line Detail window:

Graphical users: Use the mouse or arrow keys to select an item in the browser. Choose the **Line Detail** button or select *Options→Line Detail* from the menu.

Character users: Use the arrow keys to select an item in the browser. Enter **L** at the selection prompt or press **F10** and select *Options→Line Detail* from the menu.

The Line Detail window contains all possible inputs available for item entry. Item number, description, ordered quantities, committed quantities, backordered quantities and price always appear on the main screen. Other line detail inputs can be set to appear in secondary windows or on the menu during item entry. Use SO Entry Options F/M to determine which inputs should appear during line item entry. Access SO Entry Options by selecting *Sales Orders→File Maintenances→Infrequent File Maintenances→SO Entry Options F/M*.

Quantities/Shipping tab inputs

Input	Entry
Item	This information is display only in the Line Detail window.
	You can enter or change an item number in the line item entry section of the main Order Confirmation

Input	Entry
	screen.
	Note: If an asterisk (*) appears after the item number on the main screen, it indicates that the line number is on hold because the user does not have authorization to ship items from the shipping warehouse. To ship the item, an authorized user must approve the line at the line approval dialog box that appears during line item entry or that user must approve the line in the Item Shipment Approval Program (SOE520).
Description	Enter a new item description, if necessary.
Customer Item	Select the customer's description or reference number for this item, if applicable.
Item notes	Choose the link to view any notes entered on this item. (Displays any notes entered in IC Item Inquiry or Notes Entry SME710 for the selected item.)
Taxable	Indicate whether this item is taxable. The program defaults to the **Taxable** setting in the item's master file (see Item F/M).
Original order	Displays the original quantity entered on the order.
Ordered	Shows the quantity of the item ordered.
	Press **F2** to change the unit of measure. This can be used if, for example, the default UM is each but the customer wants to order a box.
	If the quantity entered exceeds the available inventory in the shipping warehouse, the program gives you the option to accept the quantity anyway or press F2 to search other warehouses.
	The Search Warehouses window displays the warehouses that have the item, along with the available, on hand, committed, on order, backordered and surplus quantities for the unit of measure selected.
	Select a warehouse. This creates a suggested warehouse transfer. Make sure you backorder the item.
UM	The unit of measure field is display only. For a standard part number, the system uses the unit of measure (UM) from the Standard Part Number record as the default selling UM instead of the default selling UM in the Item F/M record. If you select not to use the standard part number UM or the standard part number UM is blank or not a valid selling UM for the item, then the system uses the standard default UM for the item.
Shipped	Indicates the quantity of the item shipped to the customer. The program defaults to the ordered quantity or the quantity available.
	An asterisk next to the shipped quantity indicates a quantity was committed but not shipped.
Committed	If the shipped quantity is the same as the ordered quantity, this entry defaults to 0.
	If for some reason a quantity of the item is not shipping with the rest of the order, you can commit this quantity so it is set aside for this customer; an asterisk appears next to the shipped quantity after the quantity is committed.
	If the **Allow Over Commitment flag** is not selected (set to N) in *Inventory Control→File Maintenance→Infrequent File Maintenance→Warehouse F/M*, the program does not allow you to commit a quantity of the selected item if it is there is not enough in inventory to cover it.
Backordered	If the ordered and shipped quantities are the same, this defaults to 0. Otherwise it defaults to the difference between the ordered amount and the shipped amount.
	Enter a backordered quantity if the quantity ordered is greater than the available quantity in the selected warehouse.
	When you enter a backordered quantity, Sales Order Entry programs base suggested document creation on the Stock, NonStocked, Uninventoried, and Temporary prompts in Sugg PO/TR by Type section on the Line Prompt tab of SO Entry Options F/M (SOF915). Use these settings to indicate whether you want to have the system ask to create suggested purchase orders or suggested transfers by item type during Order Entry line processing. Refer to the Suggested Transfer/Purchase Order Creation from Sales Order Entry Programs topic for detailed information about creating suggested warehouse transfer or purchase orders for backordered quantities.
	The program skips this input if:
	The customer does not allow backorders (Allow backorders flag not selected in AR Customer F/M).
	Your company does not allow backorders (Allow backorders flag not selected in SO Static Control F/M).
	The item is a direct ship.

Input	Entry
	The selected warehouse has enough inventory to fill the order.
	Note: The order quantity must equal the shipped, committed and backordered quantities. If the backordered and committed quantities do not add up to the ordered quantity, the entry program resets the ordered quantity to the sum of the committed plus the backordered quantities.
	The program does not allow you to backorder items if the **Allow Backorders** flag in *Accounts Receivable→File Maintenances→Customer F/M* is deselected or set to N.
Price	Indicates the price chosen or entered during order entry.
	Press **F3** to select one from the Price Search window. An asterisk indicates the default price.
	⟲ To hide the Price Search window during order confirmation, deselect the **Price Search** flag on the Line Prompt tab in SO Entry Options F/M.
	Press **F2** to change the pricing unit of measure.
	If you have the Pricing Options window selected in View menu, enter S-Standard, C-Contract, D-Default, T-List, L-Last, L#-Price level or Q#-Quantity break to select a price from the window.
UM (pricing)	This field is display only.
Ship Complete	Enter the default ship complete status, or press F4-Backup to return to the preceding input. Note: The Ship Complete input is a warehouse- and line-level designation. Refer to the Ship Complete Feature Overview topic in *Chapter 1—System Overview* for details.
	You can select from the following options: N Allow Partial--Indicates you want to allow the shipped quantity to be less than the ordered quantity for order the order line. Y Ship Complete--Indicates you want to allow the quantity ordered must be the same as the quantity shipped on the order line item. B Balance Complete—Indicates you want to allow the quantity shipped to be less than the quantity ordered on the first shipment, but the backordered quantities must be shipped complete for the order line. Once an order line is processed through the DSR, the line is changed to ship complete..
Shipping Whse	Indicates the warehouse from which this item is shipping. Press **F2** to search for another warehouse. A *ds* appears in the warehouse column of the item browser when you return to the main screen.
	If the order taker indicated that the system should pull the ordered quantity from another warehouse, that warehouse code appears in this input instead of the warehouse code that appears in the document header which indicates the initiating warehouse.
Ship Direct	If the selected item is a temporary or catalog item, this flag is enabled. Select it (or enter Y) to indicate a direct ship on this item.
	Direct ships automatically set the ordered quantity to backordered.
Ship Via	Indicates which shipping method needs to be used for this item. Press **F2** to search ship via codes.
	This ship via is in effect for all items shipping from the warehouse indicated in the **Shipping Whse** input. In other words, if you change the ship via from UPS Ground to FedEx Second Day Air, all items shipping from the warehouse will ship Federal Express Second Day Air.
Vendor	For a direct ship, enter the vendor responsible for shipping this item. Press **F2** to search the list of vendors.
Location	Display only field. Shows the item's location in the shipping warehouse.
Weight and UM	For temporary or catalog items, indicates the item's per unit weight.
Browse warehouses	Click on the link or press F9 to view available, on hand, on order and backordered quantities for other warehouses.

Costing/PO tab inputs

Inputs	Entry
Unit cost	Indicates the unit cost of the selected item. The **Default Cost** control in SO Static Control determines what the program defaults to in this input.
GM%	The program automatically calculates the GM%. The Gross Margin % Basis control in System Control F/M determines whether this number is based on price or cost. (*System Management→File*

Inputs	Entry
	Maintenance➜System Control F/M).
	Enter a new GM% to calculate a new price.
Cost Extension	The program automatically multiplies the unit cost by the ordered quantity and displays the cost extension. This is display only information.
Discount Amount	Indicates the dollar amount to discount off this item. The program automatically calculates the equivalent percentage discounted. It also multiplies the dollar amount by the ordered quantity and displays the discount extension to the right.
	This input is enabled if the **Invoice Discounts** control in SO Static Control is set to **Use Dollar Invoice Discounts**.
Discount %	Indicates the percentage by which to discount this item. The program automatically calculates the equivalent dollar amount discounted. It also multiplies the dollar amount by the ordered quantity and displays the discount extension to the right.
	This input is enabled if the **Invoice Discounts** control in SO Static Control is set to **Use Percentage Invoice Discounts**.
Commission %	Indicates the commission percentage for this line item. A line item commission adds to any commission assigned to the selected item, customer or salesperson in their respective file maintenances. These standard item, customer and salesperson commissions appear next the commission prompt. The SM Company Control F/M **Commission basis** prompt controls the order in which they appear.
	Press **F1** to set this input to **Use Default** when the user override flag is set.
	Calculating Commissions: There are five commission percent sources: customer, salesperson, item, price and current line commission. The system contains a user override flag and a price type to designate if the user overrode the line's commission during order entry. Refer to the Calculating Commissions topic for processing details.
GL Table	Indicates the GL posting table to which this item should post during the Daily Sales Register update. The program defaults to the GL number assigned to this item in Item F/M.
Class	If this item is a temporary or catalog item, the program allows you to enter an item class. Otherwise, it displays the class set in Item F/M for the selected item.
PO/Transfer	Indicates if a suggested PO or suggested warehouse transfer exists for the item.

Confirming serial and lot items

Serial/lot entry is only available if the **OE/Serial Lot Entry** control is set to *M-Assign in either Entry or Confirmation* or *N-Assign in Confirmation* in SO Static Control F/M.

If you choose **Y, B** or **C** in the Assume Shipment window on an order with serialized or lot items, the Serial/Lot Entry window automatically appears.

Serial/Lot Costing Options

You now have the ability to cost serial and lot items by the system cost (costing method for the module). The feature provides for GAAP compliance. For the FACTS SO, IC and MC modules, you can decide if the cost for serial and lot items will be averaged actual (as it has always operated in the past) or system cost (costing method for the module). The default setting for each Static Control F/M is A-Averaged Actual (same behavior as they have before the monthly is applied). Users who <u>want</u> to take advantage of this change will need to change the option to S-System Cost for each of the applicable modules. The net result of selecting S-System Cost is that serial/lot items will be costed like non-serial/lot items.

Use this window to assign serial numbers or lot numbers for items you are confirming.

Lot items

1. Use the arrow keys to select a lot number listed in the Search window on the left side of the screen.

2. Enter **S** to Ship or **C** to Commit and press Enter or **OK**. If one of the options is not available in the Serial/Lot Search window, it is because no quantities are set to commit or ship in the main Order Confirmation window.

3. Enter the quantity to ship or commit. The amount you need to distribute — referred to as the *undistributed* amount — appears at the top of the Search window. This is the amount ordered, minus any backordered quantity.

   Once you enter the quantity, the lot number and quantity you assigned appear in the Shipped window on the right side of the screen.

4. Repeat these steps until you have the item completely distributed — in other words, the undistributed amount at the top of the search window is 0.

   You may find multiple lot assignments useful when there are not enough items in a single lot to cover the ordered amount.

5. Press F4 to exit and return to the main Order Confirmation screen.

Redistributing committed lot items to shipped status:

1. Press F1 in the Serial/Lot Entry window to access the Committed window on the right side of the screen.

2. Use the arrow keys to highlight the lot number.

3. Enter **S** and press Enter or **OK** to set the committed quantity to ship. The lot number and assigned quantity move to the Shipped section of the window.

4. Repeat steps 2 and 3 for additional lot numbers.

5. Press F4 to return to the Search window.

6. Press F4 to return to the main Order Confirmation screen.

Serial items

The process for confirming serial items is similar to that used in confirming lot items. The only difference is that you assign one serial number to each unit ordered.

1. Use the arrow key to select the serial number of the unit picked out of inventory or the number that needs to be picked out of inventory.

2. Type **S** to ship or **C** to confirm and press Enter. The serial number appears in the Committed or Shipped section of the Serial/Lot Entry window.

   The options appear only when quantities are committed or shipped on the main screen. In other words, if you set the committed quantity for this item to zero, Committed does not appear as on option in the Serial/Lot Entry window.

3. Repeat for each unit ordered. Make sure you assign a serial number to all units ordered.

4. Press F4 when you are done to return to the main Order Confirmation screen.

Creating BOM items in Order Confirmation

You can create Bill of Material (BOM) items if:

> You purchased and activated the Manufacturing Control module.
> You set the **Update in SO** option in the Manufacturing Control BOM Entry program to C, A or O.

To create finished items:

1. Open the document you want to confirm and select a confirmation method in the Assume Shipment window.

2. Choose **Yes** when the program prompts you to "Change Components."

3. If the **Update in SO** option for this BOM item is set to C (Update Components, Entry and Change of Components Allowed) or A (Update Components, Entry Automatic, Change Initially Skipped) in the BOM Entry program, choose whether you want to create component lines automatically or one at a time.

    Create component lines one at a time: This option provides access to the BOM Component Entry window, which displays the components and asks for the number of units required to complete one finished item.

    1. Enter the number of **units** — in stocking units of measure — required to make the one finished item. You can accept the default from the BOM Entry program by pressing Enter (CR). Press F2 to skip the item. Press F3 to accept the default entries for the remaining components on this BOM item.

    The program uses the number of units needed to build one finished item and determines the quantity that should be shipped or backordered.

    2. The program defaults to the component **descriptions** entered in the BOM Entry program.

    3. Enter the cost associated with the component or accept the default cost. This input is disabled if the **Change by Ln Cost** flag is deselected (set to N) in the SO Entry Options F/M.

    4. Press Enter (CR) to accept the line.

    5. Edit memo lines associated with the component item, if necessary.

    6. Repeat these steps for each component line.

    7. When all component lines are created, press F3 to return to the main Order Confirmation window.

    Create component lines automatically, the system looks at the stocking units required to make one finished item (defined in the BOM Entry program) and multiplies that number by the quantity ordered.

For example, a customer orders 5 units of BOM Item 1, which requires two units of Component A and 1 unit of Component B to make one finished unit.

When you choose to *create component lines automatically*, the system "ships" 10 units of Component A and 5 units of Component B (assuming all quantities are available).

The BOM Component Entry window does not automatically appear when you select this option.

To change component lines:

1. Select the BOM item in the line item browser on the main Order Confirmation window and press Enter (CR).

2. Tab to the Committed field.

3. Choose Yes in the Change Bill of Material Componets window.

 ➲ If you change the ordered quantity for the finished item in the main Order Confirmation window, the system automatically updates the quantities of components needed.

Reconciling negative on-hand quantities when confirming BOM items

When you backorder quantities of component item, the Reconcile Negative On-hand Quantities window may appear.

This window appears if the **Allow Over Commitment** or **Allow Negative On Hand** flags are deselected (set to N) in the IC Static Control F/M.

1. If possible, you can make an adjustment in inventory (*Inventory Control→Adjustments→Adjustment Entry)* at another terminal or in another FACTS session, return to the Reconcile Negative On-Hand Quantities window and press Enter (CR) to try again.

2. **Press F1** to adjust the quantity of finished items that can be produced with the number of available component items. For instance, if a customer orders 10 units of BOM ITEM1, but there are only enough units of Component A to produce 5 units of BOM ITEM1, press F1 to change the quantity of BOM ITEM1 to 5.

3. **Press F2** to skip the item. This option removes the component item from the kit. You can add the item back to the kit later, using the BOM Component Entry window. You can also add the component item to the document as a separate line item.

    ➲ This option does not affect the Manufacturing Control Bill of Materials record for the finished item.

4. **Press F3** to select a substitute item. You cannot select a nonstock item or another BOM item as a substitute.

Using the Job Costing Entry window

This window appears if the Job Cost module is available on your system and if there is a job number in the header. The Job Posting Entry window appears after you edit or add a line to a document.

Job Costing Entry inputs

Price message	If the job is a fixed contract or time and materials contract, this input is skipped. If the job is a cost plus (+) contract or a no charge contract, a message is displayed indicating the price that **must** be billed for the item on this job.
	Press **Enter** (CR) to continue. Then press F4 to backup to the price input to enter the correct price.
Cost code	Enter a valid cost code (up to 4 characters). Entering a valid cost code displays the cost code description and the cost type. F2 enables to search for a cost code.
Memo	Enter the memo to post to job cost (not used for printing purposes). The memo can contain up to 30 characters. The program initially defaults to blanks.
Print Memo	This input is skipped in Sales Orders. (When billing through Sales Orders the billing, i.e., invoices printed, does not take place in Job Cost.)

Entering freight and handling

To enter freight and handling charges in the document footer, choose **Done** in the main Order Confirmation screen.

Select the **Freight $** input in the document footer to enter or update freight and handling charges for the selected order. Press F2 to access the Freight Totals Display window.

Character users: First press F2 to edit the footer and then select the **Freight $** input and press F2 to assign freight.

You can enter freight and handling manually in the **Freight $** input or you can import freight and handling charges from another shipping software system, such as Clippership or UPS software.

➲ To charge freight in SO entry programs, the **Charge Freight** flag in the Sales Order Static Control F/M *(Sales Orders→File Maintenances→Infrequent File Maintenances→SO Static Control F/M)* must be selected (set to Y).

➲ If the system does not allow manual entry in this prompt, the **Allow Manual Freight** flag in IC Warehouse F/M may be deselected (set to N).

Importing freight and handling in a Clippership attended/polling station system

This type of Clippership system uses separate stations for FACTS Confirmations and Clippership shipping.

1. Press F2 in the **Freight $** input to open the Freight Totals Display window.

    Clippership automatically updates the freight amount if

        the FACTS ship via codes have been tied to Clippership carrier codes in Ship Via F/M and

        the **Use Clippership** and **Transmit to Clippership** flags in the Inventory Control Warehouse F/M are selected or set to Yes.

    *If UNDEFINED appears in the **Freight** field, it means either*

        the document has not gone through Clippership processing yet,

        or it has been processed, but the information has not yet reached FACTS. Make sure the **Transmit to Clippership** flag is selected or set to Y.

2. Click **OK** or press Enter to accept the freight and handling amount and return to the Order Confirmation footer.

    Changing freight and handling: Choose **Chg Freight**.

    Enter the freight amount, and if applicable the handling amount, and press **OK** to return to the document footer.

    ➲   The program skips directly to the handling input if the **Allow Manual Freight** flag is not selected (set to N) on the Main tab of Warehouse F/M *(Inventory Control→File Maintenances→Infrequent File Maintenances→Warehouse F/M)*.

    Using default handling charges: To import a default handling charge from SO Ship Via F/M press F1 or choose the **Import** button.

3. Complete the footer and choose **OK**.

4. Indicate whether you want to print an invoice at this time or batch print it from the Invoice & Credit Memo Print program later.

Assigning freight in a Clippership single-user station system

If you perform FACTS Order Confirmation and Clippership processing from the same PC, assign freight using the following steps:

1. Make sure Clippership is open and running in the background at the same time you are running FACTS.

2. Tab to the **Freight $** input and press F2 to open the Freight Totals window. This transfers the document information — such as customer, ship-to address, ship-via method — to Clippership.

    Character users: First press F2 to edit the footer inputs. Tab to the **Freight $** input and press F2 to access the Freight Totals window.

3. Choose **Process Freight** to switch to Clippership.

4. Enter the package weight for this document and make any necessary changes to the other information on the left side of the screen.

5. Click **Record Package** in the Clippership window to return to the FACTS Freight Totals window. The freight amount that appeared on the right side of the main Clippership screen should appear in the **Freight** column in the FACTS Freight Totals window.

    If you need to edit the handling fee, choose **Change Freight**. Enter the handling fee or press F1 to select the default handling fee for the warehouse and ship via code.

6. Choose **OK** (or press CR) to return to the document footer.

7. Complete the footer and choose **OK**.

8. Indicate whether you want to print an invoice now or wait and print it from the Invoice & Credit Memo Print program.

Assigning freight with the FACTS Shipping System

If you use the FACTS Shipping System (*Sales Orders→Shipping*) you can get freight totals based on the information entered in the UPS Weight Table F/M, UPS Zone F/M and Package F/M.

These totals are only as accurate as the annual February UPS rate updates.

For carriers other than UPS, enter freight totals manually. The FACTS Shipping System is based on UPS rates.

➲ The FACTS Shipping System is not UPS approved. This means the manifests and labels cannot be used.

To assign freight totals from the FACTS Shipping System:

1. Access the footer and tab to the **Freight $** input.

2. Press F2 to access the Freight Totals Display.

3. Press F3 and enter the following information:

UPS Zone. UPS Zone codes, which are related to zip codes, are maintained in the UPS Zone F/M. The program defaults to the zone entered in the Accounts Receivable Ship-To profile for this customer.

Com/Res. If the UPS Zone entered in the previous input is greater than 8, this input is not accessible and defaults to **NA.** Enter whether this delivery is a **C** - commercial or **R** - residential UPS ground delivery. UPS charges different rates for commercial and residential deliveries. Press **Enter** to accept the default value for this ship-to address.

Weight: The program defaults to the next highest whole pound from the weight entered in the IC Item F/M for this item. A different weight can be entered if necessary.

Freight: The program defaults to the freight calculation derived from the information entered in the previous three prompts. You may enter a number (+/-9999.99) if you need to override the system's calculation.

Using the footer

The footer portion of the Order Confirmation screen opens in a separate window.

To cut down on the number of keystrokes needed to get through the footer, edit the SO Entry Options F/M to skip unnecessary inputs.

To return to the main Order Confirmation screen, choose **Backup** at the bottom of the screen. *Character users:* Press F4 to back up to the main Order Confirmation screen.

Footer inputs

Memo	Use the memo input to enter special instructions, thank you messages, reminders for upcoming specials, etc.
	The program defaults to the standard memo entered in the Document Print Control F/M (*Sales Orders→File Maintenances→Infrequent File Maintenances→SO Document Print Control*).
	Delete the existing memo by pressing the space bar, followed by CR.
Ship to	Shows you the ship to information entered in the header of the document.
Request date	Initially entered in the document header, this shows you the date on which the customer asked for the order to be delivered.
Freight code	Options are Prepaid, Collect, Prepay/Add and Bill Later.
	Prepaid indicates that the freight amount is the actual freight amount on this order in **Freight $.**
	Collect indicates the freight amount should be collected upon delivery. No freight amount should be entered on the document.
	Bill later indicates the freight amount will be collected after the charge is established from UPS manifest or freight bill. Use the Unbilled Freight Report to print a listing of all invoices that contain the Bill Later freight code.
	Prepay/Add indicates that the carrier's shipping charges will be billed to the shipper, the shipper will pay the carrier, and the shipper will also add freight charges to the customer's invoice. The freight charges added to the customer's invoice are not necessarily the same amount as the carrier's shipping charges billed to the shipper.
Freight $	Enter the freight amount for the order, if applicable. Press F2 to access the Freight Totals window.
	This input is not available if the **Charge Freight** flag is not selected (set to N) in SO Static Control F/M (*Sales Orders→File Maintenances→Infrequent File Maintenances→SO Static Control F/M.*)
	See the section "Entering freight and handling" for more information.

Route	This input shows the route code entered in the document header.
	The **Use Routes** flag must be selected (set t o Y) in SO Static Control F/M.
Disc %	Enter the discount percent (maximum of 100) or dollar discount (maximum equals merchandise total) of the merchandise total. The program initially defaults to the invoice discount set in the customer's master file accessible from Customer F/M.
	This input only appears if % or $ was entered at the **Use Invoice Discounts** flag in the SO Entry Options F/M and is initially skipped if the total for the invoice is zero.
Tax code	The program defaults to the tax code assigned to the customer's ship to file. F2 allows a search.
	Tax codes are set up in *Accounts Receivable➔File Maintenances➔Infrequent File Maintenances➔Tax Table F/M.*
	Several flags in the system affect this input:
	The program skips this input is if the invoice total is zero or if the **Charge Tax** flag in SO Entry Options F/M is not selected (or set to N).
	If the **Tax Rate** flag is selected in the Accounts Receivable Tax Table F/M, the system will apply tax to the freight amount.
	➲ If you back up into this prompt without pressing F1-skip after changing the tax rate or the tax amount, the system recalculates the charges to reflect the tax code and the changes to the **Tax Rate** and **Amount** inputs are lost.
Tax rate	The program initially skips this input.
	If the **Charge Tax** flag in the Sales Orders Static Control F/M is not set to O-Override, you cannot override the tax code and this input is unavailable.
	Enter **H**-to use the high rate, **L**-to use the low rate, or **X**-to change tax status of this document to exempt.
	High and low tax rates are set up in the Accounts Receivable Tax Table F/M. The program defaults to the rate selected in the customer's master file in Customer F/M.
Taxable	The system displays the amount that is taxable based on the tax code and rate information either entered in this document or carried over from the customer's master file.
Deposits	Displays any deposits that have been placed on this document.
	The order cannot be converted to an invoice with unresolved deposits. The message "Deposits may not remain on completed documents" appears if this is the case.
	If this message appears, choose OK and select **Payments** in the footer.
	Use the Deposits/Payments Entry window to apply the deposit to the document, apply it to the customers account, refund the deposit or transfer it to another of the customer's documents.
Subtotal	Displays the amount due on the document, minus any backordered goods. The subtotal does not include freight.
Discount Amt	Displays the total dollar amount of the any customer, line item and document discounts. This is information is display only.
Freight Total	Displays the total freight and handling charges on the document. This information is display only.
Tax $	Displays the total dollar amount due in tax based on the selected tax code and rate information entered either on this document or in the customer's master file in Customer F/M.
	To manually enter a different tax amount, the **Charge Tax** flag in the Sales Orders Static Control F/M must be set to O-Override.
Total Due	Displays the subtotal plus freight and tax, minus discounts. Amounts for backordered items are not included in the total.
Total Payments	Displays any payments made on this order, including any deposits that have been applied.
Balance	The amount the customer owes on this order.

Multiple payments section

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

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

The last three payment inputs — OTHER PAYMENTS, CASH and A/R TERMS — are permanent options.

> OTHER PAYMENTS is the total of all payments entered through the Deposits/Payments Entry window.
> CASH refers to a payment made with currency. You must select a type C cash terms code before you enter the amount paid in cash.
> A/R TERMS indicates that the document with some Accounts Receivable term of payment that you extended to the customer, for example Net 30, Net 60, etc. The input defaults to the terms code set in the customer's master record in the Accounts Receivable Customer F/M.

Entering a payment in the multiple payments section:

Enter the payment on the appropriate line or lines. If you press F2 or select the **Balance** button, the program automatically enters the document balance.

Choose **OK** when the document balance is zero.

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

Entering payments with payment options that don't appear in the footer:

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

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

The payment amount that you enter in the Deposits/Payment Entry window appears on the OTHER PAYMENTS line when you exit the payment entry program.

➲   F4-Backup takes you back to the **Tax $** input after you exit the Deposits/Payment Entry window. You cannot edit entries in the multiple payments section.

Order Confirmation menu options

File	
New document number	This option is disabled in Confirmation. You can only open documents. You cannot create them.
Open Existing Doc	Enables you to open and edit an existing document created in Order Entry.
Delete Document	This option is disabled in Confirmation. You can only open documents. You cannot delete them.
Edit	
Add line	Enables you to add a line item to the order.
Insert line	Enables you to insert a line item above the one selected in the item browser.
Delete line	Deletes a line item from the order.
Find line item	Enables you to search for a line item entered on the order by item number.
View	
Shipping Warehouses	Displays the number of line items for each shipping warehouse and direct ship and the ship via code. Use this option to change ship via codes for all lines in each shipping warehouse.
Class Totals	Displays all item classes on the document and the number of line items in each class and class. This view also breaks down the document total by class.
Document Totals	Displays totals for weight, units, cost, merchandise, sales tax and miscellaneous sales.
Item Interchanges	Allows you to look up alternate references listed for each item number.
Aging	Displays the customer's credit limit, balance, current amount due, amounts overdue (if any) and any aging information.
Past Sales	Displays the customer's purchase history for a selected item. The history includes the purchase date, invoice number, the quantities purchased and in which units, the price per unit and the pricing unit of measure.
Quotes	Displays quotes on file for a selected item and shipping warehouse. In addition to the quote number, this view shows which customer the quote is for, when the quote was entered and when it expires, as well as item quantities, prices and extended prices.
Committed	Displays committed quantities for a selected item. Choose to view sales orders, warehouse transfers, manufacturing tickets and equipment rental contracts (for Service & Repair users).
On Order	Displays any purchase orders, and for BOM items, any manufacturing tickets on file for the selected item. Enables you to view the quantities on order for this item.
Customer Notes	Displays any notes entered in AR Customer Inquiry or Notes Entry SME710 for the selected customer. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details. Note: You cannot access the Customer Notes feature (View→Customer Notes) while you are working in the line-item portion of the screen. When you finish with line items, pace the cursor in the header portion of the screen and then select View→Customer Notes. Character Users: Press F10 to display menu options for this screen.
Item Notes	Displays any notes entered in IC Item Inquiry or Notes Entry SME710 for the selected item. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details.
Document Notes	Displays any notes entered in Notes Entry SME710 for the selected document. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details.
Line Notes	Displays any notes entered in Notes Entry SME710 for the selected document line. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details.
Price Options	Toggle this window on or off as needed. The window appears while you are adding or editing a line item in the line item entry section of the main Order Confirmation screen. It displays all the available pricing options for this item, including any contract pricing, list prices, quantity breaks, level pricing etc. while you are in the price input.
Warehouse Quantities	Toggle this window on or off as needed. The window appears while you are adding or editing a line item in the line item entry section of the main Order Confirmation screen. It displays the available , on hand, committed, on order and backordered quantities for the item you are entering.

Options	
Header Detail	Provides access to all the header inputs available for this document type. See Using Header Detail section.
Line Detail	Provides access to all the line entry inputs available for sales order documents. See Using Line Detail section.
Line Approval	Enables users with password authorization to take lines off of hold status. Line approval is necessary in systems using multiple warehousing where certain users are not authorized to ship items from certain warehouses.
Deposits	Accesses the Deposit/Payment entry window so you can place deposits on the order. See Chapter 1 for more on Deposit Payment Entry.
Lost Sale Entry	Allows you to track lost sales on items. The **Use Lost Sales** flag has to be selected in SO Static Control F/M. Enter the item number, description, the quantity, UM, price and the reason code. Choose OK or press Enter (CR) to return to the Order Confirmation window. The Lost Sale Entry option can be triggered automatically. If you reset the order quantity from the original order quantity entered, but the shipped, backordered and committed quantities do not equal the new order quantity. The program prompts you to enter **Y** or **N** to indicate whether to post the difference (original order quantity minus new reset order quantity) to lost sales. If you enter Y (and the **Use Lost Sales** flag is selected in SO Static Control) the Lost Sales Entry window appears. The program defaults to Y. Note: Reason codes are created and maintained in the Lost Sales F/M (*Sales Orders→File Maintenances→Lost Sales F/M*).
Item Search	Allows you to search for items by item number, item interchange, item class or UPC number. You can select the **Alt Look** option on the Item Search to display warehouse quantities, item catalog search, service item search, or standard part number search. You can also access the Item Search by pressing F2 at the Item Number input. This option is only available when you are entering an item number.
Customer Item Search	Allows you to search for items according to customer references. This option is only available when you are entering an item number.
Catalog Item Search	Allows you to search for a catalog item by alpha lookup or catalog item number. This option is only available when you are entering an item number.
Past Sales Search	Allows you to lookup all items sold to this customer in the past. When you select an item from this search, the system sets quantity ordered to what the customer ordered in the past sale. This option is available at the item prompt and only if the *Use Past Sales Flag* is selected in SO Static Control.
Equipment Search	Allows you to look up equipment codes on file in the Service & Repair module. This option is only available when you are entering an item number and if the Service & Repair module is activated.
Quick Item Add	Allows you to add an item to the system on the fly. The item can be accessed later from Item F/M. This option is only available when you are entering an item number.
Quick Equipment Entry	Allows you to create a record for a new piece of equipment. This record can be accessed later from the Service & Repair Equipment F/M. This option is only available when you are entering an item number and if the Service & Repair module is activated.
Go To*	
Order	Opens the Order Entry program.
Service Order	Opens the Service Order Entry program, if the Service & Repair module is activated.
Order Confirmation	A check mark appears to indicate this program is open.
Direct Invoice	Opens the Direct Invoice Entry program.
Credit Memo	Opens the Credit Memo Entry program.

Counter Sale	Opens the Counter Sale Entry program.
	* Programs on the *Go To* menu are disabled while a document is open.
Help	

Printing invoices from Order Confirmation

When you complete confirmation on a document, the system gives you the option of printing the invoice immediately or printing it later from the Invoice & Credit Memo Print program.

This program enables you to batch print or reprint invoices converted from this program and entered through Direct Invoice Entry.

You may want to batch print invoices at a later time if:

> You are partially confirming a multiple warehouse order and want to confirm additional warehouses. Once you print an invoice in documentation, the document is then closed for further confirmation. You must wait until the invoice is updated by the DSR until you can confirm the rest of lines for the other warehouses.
>
> You use Clippership and have not closed out carriers for day or shift. Tracking numbers do not appear on the invoice until the carriers have been closed out in Clippership. If you print invoices before the carriers are closed out, you will have to reprint the invoices to get tracking numbers on the invoice.
>
> You use Clippership and UNDEFINED appears in the Freight Totals widow for shipping charges (attended/polling systems). If you print invoices on these documents, they appear on the DSR as invoices that need to be reprinted because "shipping has not been completed."

Direct Invoice Entry (SOE510)

Function

Use this program to correct confirmed orders that have been converted to invoices in Order Confirmation. You can also use it to enter invoices directly in situations where the order has already been processed and shipped and needs to be invoiced.

During processing, the system automatically displays urgent notes for customers and items based on your settings on the Notes tab of SO Entry Options F/M. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for additional details.

To access this program select *Sales Orders→Invoices→Direct Invoice Entry.*

You can edit or delete an invoice at any time until the Daily Sales Register is updated. Use Credit Memo Entry to issue a refund after invoices are updated by the DSR.

> You can reduce the number of keystrokes required to enter a direct invoice by editing the SO Entry Options F/M on the SO Infrequent F/Ms menu.

Deleted invoices are not immediately removed from the system. Instead, the line-item information is removed and the header record status is changed to "deleted" or "voided" if the invoice has already been printed. The invoice then appears on the next Daily Sales Register as a deleted or voided invoice, and it is removed in the subsequent update. *This procedure provides a complete audit trail of all invoice numbers used.*

The document number and customer name appear in the title bar after you complete the document header.

The menu bar provides access to additional features.

Use the header portion of a document to enter the customer placing the order, the customer's ship-to address and other information required on the invoice.

Use the line item entry window to add items to the order. Use the on the right side of the browser to add, edit, delete, or insert line items. Use the icons on the left to manage notes.

Document totals provide at-a-glance summaries of the order.

Select the **Done** button to access the footer when you are finished entering items.

Use the item browser to view items you have already entered, select items to edit and organize items in a particular order.

Access the Deposits/Payments, Header Detail or Line Detail windows from the bottom button bar.

Notes

During processing, the system automatically displays urgent notes for customers and items based on your settings on the Notes tab of SO Entry Options F/M. Refer to the Viewing/Entering Notes from Sales Order Programs topic for additional details.

You can enter document notes for existing direct invoice headers and lines. Direct Invoice document and line notes are available to view/edit (according to the user's security) for all open documents. You also have the option to print the note on the invoice. When you run the Daily Sales Register, the system copies document notes to the past invoice. You can export direct invoice line notes to associated purchase orders or inventory transfers and print the exported direct invoice line notes on the PO or transfer ticket. Refer to the Importing Notes topic for details.

Direct Invoice Entry Header Processing

The upper portion of the screen is called the header portion where you enter
the customer or document for the direct invoice

Refer to the following procedures for more information about Direct Invoice Entry header processing:
Enter a new direct invoice (process overview)

Open an existing direct invoice

Delete an existing direct invoice

Direct Invoice Entry Line Item Processing

The lower portion is called the line item portion where you confirm items,
quantity and pricing information for the direct invoice or confirmed order. The
program automatically switches to confirmation mode once you complete the
header.

Refer to the following procedures for more information about Direct Invoice Entry item processing:
Add line items (includes line-item entry inputs)

Edit line items

Delete line items

Find line items in the browser

Designate a line item for direct ship

Selecting companion items

Direct Invoice Entry Footer Processing

The ending routine consists of final inputs prior to completing the direct invoice or changes to the confirmed order. The ending routine is not accessible if you have not confirmed line items for the order Refer to the Direct Invoice Entry Footer Information topic for field/input descriptions.

Add freight and handling

Enter multiple payments

Direct Invoice Entry Header Information

Use the Direct Invoice Entry Header section to enter the order number, customer, ordered and request dates and other general information. This window contains all the possible inputs for the Direct Invoice Entry Header.

Tip: When you press **Enter** or **Tab** when entering quote information, the additional inputs that appear, such as Ship Via Code, an inside salesperson code, etc., depend on the settings selected in SO Entry Options F/M. The Using the Direct Invoice Header Detail window topic details all possible entries. Most of these entries already display default information; you can modify these values. Character Users: Press **F3** to stop at the first required field; press **F3** again to bypass these fields, use default information, and directly access the line item entry section.

Input Descriptions

Use the following input descriptions to enter information for a confirmed order or direct invoice header:

1. **Doc/Cust**

   Customer

The customer number for the order confirmation.

In this input, you can enter the customer code or document number. You can press **F2** or select the button to search for a customer code.

Credit Check Note: The system performs a customer credit check for each customer during Sales Order entry programs based on the Credit Limit value and the number of Credit Check Days entered on the Accounting tab of Customer F/M. For additional credit check processing details, such as disputed invoice processing, adding customers on-the-fly, or displaying customer aging , refer to the Customer Credit Check topic in *Chapter 4 Orders* of this document.

When a new customer is added by using the F1-Add feature in the order entry programs, the customer credit check field value is loaded from the default in the AR Static Control record. You cannot enter credit check information on this screen. If you need to modify the customer credit information, access AR Customer F/M.

Document

You can enter the confirmed sales order # that you want to modify or direct invoice number. You can press **F3** or select the icon to search for documents.

2.   Ship-to

The system displays the ship-to code entered on the sales order or direct invoice along with the full ship-to address. Edit the ship-to code, if necessary.

If a customer requests to have an order shipped to an address other than its usual shipping address, select the ![icon] icon to use the Temporary Ship-to feature to facilitate this request. You can press **F2** or select the ![icon] icon to search.

Creating a temporary ship-to address

1. Press **F3** in this input or the ![icon] icon.

2. In the Ship-to Address window, enter the alternate ship-to information.

3. Choose OK to return to the main entry screen. Notice that TEMP now appears in the Ship-to input, rather than SAME.

![icon] **Price Level:**   The system displays the price level information in the upper portion of the screen.

3.   Invoice

Enter the confirmation date, usually the system date.

4.   Shipped

Enter the date the order ships to the customer. The system displays the current system date as the default.

5.   Assume Shipment

Select the shipping options for confirmation. The Assume Shipment window appears after you open a document in Order Confirmation. If multiple warehouses exist on the order, you must select the warehouse or warehouses to confirm before you can select a confirmation method. Refer to the Choosing a confirmation method topic for details.

Direct Invoice Entry Line Item Information

The line-item portion of the program allows the entry of up to 999 line item and message lines to complete the order. Line numbers are assigned automatically beginning with 001 and increments by one for each individual line item up to 999. In the rare case where 999 line items have been entered on a single order, the program proceeds to the **selection prompt** and refuses further entries.

Tip: When you press **Enter** or **Tab** when entering quote information, the additional inputs that appear, such as Ship Via Code, an inside salesperson code, etc., depend on the settings selected in SO Entry Options F/M. This procedure details all possible entries. Most of these entries already display default information; you can modify these values.

Input Descriptions

This window contains all the possible inputs for Direct Invoice Entry items processing. Use the following input descriptions to confirm information for an order line item. Depending on the confirmation method you choose, you can enter different information on this screen. Refer to the Choosing a confirmation method topic for details.

1.   **Item number**

Enter an item number manually or press **F2** or the 🔍 icon to select one from the Item Search.

If you enter a temporary item or a catalog item, the system displays additional input fields. Refer to the Temporary and Catalog Item Entry topic for input details.

If you enter a standard part number, the system uses the unit of measure (UM) from the Standard Part Number record as the default selling UM instead of the default selling UM in the Item F/M record. If you select not to use the standard part number UM or the standard part number UM is blank or not a valid selling UM for the item, then the system uses the standard default UM for the item.

TIP: For detailed information about entering serial/lot items refer to the Entering serial/lot items topic.

Enter **M** to enter a memo line.

Graphical users: Choose the *Options* menu to access Catalog Item Search, Customer Item Search, Past Sales Search, and several other searches.

Character users: Press F10 and select *Options.*

If you enter a temporary item or a catalog item, the system displays additional input fields. Refer to the Temporary and Catalog Item Entry topic for input details.

TIP: For detailed information about entering serial/lot items refer to the Entering serial/lot items topic.

Enter M to enter a memo line.

Choose the Options menu to access Catalog Item Search, Customer Item Search, Past Sales Search, and several other searches.

Choose the Options menu to access Import Items, which allows you import items from existing documents (quotes, orders or past invoices) This feature allows you to easily duplicate on one document (a quote, order or invoice) the line items on another document (quote, order or past invoice). Policy flags set in the Document Import Control F/M (SOF972) indicate whether or not you can duplicate lines from a document for a different customer and how the pricing gets updated when the import occurs. The system allows you to select the document type, reference number and default pricing option (if applicable) and then displays the Import Item Selection dialog box, so you can select the items to import to the new document.

Choose the *View* menu to access Item Interchanges.

When you enter an item number, the system displays the Gross Margin for the item in the **GM%** input. If you modify the pricing and unit cost for the item, the system updates this value.

2. **Discount %**

    The percentage by which to discount this item. The program automatically calculates the equivalent dollar amount discounted. It also multiplies the dollar amount by the ordered quantity and displays the discount extension to the right.

3. **Taxable**

Indicates whether this item is taxable. The program defaults to the Taxable setting in the item's master file (see Item F/M).

4. **DS**

Indicate if the item is a direct ship. Refer to the How to designate items for direct ship topic for details.

Graphical users: Select the **DS** box in the line item entry section.

Character users: In the Ordered input, press **F3**. (Press **F3** again to toggle back to Warehouse ship.)

5. **Whs**

The system displays the warehouse selected on the sales order. You can modify this value, or press **F2** or the 🔍 icon to search other warehouses to display the Search Warehouses window containing warehouses that have the item, along with the available, on hand, committed, on order, backordered and surplus quantities for the unit of measure selected.

6.   Ordered

Enter the customer's requested quantity.

Press **F2** or the ![um icon] icon to change the unit of measure on the ordered quantity.

Character users: Press **F3** to indicate this item is a direct ship. Enter or search for a vendor code. Later in the order you can press **F3** again to toggle back to a warehouse ship.

If the quantity entered exceeds the available inventory in the selected warehouse, the program gives you the option to accept the quantity anyway or press **F2** or the ![icon] icon to search other warehouses.

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

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

7.   Committed

Enter a quantity to commit in the warehouse or accept the default. This input defaults to the quantity ordered, if that quantity is available in the selected warehouse.

8.   Shipped

Enter the quantity shipped to the customer.

9.   Backordered

Enter a backordered quantity if the quantity ordered is greater than the available quantity in the selected warehouse.

When you enter a backordered quantity, Sales Order Entry programs base suggested document creation on the Stock, NonStocked, Uninventoried, and Temporary prompts in Sugg PO/TR by Type section on the Line Prompt tab of SO Entry Options F/M (SOF915). Use these settings to indicate whether you want to have the system ask to create suggested purchase orders or suggested transfers by item type during Order Entry line processing.   Refer to the Suggested Transfer/Purchase Order Creation from Sales Order Entry Programs topic for detailed information about creating suggested warehouse transfer or purchase orders for backordered quantities.

The program skips this input if:

The customer does not allow backorders (Allow backorders flag not selected in AR Customer F/M).

Your company does not allow backorders (Allow backorders flag not selected in SO Static Control F/M).

The item is a direct ship.

The selected warehouse has enough inventory to fill the order.

➲   If the backordered and committed quantities do not add up to the ordered quantity, the entry program resets the ordered quantity to the sum of the committed plus backordered.

10.   Price

Enter a price. You can press **F3** or the ⚲$ icon to select one from the Price Search window.

Press **F2** or the ⏺um icon to change the unit of measure on the price selection.

A letter appears after the pricing UM to indicate which pricing option you selected.

If the Price Options window is open enter once of the following in the Price input to import the corresponding price:

S-Standard, C-Contract, D-Default, T-List, L-Last, L#-Price level, Q#-Quantity break, U-user override – you keyed in a price.

To access the Price Options window, select *View* and make sure a check appears next to *Price Options*.

11.   Unit Cost

The unit cost for the item display as the default. You can modify this value.

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

12.   Press **F3** (End Entries) to complete an entry in the line-item portion of the Order Entry program.

Graphical Users: **Select the** ❌ **icon to stop entering line items.** Refer to the Stopping Confirmation topic for details.

The line number is incremented by one, displayed, and the program returns to the item input for the next line-item entry.

Character Users: Following the entry of the last line-item, you can enter the following to perform the described functions:

#	Change a line item
Enter (CR)	Select highlighted line (use arrows to select line)
F2	Change the header
F3	Access the ending routine
A	Add a line item
D	Delete the entire order
F	Find item
C	Display class totals

Character Users: In the Notes: area of the screen, just above the line item section, the system displays CUST, VEND, SOEH, SOEL, SOPH, SOEL, SOQH, SOQL, TRDH, TRDL, or ITEM to indicate that notes are present. From the View menu of the Sales Order Entry programs, you can select F10-Menus to access Notes from the menu.

Graphical Users: You have the following options:

Select the **Deposits** button to access to the Deposit/Payment Entry window. Refer to the Deposit/Payment Entry topic for details.

Select the **Header** button to access the Header Detail for Documents screen, which is used to view and/or modify warehouse, shipping information, request and order dates, and salesperson, freight, terms and ship via codes.

Highlight a line item and select the **Line Detail** button to access the Line Detail for Documents screen, which is used to view and/or modify item descriptions, quantity and shipping information, costing, and PO information.

Select the 🖉 icon to make changes for the highlighted line item.

Select the ➕ icon to add a quote line.

Select the ❌ icon to delete the highlighted quote line.

Select the 🖳 button to add a line item above the highlighted item in the browser.

Press the 💾 icon to save your changes.

On the left side of the line item browser, you can select:

🅳 to access Note Entry (SME710) for the direct invoice header record specified in the program.

🅲 to access Note Entry (SME710) for the customer specified in the program.

🅻 to access Note Entry (SME710) for direct invoice line records in the line item browser.

🅸 to access Note Entry (SME710) for the item highlighted in line item browser.

Direct Invoice Entry Footer Information

The Direct Invoice Entry Footer screen consists of the final needed to modify the confirmed order or enter a direct invoice. Use this screen to enter freight and handling charges, records deposits and payments for the order, as well as enter tax and routing information.

To return to the main entry screen, choose **Backup** at the bottom of the screen. *Character users:* Press **F4** to back up to the main entry screen.

Tip: When you press **Enter** or **Tab** when entering quote information, the additional inputs that appear, such as Ship Via Code, an inside salesperson code, etc., depend on the settings selected in SO Entry Options F/M. This procedure details all possible entries. Most of these entries already display default information; you can modify these values.

For more information about entering freight and handling charges or entering multiple payments, refer to the topic below:

Entering freight and handling

Using the multiple payments section

Sort by Shipping Warehouse for Printing

With SO Static Control F/M Multiple Warehouse flag set to Y, as you complete the footer information from Order Confirmation, Direct Invoice Entry or Credit Memo Entry and reach the Print/Reprint Invoice prompt, the system displays the Sort by Shipping Whse prompt. (This prompt is also available in the Print option from the menu.) The Sort by Shipping Whse prompt defaults to Yes when printing from the Order Confirmation, Direct Invoice Entry or Credit Memo Entry programs.

Input Descriptions

This window contains all the possible inputs for Order Confirmation Footer processing. Use the following input descriptions to complete order confirmation.

Tip: Edit the SO Entry Options F/M to skip unnecessary inputs.

1. **Memo**

Use the memo input to enter special instructions, thank you messages, reminders for upcoming specials, etc. This memo appears at the bottom of invoices, counter sale receipts and credit memos. It is not the same thing as memo lines entered for specific items.

The program defaults to the standard memo entered in the Document Print Control F/M (*Sales Orders*→*File Maintenances*→*Infrequent File Maintenances*→*SO Document Print Control*).

Delete the existing memo by pressing the space bar, followed by CR.

2.   Ship to

This gives you at a glance ship to information entered in the header of the document. Edit the ship-to code, if necessary. If a customer requests to have an order shipped to an address other than its usual shipping address, select the ⬜ icon to use the Temporary Ship-to feature to facilitate this request. You can press **F2** or select the 🔍 icon to search.

3.   Freight code

Options are Prepaid, Collect, Prepay/Add and Bill Later.

Prepaid indicates that the freight amount is the actual freight amount on this order in Freight $.

Collect indicates the freight amount should be collected upon delivery. No freight amount should be entered on the document.

Bill later indicates the freight amount will be collected after the charge is established from UPS manifest or freight bill. Use the Unbilled Freight Report to print a listing of all invoices that contain the Bill Later freight code.

Prepay/Add indicates that the carrier's shipping charges will be billed to the shipper, the shipper will pay the carrier, and the shipper will also add freight charges to the customer's invoice. The freight charges added to the customer's invoice are not necessarily the same amount as the carrier's shipping charges billed to the shipper.

You can also define freight in the Header Detail window.

4.   Freight $

Enter the freight amount for the order, if applicable. Press F2 to access the Freight Totals window.

This input is not available if the Charge Freight flag is not selected (set to N) in SO Static Control F/M (*Sales Orders➔File Maintenances➔Infrequent File Maintenances➔SO Static Control F/M.*)

5.   Route

This input shows the route code entered in the document header.

The Use Routes flag must be selected (set t o Y) in SO Static Control F/M

➲   If the Route System is used, run the Route Release program prior to running the DSR to include all invoices delivered for the shift or day.

6.   Disc %

Enter the discount percent (maximum of 100) or dollar discount (maximum equals merchandise total) of the merchandise total. The program initially defaults to the invoice discount set in the customer's master file accessible from Customer F/M.

The program skips this input if the invoice total is zero or if the Charge Tax flag in SO Entry Options F/M is not selected (or set to N).

7.   Tax code

The program defaults to tax code assigned to the customer's ship to file. F2 allows a search.

Tax codes are set up in *Accounts Receivable →File Maintenances →Infrequent File Maintenances →Tax Table F/M.*

Several flags in the system affect this input:

The program skips this input if the invoice total is zero or if the Charge Tax flag in SO Entry Options F/M is not selected (or set to N).

If the Tax Rate flag is selected in the Accounts Receivable Tax Table F/M, the system will apply tax to the freight amount.

➲   If you back up into this prompt without pressing F1-skip after changing the tax rate or the tax amount, the system recalculates the charges to reflect the tax code and the changes to the Tax Rate and Amount inputs are lost.

8.   **Tax rate**

The program initially skips this input.

If the Charge Tax flag in the Sales Orders Static Control F/M is not set to O-Override, you cannot override the tax code and this input is unavailable.

Enter H-to use the high rate, L-to use the low rate, or X-to change tax status of this document to exempt.

High and low tax rates are set up in the Accounts Receivable Tax Table F/M. The program defaults to the rate selected in the customer's master file in Customer F/M.

9.   **Check, ATM, Debit Card, V, M/C,A,D, coupon, Other**

In these various types of payment field you can enter payments for this order.

You can select the 🔴PAID button for any payment field and place the balance amount in the input. In the input to the right of the Paid icon, enter the account number for the Check, ATM, Debit Card, V, M/C,A,D, coupon, Other used for payment.

10. **Cash Terms**

Enter the cash terms for the payment.

11. **A/R Terms**

Enter the A/R terms for the payment.

12. **Taxable**

The system displays the amount that is taxable based on the tax code and rate information either entered in this document or carried over from the customer's master file.

13. **Deposits**

Displays any deposits that have been placed on this document.

The order cannot be converted to an invoice with unresolved deposits. The message "Deposits may not remain on completed documents appears if a deposit unresolved deposit exists on the document.

If this message appears, choose OK and select Payments in the footer.

Use the Deposits/Payments Entry window to apply the deposit to the document, apply it to the customers account, refund the deposit or transfer it to another of the customer's documents.

If an invoice contains a zero balance payment or deposit with a transaction (i.e., transfers, apply on account, refund, etc.) against it and you attempt to delete the document, the system displays a message indicating that the financial transaction will remain in effect. This document may still be deleted as before, however, you can backup to the Payment dialog and delete the transaction if necessary.

14. Subtotal

Displays the amount due on the document, minus any backordered goods. The subtotal does not include freight.

15. Discount Amt

Displays the total dollar amount of the any customer, line item and document discounts. This is information is display only.

16. Freight Total

Displays the total freight and handling charges on the document. This information is display only.

17. Tax $

Displays the total dollar amount due in tax based on the selected tax code and rate information entered either on this document or in the customer's master file in Customer F/M.

To manually enter a different tax amount, the Charge Tax flag in the Sales Orders Static Control F/M must be set to O-Override.

18. Total Due

Displays the subtotal plus freight and tax, minus discounts. Amounts for backordered items are not included in the total.

19. Total Payments

Displays any payments made on this order, including any deposits that have been applied.

20. Balance

The amount the customer owes on this order.

How to enter a new direct invoice

In many respects, entering a direct invoice is similar to entering a sales order; however, the footer of a direct invoice is the same as the one used in Order Confirmation.

1. Open Direct Invoice Entry (*Sales Orders→Invoices→Direct Invoices; access code DI*).

2. **To enter a direct invoice**:

   Enter a customer number or press **F2** to search for a customer number.

   To enter the customer for the direct invoice, you can select the button or press **F1** to access the Quick Customer Add dialog box, which is used add customers on-the-fly.

   Credit Check Note: When you enter a customer, a credit check is performed if the number of Credit Check Days in the Accounts Receivable Aging Control Record is less than 999. The Credit hold option for a customer is based on the Credit Check prompt on the Accounting view of Customer Maintenance. The password for the credit check override resides in the AR Static Control F/M.

   When a new customer is added by using the F1-Add feature in the order entry programs, the customer credit check field value is loaded from the default in the AR Static Control record. You cannot enter credit check information on this screen. If you need to modify the customer credit information, access AR Customer F/M.

    Tip: The system automatically creates a document number once you complete the header. At that point, the document number appears in the title bar along with the customer's name. You can also assign a document number manually if you prefer. You can select the to access the Add New Document dialog box, where you can manually enter the new sales order number.

   Refer to the Creating document numbers in Direct Invoice Entry topic for details.

   To open an order: In the **Doc/Cust** input, enter the number of the confirmed order you want to modify or the customer for whom you are entering direct invoices or modifying confirmed orders.

   You can press **F2** or select the button to search for a customer code. You can press **F3** or select the icon to search for documents.

   Refer to the Opening existing invoices topic for details.

3. In the **Ship-to** input, the system displays the ship-to code entered on the sales order along with the full ship-to address or the default ship-to code for the customer. Edit the ship-to code, if necessary. If a customer requests to have an order shipped to an address other than its usual shipping address, select the ⬌ icon to use the Temporary Ship-to feature to facilitate this request. You can press **F2** or select the 🔍 icon to search.

4. In the **Invoice** input enter the confirmation date, usually the system date.

5. In the **Shipped** input enter the date the order ships, usually the system date.

6. Select a warehouse to confirm if more than one warehouse appears on the order.

7. (**Optional**) The program automatically switches to add mode once you complete the header. This means the cursor appears in the Item Number input after you exit the last header input.

   You can:

   Change quantity information by highlighting a line item, selecting the 📝 icon. *Character users:* Select a line using arrow keys and press **Enter (CR)**, then press the # key. Refer to the Editing line items in entry programs topic for details.

   Edit lines on the order as necessary by highlighting them in the item browser, and selecting the **Line Detail** button to make changes in the Line-item Detail Entry window. *Character users:* Select a line using arrow keys and press **Enter (CR)**, then press the # key.

   Edit header information on the order as necessary by highlighting them in the item browser, and selecting the **Header Detail** button to make changes in the Header Detail Entry window. *Character users*: Select a line using arrow keys and press **Enter (CR)**, then press the **F2** key.

   Add line items by selecting the ➕ or insert line items above the highlighted line in the browser by selecting ≡.
   Character users: Select a line using arrow keys and press **Enter (CR)**, then press the **A** key to add. To insert a line, press **Insert** on the keyboard Refer to Adding line items in Direct Invoice Entry topic for details.

   Delete a line item by highlighting it and selecting the ❌ icon.
   Character users: Select a line using arrow keys and press **Enter (CR)**, then press **Delete** on the keyboard.

   On the left side of the line item browser, you can select:

   D. to access Note Entry (SME710) for the direct invoice header record specified in the program.

   C. to access Note Entry (SME710) for the customer specified in the program.

L̲ to access Note Entry (SME710) for direct invoice records in the line item browser.

I̲ to access Note Entry (SME710) for the item highlighted in line item browser.

Character users: In the Notes: area of the screen, just above the line item section, the system displays CUST, VEND, SOEH, SOEL, SOPH, SOEL, SOQH, SOQL, TRDH, TRDL, or ITEM to indicate that notes are present. From the View menu of the Sales Order Entry programs, you can select F10-Menus to access Notes from the menu.

8.   Choose **Done** to access the footer and enter freight. Select **Payments** if you need to place a deposit on the order or enter a payment. The Deposit/Payment Entry window can also be accessed from the footer.

9.   (Optional) In the Memo input, enter a memo for the invoice.

10. Unless the Freight Type is prepaid, enter or update freight and handling charges in the **Freight $** input. Press **F2** to access the Freight Totals Display window Enter freight and handling, if applicable, in the document footer.   Refer to the Entering Freight and Handling (Sales Orders) topic for details.

11. You can modify values for the following fields: Ship To, Freight Code, Tax Code, Tax Rate.   You can also enter payment information. Refer to the Direct Invoice Footer Information topic for specific input descriptions.

12. Choose whether to print the invoice immediately or batch print it through Invoice & Credit Memo Print program later. You may want to batch print invoices at a later time if:

You are partially confirming a multiple warehouse order and want to confirm additional warehouses. Once you print an invoice in documentation, the document is then closed for further confirmation. You must wait until the invoice is updated by the DSR until you can confirm the rest of lines for the other warehouses.

You use Clippership and have not closed out carriers for day or shift. Tracking numbers do not appear on the invoice until the carriers have been closed out in Clippership. If you print invoices before the carriers are closed out, you will have to reprint the invoices to get tracking numbers on the invoice.

You use Clippership and UNDEFINED appears in the Freight Totals window for shipping charges (attended/polling systems). If you print invoices on these documents, they appear on the DSR as invoices that need to be reprinted because "shipping has not been completed.

If you choose to print the invoice now, select a printer in the dialog box.

The system displays the **Sort by Shipping Whse** prompt. (This prompt is also available in the Print option from the menu.) The Sort by Shipping Whse prompt defaults to Yes when printing from the Order Confirmation, Direct Invoice Entry or Credit Memo Entry programs.

13. At this point, you can modify another confirmed order or enter/modify another direct invoice, exit the Direct Invoice Entry program by selecting

the **Done** button, or switch to another Sales Order entry document from the *Go To* menu.

Direct Invoice Entry Features and Procedures

Creating document numbers

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

To create document numbers manually:

1. Open Direct Invoice Entry.

2. *Graphical users:* Choose *File→New Document Number* from the menu.
   Character users: Press **F10** and select *File→New Document Number* from the menu.

3. Enter up to six characters to create a document number. Choose **OK** or press **CR.**

4. Begin entering the invoice, starting with the **Customer Number**.

> **Invoice numbers** (not to be confused with document numbers) are assigned just before each document is printed. Invoice numbers are not affected by reprinting.

Opening existing documents

You can open an existing document as long as you don't have another document open in the same window. Once you begin entering header information, the system does not allow to you open a document in the same window.

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

To open an existing invoice:

Enter the document number in the Customer number input. If the document is on file, the customer number appears in the customer number input and the document number moves to the title bar.

OR

1. *Graphical users:* Choose *File→Open Existing Document*.
   Character users: Press **F10** and choose *File→Open Existing Document.*

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

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

Entering a new direct invoice

In many respects, entering a direct invoice is similar to entering a sales order; however, the footer of a direct invoice is the same as the one used in Order Confirmation.

To enter an invoice:

1. Open Direct Invoice Entry.

2. Enter a customer number or press F2 to search for a customer number. You can also add a new customer on the fly by pressing F1.

3. Complete the *header* (see the "Using the Header Detail window" section for input descriptions). Once you complete the header, the system assigns a document number, which appears in the title bar.

4. Enter items. Choose **Add** in the item browser, or select *Edit→Add Line Item* from the menu (see the "Using the Line Detail window" section for input descriptions).

5. Choose **Done** and continue to the footer.

6. Complete the footer inputs (see "Using the footer" section for input descriptions).

7. Use the multiple payments section to enter a payment, if necessary.

8. Choose **OK** in the document footer when you are finished.

9. Indicate whether you want to print the invoice now or print it later from the Invoice & Credit Memo Print program.

Deleting an invoice

Invoices are not technically deleted from the system until the next Daily Sales Register Update. Until then, the header status changes to *Deleted* and the system removes all line items. This procedure enables the system to keep an audit trail of all the invoice numbers used.

To delete an invoice before the header is complete:

Press F4 to back up to the **Customer** input.

To delete an invoice after the header is complete.

With the document open on screen,

Graphical users: Choose *File→Delete Document* from the menu.

Character users: Press F10 and choose *File→Delete Document* from the menu.

Using the Header Detail window

The Header Detail window can be accessed after you enter an existing document number or customer number. The header information that appears at the top of the screen also appears in the Header Detail window.

To access the Header Detail window:

Graphical users: Choose the **Header** button or select *Options→Header Detail* from the menu.

Character users: Enter **R** at the selection prompt or press **F10** and select *Options→Header Detail* from the menu.

The Header Detail window contains all the possible inputs for the Direct Invoice header. Any of the inputs located in this window can be configured to

appear on the main Confirmation screen. This can be done in the SO Entry
Options F/M on the SO Infrequent File Maintenances menu.

Main tab inputs

Inputs	Entry
Customer	This information is display only on this window.
	The customer number cannot be changed after the header is complete. If the customer number needs to be changed after this point, delete and re-enter the document.
Ship-to	The ship-to code entered on the main screen appears along with the full ship-to address. Edit the ship-to code here or on the main screen, if necessary.
	If a customer requests a specific ship-to address other than the one to which you normally ship orders, you can enter a temporary ship-to address.
	Creating a temporary Ship-to:
	1. Press F3 or choose the Temporary button.
	2. In the Ship-to Address window, enter the new ship-to information.
	3. Choose OK to return to the main Direct Invoice screen. TEMP appears in the Ship to input on the main screen to indicate a temporary address has been entered.
Reference Number	Enter up to 15 characters of customer reference information, such as the name of the person who placed the order or the PO number generated on the customer's system. If the **PO required** flag is selected in Customer F/M, this field is required and you must enter something before you can continue.
Initiating Warehouse	Enter the warehouse from which the items on this order are shipping. If your system uses multiple warehousing, enter the warehouse from which this order initiated. Press F2 or choose the Search button to see the list of warehouses.
Invoice Date	This is the date on which you are entering the invoice into the system. The program defaults to the system date. The system uses this date to determine payment schedules in Accounts Receivable.
Shipped Date	Enter the date on which items shipped. The programs default to the system date.
Terms	Enter the code representing the payment terms extended to this customer. This input defaults to the terms code entered in the customer's master file. Press F2 or choose the Search button to view the list of terms codes available in the system.
Purchase Order	Press F2 or choose the Search button to perform a price search on an item.

Inputs	Entry
Default Ship Via	Enter the ship via code indicating the method of shipment the customer requested. You can enter a ship via code in the customer's master file so it automatically appears when you enter the customer's code. ➲ Changing the ship via in the header on a document with existing lines *will not* change the ship via values on existing line items. **To globally change ship vias on all existing lines for a particular warehouse:** *Graphical users:* Choose *View→Shipping Warehouses.* *Character users:* Press F10 and select *View→Shipping Warehouses.*
Ordered By	Enter the name of the person who placed the order. Press F4 to backup to the previous field.
Ship Complete	Enter the default ship complete status for the initiating warehouse, or press F4-Backup to return to the preceding input. Refer to the Ship Complete Feature Overview topic in *Chapter 1—System Overview* for details. You can select from the following options: N Allow Partial--Indicates you want to allow the shipped quantity to be less than the ordered quantity for the initiating warehouses for this order. Y Ship Complete--Indicates you want to allow the quantity ordered must be the same as the quantity shipped for the initiating warehouses, all lines must ship complete for the specified customer. B Balance Complete—Indicates you want to allow all lines to ship partial in the first shipment for the initiating warehouse, but the backordered quantities must be shipped complete. Once the warehouse is processed through the DSR, the line is changed to ship complete.
Order Priority	Enter the default order priority, or press F4-Backup to return to the preceding input. You can select from the following options: N Normal—Indicates that orders for this customer have no special priority. R Rush—Indicates that you want to advise the warehouse, via the pick ticket, that this customers orders are rush orders. H Service Hold—Indicates that you want orders for this customer not to be shipped due to a non-credit-related reason.

Code tab inputs

Input	Entry
Freight code	Indicate how the customer will pay for freight on this order. The options are **P**-Prepaid, **C**-Collect freight, **A**-Prepay/Add, or **B**-Bill later. The program defaults to the freight code selected in the customer's file.
Salesperson	Enter the salesperson code assigned to this customer. The program defaults to the salesperson/territory code assigned to the Ship-to code (*Accounts Receivable→File Maintenances→Ship-to F/M)*. Press F2 to see a list of salesperson/territories in the system. When the salesperson code changes, the system recalculates the commission percentage for all lines that are NOT flagged as commission user override.
2nd Salesperson	This input enables you to enter split commission on an order between two salespeople. Enter the salesperson code or press F2 to search salesperson/territory codes. To access this input, the **Inside/2nd slsp** flag in SO Static Control must be set to **2-Second Salesperson** or **B-Both** (2nd salesperson and inside salesperson).
% Split	Enter percentage of the commission (up to 50%) the second salesperson receives on this order. The remainder of the commission goes to the primary salesperson. To access this input, the **Inside/2nd slsp** flag in SO Static Control must be set to **2-Second Salesperson** or **B-Both** (2nd salesperson and inside salesperson).
Inside Salesperson	Enter the salesperson code to indicate who is entering the order on the primary salesperson's behalf. To access this input, the **Inside/2nd slsp** flag in SO Static Control must be set to **I-Inside Salesperson** or **B-Both**. Commission cannot be split with an inside salesperson in FACTS.
Department	If your company uses department numbers, enter the department in which this order is being entered. The program defaults to the department number assigned to the terminal you are using (see the main tab in SM Terminal F/M).
Route	If your company uses the FACTS Routes system, enter the route code that indicates the delivery route on which this order should be delivered.
Job number (*for Job Cost users*)	Enter the job number and cost code for the selected customer. This input is only available if this order has been converted from a quote and the **Use Job Cost** is selected in SO Static Control. You cannot change the job number once it has been entered and items have been added to the order. If you enter a job number in the document header, the Job Costing Entry window appears as you and or change items in the line item entry section.

Adding, inserting and deleting lines

To add a line item:

Quick entry tip:

Enter the item number, the ordered quantity and then press

1. Select *Edit*→*Add Line Item* from the menu. You can select **Add** in the item browser by double-clicking it or highlighting it and pressing Enter (CR).

   Character users: Highlight **add** in the browser and press CR-Add. Or press F10-Menus and then use the arrow keys to select *Edit*→*Add Line Item.*

   ➲   Select *View*→*Warehouse Quantities* from the menu. This opens the Warehouse Quantities window so you can see available, on-hand, committed, on order and backordered quantities of the item you are entering. When selected in the *View* menu, this window stays open as long as you are in the line item entry section of the document. It disappears when you finish entering the item.

2. Enter the item number, quantities, price and other information for which you are prompted. Refer to the Line Detail prompt descriptions for more information about inputs that appear in the line item entry section of document.

To insert a line item:

This option is useful when it is important that items appear on the invoice in a certain sequence. You may also find it useful if you have to add a memo line beneath an item you've already entered.

1. Press **Insert** on the keyboard or select *Edit*→*Insert Line Item* from the menu. The system inserts the new line above the highlighted line in the item browser.

   Character users: Press **Insert** on the keyboard or press F10-Menus and then use the arrow keys to select *Edit*→*Insert Line Item.*

2. Enter the item number, quantities, price and other information for which you are prompted.

To delete a line item:

1. Use the arrow keys or your mouse to select the line you want to delete in the item browser.

2. Press **Delete** on the keyboard or select *Edit*→*Delete Line Item* from the menu.

   Character users: Press **Delete** on the keyboard or press F10-Menus and then use the arrow keys to select *Edit*→*Delete Line Item*.

Canceling out of line item entry

Graphical users: Choose the **Cancel** button and press F4 from the item number.

Character users: Press F4 to back out of the line item entry section.

Finding a line item

Use the **Find Line Item** feature to quickly access and confirm an item on a large order.

1. Select *Edit*→*Find Line Item* from the menu on the main Direct Invoice window. *Character users:* Press F10-Menus and select *Edit*→ *Find Line Item.* If you have an item selected, this option is not available. Back out of the line item entry window to continue.

2. Enter the item number you want to find. If there is more than one occurance, highlight the line number. You can also press F2 to search for a different item number.

3. Press Enter or choose **OK** to go to the selected item.

Changing line item information

Double click on a line item or use the up and down arrow keys on the keyboard to highlight a line and press CR. The cursor jumps to the **Ordered Quantity** input in the line-item entry section of the screen.

Make the required changes to the ordered, shipped, committed or backordered quantities.

Using the Line Detail window to change line item information

The Line Detail window provides information about the item selected in the item browser. You can access it after you enter a document number.

To access the Line Detail window:

Graphical users: Use the mouse or arrow keys to select an item in the browser. Choose the **Line Detail** button or select *Options→Line Detail* from the menu.

Character users: Use the arrow keys to select an item in the browser. Enter **L** at the selection prompt or press **F10** and select *Options→Line Detail* from the menu.

The Line Detail window contains all possible inputs available for item entry. Item number, description, ordered quantities, committed quantities, backordered quantities and price always appear on the main screen. Other line detail inputs can be set to appear in secondary windows or on the menu during item entry. Use SO Entry Options F/M to determine which inputs should appear during line item entry. Access SO Entry Options by selecting *Sales Orders→File Maintenances→Infrequent File Maintenances→SO Entry Options F/M.*

Quantities/Shipping tab inputs

Input	Entry
Item	This information is display only in the Line Detail window.
	You can enter or change an item number in the line item entry section of the main Direct Invoice screen.
	Note: If an asterisk (*) appears after the item number on the main screen, it indicates that the line number is on hold because the user does not have authorization to ship items from the shipping warehouse. To ship the item, an authorized user must approve the line at the line approval dialog box

Input	Entry
	that appears during line item entry or that user must approve the line in the Item Shipment Approval Program (SOE520).
Description	Enter a new item description, if necessary.
Customer Item	Enter the customer's description or reference number for this item, if applicable.
Item notes	Select the link to view any notes entered on this item. (Enter notes through the Item Inquiry program, access code **ii**).
Taxable	Indicate whether this item is taxable. The program defaults to the **Taxable** setting in the item's master file (see Item F/M).
Original order	Displays the original quantity entered on the order.
Ordered	Shows the quantity of the item that the customer wants to order. Press **F2** to change the unit of measure. This can be used if, for example, the default UM may be each, but the customer wants to order a box. If the quantity entered exceeds the available inventory in the selected warehouse, the program gives you the option to accept the quantity anyway or press F2 to search other warehouses. The Search Warehouses window displays the warehouses that have the item, along with the available, on hand, committed, on order, backordered and surplus quantities for the unit of measure selected. Select a warehouse. This creates a suggested warehouse transfer. Make sure you backorder the item.
UM	The unit of measure field is display only. For a standard part number, the system uses the unit of measure (UM) from the Standard Part Number record as the default selling UM instead of the default selling UM in the Item F/M record. If you select not to use the standard part number UM or the standard part number UM is blank or not a valid selling UM for the item, then the system uses the standard default UM for the item.
Shipped	Indicates the quantity of the item shipped to the customer. The program defaults to the ordered quantity or the quantity available. An asterisk next to the shipped quantity indicates a quantity was committed but not shipped.
Committed	If the shipped quantity is the same as the ordered quantity, this entry defaults to 0. If for some reason a quantity of the item is not shipping with the rest of the order, you can commit this quantity so it is set aside for this customer; an asterisk appears next to the shipped quantity after the quantity is committed. If the **Allow Over Commitment flag** is not selected (set to N) in *Inventory Control→File Maintenance→Infrequent File Maintenance→Warehouse F/M*, the program does not allow you to commit a quantity of the selected item if it is there is not enough in inventory to cover it.
Backordered	If the ordered and shipped quantities are the same, this defaults to 0. Otherwise it defaults to the quantity ordered minus the quantity committed. When you enter a backordered quantity, Sales Order Entry programs base suggested document creation on the Stock, NonStocked, Uninventoried, and Temporary prompts in Sugg PO/TR by Type section on the Line Prompt tab of SO Entry Options F/M (SOF915). Use these settings to indicate whether you want to have the system ask to create suggested purchase orders or suggested transfers by item type during Order Entry line processing. Refer to the Suggested Transfer/Purchase Order Creation from Sales Order Entry Programs topic for detailed information about creating suggested warehouse transfer or purchase orders for backordered quantities. The program skips this input if: The customer does not allow backorders (Allow backorders flag not selected in AR Customer F/M). Your company does not allow backorders (Allow backorders flag not selected in SO Static Control F/M). The item is a direct ship. The selected warehouse has enough inventory to fill the order. Enter a backordered quantity if the quantity ordered is greater than the available quantity in the selected warehouse. ➲ The order quantity must equal the shipped, committed and backordered quantities. If the backordered and committed quantities do not add up to the ordered quantity, the entry program resets the ordered quantity to the sum of the committed plus backordered.

Input	Entry
	The program does not allow you to backorder items if the **Allow Backorders** flag in *Accounts Receivable→File Maintenances→Customer F/M.*
Price	Indicates the price chosen or entered during order entry. Press **F2** to change the pricing unit of measure. Press **F3** to select one from the Price Search window. ↺ Hide the price search from users by deselecting the **Price Search flag** on the Line Prompt tab of the SO Entry Options F/M. If you have the Price Options window turned on in the *View* menu select: **S**-Standard, **C**-Contract, **D**-Default, **T**-List, **L**-Last, **L#**-Price level, or **Q#**-Quantity break to choose a price from the window.
UM (pricing)	This field is display only.
Shipping Whse	Indicates the warehouse from which this item is shipping. Press **F2** to search for another warehouse. A *ds* appears in the warehouse column of the item browser when you return to the main screen. If the order taker indicated that the system should pull the ordered quantity from another warehouse, that warehouse code appears in this input instead of the warehouse code that appears in the document header which indicates the initiating warehouse.
Ship Direct	If the selected item is a temporary or catalog item, this flag is enabled. Select it (or enter Y) to indicate a direct ship on this item. Direct ships automatically set the ordered quantity to backordered.
Ship Via	Indicates which shipping method needs to be used for this item. Press **F2** to search ship via codes. This ship via is in effect for all items shipping from the warehouse indicated in the **Shipping Whse** input. In other words, if you change the ship via from UPS Ground to FedEx Second Day Air, all items shipping from the warehouse will ship Federal Express Second Day Air.
Ship Complete	Enter the default ship complete status, or press F4-Backup to return to the preceding input. Note: The Ship Complete input is a warehouse- and line-level designation. Refer to the Ship Complete Feature Overview topic in *Chapter 1—System Overview* for details. You can select from the following options: N Allow Partial--Indicates you want to allow the shipped quantity to be less than the ordered quantity for order the order line. Y Ship Complete--Indicates you want to allow the quantity ordered must be the same as the quantity shipped on the order line item. B Balance Complete—Indicates you want to allow the quantity shipped to be less than the quantity ordered on the first shipment, but the backordered quantities must be shipped complete for the order line. Once an order line is processed through the DSR, the line is changed to ship complete.
Vendor	For a direct ship, enter the vendor responsible for shipping this item. Press **F2** to search the list of vendors.
Location	Display only field. Shows the item's location in the shipping warehouse.
Weight and UM	For temporary or catalog items, indicates the item's per unit weight.
Browse warehouses	Click on the link or press **F9** to view available, on hand, on order and backordered quantities for other warehouses.

Costing/PO tab inputs

Inputs	Entry
Unit cost	Indicates the unit cost of the selected item. The **Default Cost** control in SO Static Control determines what the program defaults to in this input.
GM%	FACTS automatically calculates the GM%. The Gross Margin % Basis control in System Control F/M

Inputs	Entry
	determines whether this number is based on price or cost. (*System Management→File Maintenance→System Control F/M*).
	Enter a new GM% to calculate a new price.
Cost Extension	The program automatically multiplies the unit cost by the ordered quantity and displays the cost extension. This is display only information.
Discount Amount	Indicates the dollar amount to discount off this item. The program automatically calculates the equivalent percentage discounted. It also multiplies the dollar amount by the ordered quantity and displays the discount extension to the right.
	This input is enabled if the **Invoice Discounts** control in SO Static Control is set to **Use Dollar Invoice Discounts**.
Discount %	Indicates the percentage by which to discount this item. The program automatically calculates the equivalent dollar amount discounted. It also multiplies the dollar amount by the ordered quantity and displays the discount extension to the right.
	This input is enabled if the **Invoice Discounts** control in SO Static Control is set to **Use Percentage Invoice Discounts**.
Commission %	Indicates the commission percentage for this line item. A line item commission adds to any commission assigned to the selected item, customer or salesperson in their respective file maintenances. These standard item, customer and salesperson commissions appear next the commission prompt. The SM Company Control F/M **Commission basis** prompt controls the order in which they appear. Press **F1** to set this input to **Use Default** when the user override flag is set.
	Calculating Commissions: There are five commission percent sources: customer, salesperson, item, price and current line commission. The system contains a user override flag and a price type to designate if the user overrode the line's commission during order entry. Refer to the Calculating Commissions topic for processing details.
GL Table	Indicates the GL posting table to which this item should post during the Daily Sales Register update. The program defaults to the GL number assigned to this item in Item F/M.
Class	If this item is a temporary or catalog item, the program allows you to enter an item class. Otherwise, it displays the class set in Item F/M for the selected item.
PO/Transfer	Indicates if a suggested PO or suggested warehouse transfer exists for the item.

Entering serial and lot items

Serial/lot entry is only available if the **OE Serial/Lot Entry** control is set to either *M-Assign Number in either Entry or Confirmation* or *Y-Assign Number in SO Entry.*

The window appears automatically when you enter item numbers flagged as serial or lot.

Use the Serial/Lot Entry window to assign serial numbers or lot numbers for items you are entering.

Serial/Lot Costing Options

You now have the ability to cost serial and lot items by the system cost (costing method for the module). The feature provides for GAAP compliance. For the FACTS SO, IC and MC modules, you can decide if the cost for serial and lot items will be averaged actual (as it has always operated in the past) or system cost (costing method for the module). The default setting for each Static Control F/M is A-Averaged Actual (same behavior as they have before the monthly is applied). Users who want to take advantage of this change will need to change the option to S-System Cost for each of the applicable modules.

The net result of selecting S-System Cost is that serial/lot items will be costed like non-serial/lot items.

The window appears automatically when you enter item numbers flagged as serial or lot (see Item F/M, Main tab).

Over-Commitment of Serial/Lot Items

The over-commitment of serial/lot items is not allowed in Order Entry and Confirmation Entry. If the OE Serial/Lot# Entry flag in SO Static Control is set to "M" or "N" then you can under commit serial/lot items.

In Confirmation, the system recalculates quantities if:

- The Serial/Lot shipped amount does not equal the order's shipped amount,

- The OE Serial/Lot# Entry flag is set to "Y" and the Serial/Lot committed quantity does not equal the order's committed,

-OR-

- The OE Serial/Lot# Entry flag in SO Static Control flag is not "Y" and the Serial/Lot committed quantity is greater that the order's committed amount.

- The system displays the message "Improper ser/lot assignment. Quantities changed for line XXX" then recalculates as follows:

- The order's shipped amount is set to the Serial/Lot shipped amount.

- The committed amount is set to the Serial/Lot committed amount.

- If the "new" sum of the shipped and committed amounts is greater than the ordered amount, the system sets the ordered amount to the sum of the shipped and committed amounts. The system recalculates the order's backordered amount with the new quantities to equal the ordered amount minus the shipped amount minus the committed amount.

In the Daily Sales Register, if the Serial/Lot shipped amount doesn't match the order's shipped amount the system now displays a message and return to the menu and no longer displays an error 40. The system also displays a message if the Serial/Lot committed amount is greater than the order's committed amount and returns to the menu.

Lot items

1. Use the arrow keys to select a lot number listed in the Search window on the left side of the screen.

2. Enter **S** to Ship option or **C** to Commit and press Enter or **OK**. If one of the options does not appear in the Serial/Lot Search window, it means no quantities are set to ship (or commit) on the main entry screen.

3. Enter the quantity to ship or commit. The amount you need to distribute — referred to as the *undistributed* amount — appears at the top of the Search window. This is the amount ordered, minus any backordered quantity.

After you enter the quantity, the lot number and quantity you assigned appear in the Shipped window on the right side of the screen.

4. Repeat these steps until you have the item completely distributed — in other words, the undistributed amount at the top of the search window is 0.

   You may find multiple lot assignments useful when there are not enough items in a single lot to cover the ordered amount.

5. Press F4 to exit and return to the main Direct Invoice screen.

Redistributing committed lot items to shipped status:

1. Press F1 in the Serial/Lot Entry window to access the Committed window on the right side of the screen.

2. Use the arrow keys to highlight the lot number.

3. Enter **S** and press Enter or **OK** to set the committed quantity to ship. The lot number and assigned quantity move to the Shipped section of the window.

4. Repeat steps 2 and 3 for additional lot numbers.

5. Press F4 to return to the Search window.

6. Press F4 to return to the main Direct Invoice screen.

Serial items

The process of entering serial items is similar to that used to enter lot items. The only difference is that you assign one serial number to each unit ordered.

1. Use the arrow key to select the serial number of the unit picked out of inventory or the number that needs to be picked out of inventory.

2. Type **S** to ship or **C** to confirm and press Enter. The serial number appears in the Committed or Shipped section of the Serial/Lot Entry window.

   The options appear only when quantities are committed or shipped on the main screen. In other words, if you set the committed quantity for this item to zero, Committed does not appear as on option in the Serial/Lot Entry window.

3. Repeat for each unit ordered. Make sure you assign a serial number to all units ordered.

4. Press F4 when you are done to return to the main Direct Invoice Entry screen.

Creating BOM items in Direct Invoice (kitting, on-the-fly)

You can create Bill of Material (BOM) items in Direct Invoice if:

> You purchased and activated the Manufacturing Control module.
> You set the **Update in SO** option in the Manufacturing Control BOM Entry program to C, A or O.

To create finished items:

1. Choose **Yes** when the program prompts you to "Change Components."

2. If the **Update in SO** option for this BOM item is set to C (Update
    Components, Entry and Change of Components Allowed) or A (Update
    Components, Entry Automatic, Change Initially Skipped) in the BOM
    Entry program, choose whether you want to create component lines
    automatically or one at a time.

Create component lines one at a time: This option provides access to the BOM
Component Entry window, which displays the components and asks for
the number of units needed to complete one finished item.

1. Enter the number of **units** — in stocking units of measure — required
    to make the one finished item. You can accept the default from the BOM
    Entry program by pressing Enter (CR). Press F2 to skip the item. Press F3
    to accept the default entries for the remaining components on this BOM
    item.

The program uses the number of units needed to build one finished item
and determines the quantity that should be shipped or backordered.

2. The program defaults to the component **descriptions** entered in the
    BOM Entry program.

3. Enter the cost associated with the component or accept the default
    cost. This input is disabled if the **Change by Ln Cost** flag is deselected (set
    to N) in the SO Entry Options F/M.

4. Press Enter (CR) to accept the line.

5. Edit memo lines associated with the component item, if necessary.

6. Repeat these steps for each component line.

7. When all component lines are created, press F3 to return to the main
    Direct Invoice Entry window.

Create component lines automatically, the system looks at the stocking units
required to make one finished item (defined in the BOM Entry program)
and multiplies that number by the quantity ordered.

For example, a customer orders 5 units of BOM Item 1, which requires two
units of Component A and 1 unit of Component B to make one finished
unit.

When you choose to *create component lines automatically*, the system "ships"
10 units of Component A and 5 units of Component B (assuming all
quantities are available). The BOM Component Entry window does *not*
automatically appear when you select this option.

To change component lines:

1. Select the BOM item in the line item browser on the main window and
    press Enter (CR).

2. Tab to the **Committed** field.

3. Choose **Yes** in the Change Bill of Material Componets window.

➲   If you change quantities for the finished item in the Direct Invoice
Entry window, the system automatically updates the quantities of
components needed.

Reconciling negative on-hand quantities

When you backorder quantities of component items, the Reconcile Negative On-hand Quantities window may appear.

This window appears if the **Allow Negative On Hand** flags is not selected (set to N) in the IC Static Control F/M.

1. If possible, you can make an adjustment in inventory (*Inventory Control→Adjustments→Adjustment Entry)* at another terminal or in another FACTS session, return to the Reconcile Negative On-Hand Quantities window and press Enter (CR) to try again.

2. **Press F1** to adjust the quantity of finished items that can be produced with the number of available component items. For instance, if a customer orders 10 units of BOM ITEM1, but there are only enough units of Component A to produce 5 units of BOM ITEM1, press F1 to change the quantity of BOM ITEM1 to 5.

3. **Press F2** to skip the item. This option removes the component item from the kit. You can add the item back to the kit later, using the BOM Component Entry window. You can also add the component item to the document as a separate line item.

   ➲   This option does not affect the Manufacturing Control Bill of Materials record for the finished item.

4. **Press F3** to select a substitute item. You cannot select a nonstock item or another BOM item as a substitute.

Using the Job Costing Entry window

This window appears if the Job Cost module is available on your system and if there is a job number in the header. The Job Posting Entry window appears after you finish editing or adding a line to a document.

Job Costing Entry inputs

Price message	If the job is a fixed contract or time and materials contract, this input is skipped. If the job is a cost plus (+) contract or a no charge contract, a message is displayed indicating the price that **must** be billed for the item on this job.
	Press **Enter** (CR) to continue. Then press F4 to backup to the price input to enter the correct price.
Cost code	Enter a valid cost code (up to 4 characters). Entering a valid cost code displays the cost code description and the cost type. F2 enables to search for a cost code.
Memo	Enter the memo to post to job cost (not used for printing purposes). The memo can contain up to 30 characters. The program initially defaults to blanks.
Print Memo	This input is skipped in Sales Orders. (When billing through Sales Orders the billing, i.e., invoices printed, does not take place in Job Cost.)

Entering freight and handling

To enter freight and handling charges in the document footer, choose **Done** in the main Order Confirmation screen.

Select the **Freight $** input in the document footer to enter or update freight and handling charges for the selected order. Press F2 to access the Freight Totals Display window.

Character users: First press F2 to edit the footer and then select the **Freight $** input and press F2 to assign freight.

You can enter freight and handling manually in the **Freight $** input or you can import freight and handling charges from another shipping software system, such as Clippership or UPS software.

➲ To charge freight in SO entry programs, the **Charge Freight** flag in the Sales Order Static Control F/M *(Sales Orders→File Maintenances→Infrequent File Maintenances→SO Static Control F/M)* must be selected (set to Y).

➲   If the system does not allow manual entry in this prompt, the **Allow Manual Freight** flag in IC Warehouse F/M may be deselected (set to N).

```
 Direct Invoice Entry (SOE320)                                          _ □ ×
 Help

 01-Demo Company           Direct Invoice Entry      Document 001589   SOE320
 Customer      C100          Ship-To    S100            {Customer Notes...}
 Southeastern Industrial Sup  Southeastern Industrial Sup  Init Whse 01 Atlanta
 12490 South Peachtree Street  1145-A Fulton Industrial P   Invoice 06/14/2002
 ┌Deposit/Payment Entry (SOC718)─────────────────────────────────────────────
 │TY   Date       Amount TC Description        Check/Credit Card#    Notes
 │D  05/28/2001    100.00 T1 CHECK              5200                 CORPORA
 │D  05/28/2003    100.00 T1 CHECK              5200                 CORPORA
 │T  05/28/2001   -250.00                                           Trans t
 │A  05/29/2001   -150.00
 │D  05/28/2001    100.00 CS Cash
 │D  05/29/2001    200.00 CC Credit Card        XXXXXXXXXXXX5002     LSKDJF
 │D  05/29/2001       .00 CC Credit Card        XXXXXXXXXXXX5002
 │D  05/29/2001     25.50 CC Credit Card        XXXXXXXXXXXX5002     32
 │
 │                       ───────── Totals ─────────
 │          Extension     Deposit Total   Payment Total  Remaining Balance
 │Order      780.30          525.50           .00            254.80
 │Total         .00          525.50           .00           -525.50
 │
 Apply Trx
 F3-Done .
 Arrows: Up=Prev, Down=Next, Left/Right=Lines, PgUp, PgDn, Home, End   First line
```

Importing freight and handling in a Clippership attended/polling station system

This type of Clippership system uses separate stations for FACTS Confirmations and Clippership shipping.

1. Press F2 in the **Freight $** input to open the Freight Totals Display window.

   Clippership automatically updates the freight amount if

   - the FACTS ship via codes have been tied to Clippership carrier codes in Ship Via F/M and
   - the **Use Clippership** and **Transmit to Clippership** flags in the Inventory Control Warehouse F/M are selected or set to Yes.

   *If UNDEFINED appears in the **Freight** field, it means either*

   - the document has not gone through Clippership processing yet,
   - or it has been processed, but the information has not yet reached FACTS. Make sure the **Transmit to Clippership** flag is selected or set to Y.

2. Click **OK** or press Enter to accept the freight and handling amount and return to the Order Confirmation footer.

   Changing freight and handling: Choose **Chg Freight**.

   Enter the freight amount, and if applicable the handling amount, and press **OK** to return to the document footer.

   ➲   The program skips directly to the handling input if the **Allow Manual Freight** flag is not selected (set to N) on the Main tab of Warehouse F/M *(Inventory Control→File Maintenances→Infrequent File Maintenances→Warehouse F/M)*.

   Using default handling charges: To import a default handling charge from SO Ship Via F/M press F1 or choose the **Import** button.

Time Saving Tip!

If your company charges a flat handling fee, consider entering that amount in the Ship Via F/M for all warehouses and carriers to which the fee applies.

Select *Sales Orders→File M*

3. Complete the footer and choose **OK**.

4. Indicate whether you want to print an invoice at this time or batch print it from the Invoice & Credit Memo Print program later.

Assigning freight in a Clippership single-user station system

If you perform FACTS Order Confirmation and Clippership processing from the same PC, assign freight using the following steps:

1. Make sure Clippership is open and running in the background at the same time you are running FACTS.

2. Tab to the **Freight $** input and press F2 to open the Freight Totals window. This transfers the document information — such as customer, ship-to address, ship-via method — to Clippership.

    Character users: First press F2 to edit the footer inputs. Tab to the **Freight $** input and press F2 to access the Freight Totals window.

3. Choose **Process Freight** to switch to Clippership.

4. Enter the package weight for this document and make any necessary changes to the other information on the left side of the screen.

5. Click **Record Package** in the Clippership window to return to the FACTS Freight Totals window. The freight amount that appeared on the right side of the main Clippership screen should appear in the **Freight** column in the FACTS Freight Totals window.

    If you need to edit the handling fee, choose **Change Freight**. Enter the handling fee or press F1 to select the default handling fee for the warehouse and ship via code.

6. Choose **OK** (or press CR) to return to the document footer.

7. Complete the footer and choose **OK**.

8. Indicate whether you want to print an invoice now or wait and print it from the Invoice & Credit Memo Print program.

Assigning freight with the FACTS Shipping System

If you use the FACTS Shipping System (*Sales Orders*→*Shipping*) you can get freight totals based on the information entered in the UPS Weight Table F/M, UPS Zone F/M and Package F/M.

These totals are only as accurate as the annual February UPS rate updates.

For carriers other than UPS, enter freight totals manually. The FACTS Shipping System is based on UPS rates.

➲   The FACTS Shipping System is not UPS approved. This means the manifests and labels cannot be used.

To assign freight totals from the FACTS Shipping System:

1. Access the footer and tab to the **Freight $** input.

2. Press F2 to access the Freight Totals Display.

3. Press F3 and enter the following information:

UPS Zone. UPS Zone codes, which are related to zip codes, are maintained in the UPS Zone F/M. The program defaults to the zone entered in the Accounts Receivable Ship-To profile for this customer.

Com/Res. If the UPS Zone entered in the previous input is greater than 8, this input is not accessible and defaults to **NA.** Enter whether this delivery is a **C** - commercial or **R** - residential UPS ground delivery. UPS charges different rates for commercial and residential deliveries. Press **Enter** to accept the default value for this ship-to address.

Weight: The program defaults to the next highest whole pound from the weight entered in the IC Item F/M for this item. A different weight can be entered if necessary.

Freight: The program defaults to the freight calculation derived from the information entered in the previous three prompts. You may enter a number (+/-9999.99) if you need to override the system's calculation.

Using the footer

The footer portion of the Direct Invoice screen opens in a separate window.

To cut down on the number of keystrokes needed to get through the footer, edit the SO Entry Options F/M to skip unnecessary inputs.

To return to the main Direct Invoice screen, choose **Backup** at the bottom of the screen. *Character users:* Press F4 to back up to the main Direct Invoice screen.

Footer inputs

Memo	Use the memo input to enter special instructions, thank you messages, reminders for upcoming specials, etc.
	The program defaults to the standard memo entered in the Document Print Control F/M (*Sales Orders→File Maintenances→Infrequent File Maintenances→SO Document Print Control*).
	Delete the existing memo by pressing the space bar, followed by CR.
Ship to	Shows the ship to information entered in the header of the document .
Request date	Initially entered in the document header, this shows you the date on which the customer asked for the order to be delivered.
Freight code	Options are Prepaid, Collect, Prepay/Add and Bill Later.
	Prepaid indicates that the freight amount is the actual freight amount on this order in **Freight $.**
	Collect indicates the freight amount should be collected upon delivery. No freight amount should be entered on the document.
	Bill later indicates the freight amount will be collected after the charge is established from UPS manifest or freight bill. Use the Unbilled Freight Report to print a listing of all invoices that contain the Bill Later freight code.
	Prepay/Add indicates that the carrier's shipping charges will be billed to the shipper, the shipper will pay the carrier, and the shipper will also add freight charges to the customer's invoice. The freight charges added to the customer's invoice are not necessarily the same amount as the carrier's shipping charges billed to the shipper.
Freight $	Enter the freight amount for the order, if applicable. Press F2 to access the Freight Totals window.
	This input is not available if the **Charge Freight** flag is not selected (set to N) in SO Static Control F/M (*Sales Orders→File Maintenances→Infrequent File Maintenances→SO Static Control F/M.*)
	See the section "Entering freight and handling" for more information.
Route	This input shows the route code entered in the document header.

	The **Use Routes** flag must be selected (set t o Y) in SO Static Control F/M.
Disc %	Enter the discount percent (maximum of 100) or dollar discount (maximum equals merchandise total) of the merchandise total. The program initially defaults to the invoice discount set in the customer's master file accessible from Customer F/M.
	This input only appears if % or $ was entered at the **Use Invoice Discounts** flag in the SO Entry Options F/M and is initially skipped if the total for the invoice is zero.
Tax code	The program defaults to the tax code assigned to the customer's ship to file. F2 allows a search.
	Tax codes are set up in *Accounts Receivable→File Maintenances→Infrequent File Maintenances→Tax Table F/M.*
	Several flags in the system affect this input:
	The program skips this input is if the invoice total is zero or if the **Charge Tax** flag in SO Entry Options F/M is not selected (or set to N).
	If the **Tax Rate** flag is selected in the Accounts Receivable Tax Table F/M, the system will apply tax to the freight amount.
	↻ If you back up into this prompt without pressing F1-skip after changing the tax rate or the tax amount, the system recalculates the charges to reflect the tax code and the changes to the **Tax Rate** and **Amount** inputs are lost.
Tax rate	The program initially skips this input.
	If the **Charge Tax** flag in the Sales Orders Static Control F/M is not set to O-Override, you cannot override the tax code and this input is unavailable.
	Enter **H**-to use the high rate, **L**-to use the low rate, or **X**-to change tax status of this document to exempt.
	High and low tax rates are set up in the Accounts Receivable Tax Table F/M. The program defaults to the rate selected in the customer's master file in Customer F/M.
Taxable	The system displays the amount that is taxable based on the tax code and rate information either entered in this document or carried over from the customer's master file.
Deposits	Displays any deposits that have been placed on this document.
	FACTS does not let you complete an invoice with outstanding deposits. The message "Deposits may not remain on completed documents" appears this is the case.
	If this message appears, choose OK and select **Payments** in the footer.
	Use the Deposits/Payments Entry window to apply the deposit to the document, apply it to the customers account, refund the deposit or transfer it to another of the customer's documents. See Chapter 1 for more information. When automatically applying a deposit, the amount entered is the smaller of the invoice total and the outstanding deposit amount.
Subtotal	Displays the amount due on the document, minus any backordered goods. The subtotal does not include freight.
Discount Amt	Displays the total dollar amount of the any customer, line item and document discounts. This is information is display only.
Freight Total	Displays the total freight and handling charges on the document. This information is display only.
Tax $	Displays the total dollar amount due in tax based on the selected tax code and rate information entered either on this document or in the customer's master file in Customer F/M.
	To manually enter a different tax amount, the **Charge Tax** flag in the Sales Orders Static Control F/M must be set to O-Override.
Total Due	Displays the subtotal plus freight and tax, minus discounts. Amounts for backordered items are not included in the total.
Total Payments	Displays any payments made on this order, including any deposits that have been applied.
Balance	The amount the customer owes on this order.

Multiple payments section

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

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

The last three payment inputs — OTHER PAYMENTS, CASH and A/R TERMS — are permanent options.

> OTHER PAYMENTS is the total of all payments entered through the Deposits/Payments Entry window.
> CASH refers to a payment made with currency. You must select a type C cash terms code before you enter the amount paid in cash.
> A/R TERMS enables you to charge the amount to the customers account. The terms code defaults the code entered in the customer's master file in Customer F/M. The terms code indicates term of payment that you extended to the customer, for example Net 30, Net 60, etc.

Entering a payment in the multiple payments section:

Enter the payment on the appropriate line or lines. If you press F2 or select the **Balance** button, the program automatically enters the document balance.

Choose **OK** when the document balance is zero.

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

Entering payments with payment options that don't appear in the footer:

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

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

The payment amount that you enter in the Deposits/Payment Entry window appears on the OTHER PAYMENTS line when you exit the payment entry program.

➲   F4-Backup takes you back to the **Tax $** input after you exit the Deposits/Payment Entry window. You cannot edit entries in the multiple payments section.

Direct invoice entry menu options

File	
New document number	Allows you to manually enter document numbers. Otherwise, the program automatically assigns them as you complete the header of each document.
Open Existing Doc	Enables you to open and edit an existing document.
Delete Document	Deletes the current document. The system deletes the line items and sets the header to *deleted* status. The document prints on the Daily Sales Register as *deleted*, providing an audit trail of assigned document numbers. Invoices can be deleted until they are updated in the Daily Sales Register. Once the DSR has been run, enter a Credit Memo.
Edit	
Add line	Enables you to add a line item to the order .
Insert line	Enables you to insert a line item above the one selected in the item browser.
Delete line	Deletes a line item from the order.
Find line item	Enables you to search for a line item entered on the order by item number.
View	
Shipping Warehouses	Displays the number of line items for each shipping warehouse and direct ship and the ship via code. Use this option to change ship via codes for all lines in each shipping warehouse.
Class Totals	Displays all item classes on the document and the number of line items in each class and class. This view also breaks down the document total by class.
Document Totals	Displays totals for weight, units, cost, merchandise, sales tax and miscellaneous sales.
Item Interchanges	Allows you to look up alternate references listed for each item number.
Aging	Displays the customer's credit limit, balance, current amount due, amounts overdue (if any) and any aging information.
Past Sales	Displays the customer's purchase history for a selected item. The history includes the purchase date, invoice number, the quantities purchased and in which units, the price per unit and the pricing unit of measure.
Quotes	Displays quotes on file for a selected item and shipping warehouse. In addition to the quote number, this view shows which customer the quote is for, when the quote was entered and when it expires, as well as item quantities, prices and extended prices.
Committed	Displays committed quantities for a selected item. Choose to view sales orders, warehouse transfers, manufacturing tickets and equipment rental contracts (for Service & Repair users).
On Order	Displays any purchase orders, and for BOM items, any manufacturing tickets on file for the selected item. Enables you to view the quantities on order for this item.
Customer Notes	Displays any notes entered in AR Customer Inquiry or Notes Entry SME710 for the selected customer. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details. You cannot access the Customer Notes feature (View→Customer Notes) while you are working in the line-item portion of the screen. When you finish with line items, pace the cursor in the header portion of the screen and then select View→Customer Notes.
Item Notes	Displays any notes entered in IC Item Inquiry or Notes Entry SME710 for the selected item. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details.
Document Notes	Displays any notes entered in Notes Entry SME710 for the selected document. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details.
Line Notes	Displays any notes entered in Notes Entry SME710 for the selected document line. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details.
Price Options	Toggle this window on or off as needed. The window appears while you are adding or editing a line item in the line item entry section of the main screen. It displays all the available pricing options for this item, including any contract pricing, list prices, quantity breaks, level pricing etc. while you are in the price input.

Warehouse Quantities	Toggle this window on or off as needed. The window appears while you are adding or editing a line item in the line item entry section of the main screen. It displays the available, on hand, committed, on order and backordered quantities for the item you are entering.
Options	
Header Detail	Provides access to all the header inputs available for this document type. See Using Header Detail section.
Line Detail	Provides access to all the line entry inputs available for sales order documents. See Using Line Detail section.
Line Approval	Enables users with password authorization to take lines off of hold status. Line approval is necessary in systems using multiple warehousing where certain users are not authorized to ship items from certain warehouses.
Deposits	Accesses the Deposit/Payment entry window so you can place deposits on the order. See Chapter 1 for more on Deposit Payment Entry.
Lost Sale Entry	Allows you to track lost sales on items. The **Use Lost Sales** flag has to be selected in SO Static Control F/M.
	Enter the item number, description, the quantity, UM, price and the reason code. Choose OK or press Enter (CR) to return to the window.
	The Lost Sale Entry option can be triggered automatically. If you reset the order quantity from the original order quantity entered, but the shipped, backordered and committed quantities do not equal the new order quantity. The program prompts you to enter **Y** or **N** to indicate whether to post the difference (original order quantity minus new reset order quantity) to lost sales. If you enter Y (and the **Use Lost Sales** flag is selected in SO Static Control) the Lost Sales Entry window appears. The program defaults to Y.
	Note: Reason codes are created and maintained in the Lost Sales F/M (*Sales Orders→File Maintenances→Lost Sales F/M*).
Item Search	Allows you to search for items by item number, item interchange, item class or UPC number. You can select the **Alt Look** option on the Item Search to display warehouse quantities, item catalog search, service item search, or standard part number search.
	You can also access the Item Search by pressing F2 at the Item Number input.
	This option is only available when you are entering an item number.
Customer Item Search	Allows you to search for items according to customer references.
	This option is only available when you are entering an item number.
Catalog Item Search	Allows you to search for a catalog item by alpha lookup or catalog item number.
	This option is only available when you are entering an item number.
Past Sales Search	Allows you to lookup all items sold to this customer in the past.
	When you select an item from this search, the system sets quantity ordered to what the customer ordered in the past sale. This option is available at the item prompt and only if the *Use Past Sales Flag* is selected in SO Static Control.
Equipment Search	Allows you to look up equipment codes on file in the Service & Repair module.
	This option is only available when you are entering an item number and if the Service & Repair module is activated.
Quick Item Add	Allows you to add an item to the system on the fly. The item can be accessed later from Item F/M.
	This option is only available when you are entering an item number.
Quick Equipment Entry	Allows you to create a record for a new piece of equipment. This record can be accessed later from the Service & Repair Equipment F/M.
	This option is only available when you are entering an item number and if the Service & Repair module is activated.
Go To*	
Order	Opens Order Entry.
Service Order	Opens the Service Order Entry program, if the Service & Repair module is activated.

Order Confirmation	Opens the Order Confirmation program.
Direct Invoice	A check mark appears next this option to indicate it is selected.
Credit Memo	Opens the Credit Memo Entry program.
Counter Sale	Opens the Counter Sale Entry program.
	* Programs on the *Go To* menu are disabled while a document is open.
Help	
Contents & Index	Opens the on-line help system.

Credit Memo Entry (SOE330)

Function

Use this program to enter customer credit memos into the sales orders processing cycle, or edit and delete existing credit memos.

During processing, the system automatically displays urgent notes for customers and items based on your settings on the Notes tab of SO Entry Options F/M. Refer to the Viewing/Entering Notes from Sales Order Programs topic in *Chapter 1, System Overview* for additional details.

 Deleted credit memos are not immediately removed from the system. Instead, the line-item information is removed and the header record status is changed to "deleted" or "voided" if the invoice has already been printed. The invoice then appears on the next Daily Sales Register as a deleted or voided invoice, and it is removed in the subsequent update. *This procedure provides a complete audit trail of all invoice numbers used.*

To access this program select *Sales Orders*→*Invoices*→*Credit Memo Entry.*

 You can reduce the number of keystrokes required to enter a credit memo by editing the SO Entry Options F/M (*Sales Orders*→*File Maintenances*→*Infrequent File Maintenances*→*SO Entry Options F/M.*) In this program, indicate which header and line item inputs should appear on the main screen or appear in popup boxes. Also indicate which main screen header and line item inputs you want to skip initially and return to later.

Credit Memo Entry (SOE330)

Help

```
01-FACTS 7.5 Development        Credit Memo Entry          Document C00115      SOE330
Customer        C110           Ship-To    SAME Init Whse 01 Price Lvl 4
Texas Material Handling Co.    Texas Material Handling Co. Invoice
1130 Rochelle Drive S.W.       1130 Rochelle Drive S.W.    Memo Date 01/25/2005
Dallas, TX 75224               Dallas, TX 75224            Inv Date  01/25/2005


Item                WH     Quantity UM  RC T             Price UM     Extension
I105                01       -100 EA    DF R             7.750 EA     -775.000
Item Description
Nesting Conveyor Box 18"w x 12.5"d x 6"h                            GM%    61.46

Notes: SOEH CUST SOEL ITEM
LN#  Item              Flags  WH      Quantity UM  T        Price UM     GM% So
001  I105                     01        -100 EA    R       7.750 EA     61.46
add




 Weight: .000       Units: -100.000     Mdse: -775.00      Ext:       -775.00
Header Detail, Line Detail, Payments
CR-Edit, INS, DEL, F3-Done, F10-Menu .
Arrows: Up=Prev, Down=Next, Left/Right=Lines, PgUp, PgDn, Home, End   First line
```

01-FACTS 7.5 Development, Credit Memo Document C00114 Texas Material Handling Co. (SOE330)

File   Edit   View   Options   Go To   Help

Customer [C110]   Ship-To [SAME]   Init Whse 01 Atlanta Ware   Document C00114
Texas Material Handling Co.   Texas Material Handling Co.   Pr Lvl 4
1130 Rochelle Drive S.W.   1130 Rochelle Drive S.W.   Invoice [   ]
Dallas, TX 75224   Dallas, TX 75224   Memo Date 01/25/2005
                                                                         Invoice Date 01/25/2005

Item [00123]   TEST ITEM   GM%   999.99

              Quantity   RC   Type   Price   Extension
Wh [01]   [-1]   [ ] EA   [DS] Return   [123.340] [ ] EA   -123.340

D	LN#	Item	Flags	WH	Quantity	UM	T	Price	UM	GM%	Source
C	001	00123		01	-1	EA	R	123.340	EA	999.99	
L		add
I,

Weight: .000   Units: -1.000   Mdse: -123.34   Ext: -123.34

[Payments]   [Header]   [Line Detail]   [Done]

The document number and customer name appear in the title bar after you complete the document header.

The menu bar provides access to additional features.

Use the header portion of a document to enter the customer placing the order, the customer's ship-to address and other information required to process the credit.

Use the line item entry window to add items to the order. Use the on the right side of the browser to add, edit, delete, or insert line items. Use the icons on the left to manage notes.

Document totals provide at-a-glance summaries of the order.

Select the **Done** button to access the footer when you are finished entering items.

Use the item browser to view items you have already entered, select items so you can edit them and organize items in a particular order.

Access the Deposits/Payments, Header Detail or Line Detail windows from the bottom button bar.

Notes

During processing, the system automatically displays urgent notes for customers and items based on your settings on the Notes tab of SO Entry Options F/M. You can enter document notes for existing credit memo headers and lines. You can enter document notes for existing credit memo headers and lines. Credit Memo document and line notes are available to view/edit (according to the user's security) for all open documents. You also have the option to print the note on the credit memo. When you run the Daily Sales Register, the system copies document notes to the past invoice. Refer to the Viewing/Entering Notes from Sales Order Programs topic for additional details.

Credit Memo Entry Header Processing

The upper portion of the screen is called the header portion where you enter the customer or document for the credit memo.

Refer to the following procedures for more information about Credit Memo Entry header processing:
Enter a new credit memo (process overview)

Open an existing credit memos

Delete an existing credit memo

Credit Memo Entry Line Item Processing

The lower portion is called the line item portion where you confirm items, quantity and pricing information for the credit memo. The program automatically switches to confirmation mode once you complete the header.

Refer to the following procedures for more information about Credit Memo Entry item processing:

Add line items (includes line-item entry inputs)

Edit line items

Delete line items

Find line items in the browser

Designate a line item for direct ship

Credit Memo Entry Footer Processing

The ending routine consists of final inputs prior to completing the direct invoice or changes to the credit memo. The ending routine is not accessible if you have not confirmed line items for the order Refer to the Credit Memo Entry Footer Information topic for field/input descriptions.

Refer to the following procedures for more information about Credit Memo Entry footer processing:

Add freight and handling

Enter multiple payments

Credit Memo Entry Header Information

Use the Credit Memo Entry Header section to enter the order number, customer, ordered and request dates and other general information. This window contains all the possible inputs for the Credit Memo Entry Header.

Tip: When you press **Enter** or **Tab** when entering quote information, the additional inputs that appear, such as Ship Via Code, an inside salesperson code, etc., depend on the settings selected in SO Entry Options F/M. The Using the Credit Memo Header Detail window topic details all possible entries.   Most of these entries already display default information; you can modify these values. Character Users: Press **F3** to stop at the first required field; press **F3** again to bypass these fields, use default information, and directly access the line item entry section.

Input Descriptions

Use the following input descriptions to enter information for a credit memo:

1. **Doc/Cust**

     Customer

The customer number for the order confirmation.

In this input, you can enter the customer code or document number. You can press **F2** or select the 🔍 button to search for a customer code.

Credit Check Note: The system performs a customer credit check for each customer during Sales Order entry programs based on the Credit Limit value and the number of Credit Check Days entered on the Accounting tab of Customer F/M. For additional credit check processing details, such as disputed invoice processing, adding customers on-the-fly, or displaying customer aging, refer to the Customer Credit Check topic in *Chapter 4 Orders* of this document.

When a new customer is added by using the F1-Add feature in the order entry programs, the customer credit check field value is loaded from the default in the AR Static Control record. You cannot enter credit check information on this screen. If you need to modify the customer credit information, access AR Customer F/M.

     Document

You can enter the confirmed sales order # that you want to modify or direct invoice number. You can press **F3** or select the 📂 icon to search for documents.

2.   Ship-to

The system displays the ship-to code entered on the sales order
or direct invoice along with the full ship-to address. Edit the
ship-to code, if necessary.

If a customer requests to have an order shipped to an address
other than its usual shipping address, select the ![icon] icon to use
the Temporary Ship-to feature to facilitate this request. You
can press **F2** or select the ![icon] icon to search.

Creating a temporary ship-to address

1. Press **F3** in this input or the ![icon] icon.

2. In the Ship-to Address window, enter the alternate ship-to
information.

3. Choose OK to return to the main entry screen. Notice that
    TEMP now appears in the Ship-to input, rather than SAME.

![icon] **Price Level:**   The system displays the price level information in the upper portion
of the screen.

3.   Invoice

Enter the confirmation date, usually the system date.

4.   Shipped

Enter the date the order ships to the customer. The system
displays the current system date as the default.

5.   Assume Shipment

Select the shipping options for confirmation. The Assume
Shipment window appears after you open a document in
Order Confirmation. If multiple warehouses exist on the order,
you must select the warehouse or warehouses to confirm
before you can select a confirmation method. Refer to the
Choosing a confirmation method topic for details.

Credit Memo Entry Line Item Information

The line-item portion of the program allows the entry of up to 999 line item and message lines to complete the order. Line numbers are assigned automatically beginning with 001 and increments by one for each individual line item up to 999. In the rare case where 999 line items have been entered on a single order, the program proceeds to the **selection prompt** and refuses further entries.

Tip: When you press **Enter** or **Tab** when entering quote information, the additional inputs that appear, such as Ship Via Code, an inside salesperson code, etc., depend on the settings selected in SO Entry Options F/M. This procedure details all possible entries. Most of these entries already display default information; you can modify these values.

Positive and Negative Quantities in Credit Memo Entry

When you add a new line item in Credit Memo Entry, the quantity value always defaults to a negative number, unless you specifically enter a plus (+) sign in the Quantity input.

When you are modifying a credit memo line item, the quantity value retains the same sign (+or -) that it was entered with, unless you specifically change it.

Input Descriptions

This window contains all the possible inputs for Credit Memo Entry items processing. Use the following input descriptions to enter a credit memo line item. Depending on the confirmation method you choose, you can enter different information on this screen. Refer to the Choosing a confirmation method topic for details.

1. **Item number**

Enter an item number manually or press **F2** or the icon to select one from the Item Search.

If you enter a temporary item or a catalog item, the system displays additional input fields. Refer to the Temporary and Catalog Item Entry topic for input details.

If you enter a standard part number, the system uses the unit of measure (UM) from the Standard Part Number record as the default selling UM instead of the default selling UM in the Item F/M record. If you select not to use the standard part number UM or the standard part number UM is blank or not a valid selling UM for the item, then the system uses the standard default UM for the item.

TIP: For detailed information about entering serial/lot items refer to the Entering serial/lot items topic.

Enter **M** to enter a memo line.

Graphical users: Choose the *Options* menu to access Catalog Item Search, Customer Item Search, Past Sales Search, and several other searches.

Character users: Press F10 and select *Options.*

Choose the *View* menu to access Item Interchanges.

When you enter an item number, the system displays the Gross Margin for the item in the **GM%** input. If you modify the pricing and unit cost for the item, the system updates this value.

2.   Whs

The system displays the warehouse selected on the sales order. You can modify this value, or press **F2** or the ⚔ icon to search other warehouses to display the Search Warehouses window containing warehouses that have the item, along with the available, on hand, committed, on order, backordered and surplus quantities for the unit of measure selected.

3.   Quantity

Shows the quantity of the item the customer is returning. Edit the quantity, if necessary. Press F2 or ⚔ to change the unit of measure. This can be used if, for example, the default UM is each but the customer wants to order a box.

Positive and Negative Quantities in Credit Memo Entry: When you add a new line item in Credit Memo Entry, the quantity value always defaults to a negative number, unless you specifically enter a plus (+) sign in the Quantity input. When you are modifying a credit memo line item, the quantity value retains the same sign (+ or -) that it was entered with, unless you specifically change it.

4.   RC

Enter the returns code. Press F2 or select the ⚔ icon to find a code. Returns codes can be created and maintained in the Returns Code F/M, located on the SO Infrequent File Maintenances menu. Returns codes can be one of two types: returns or allowance. Use a return type code if the customer is returning merchandise that can be put back into inventory. Use an allowance type code if you are refunding the customer for merchandise that cannot be returned to inventory, for instance broken or defective product.

5.   Type

The type appears on screen once you select a code.

6.   **Price**

Enter a price. You can press **F3** or the 🔍$ icon to select one
from the Price Search window.

Press **F2** or the ⬇ icon to change the unit of measure on the
price selection.

A letter appears after the pricing UM to indicate which pricing
option you selected.

If the Price Options window is open enter once of the following
in the Price input to import the corresponding price:

S-Standard, C-Contract, D-Default, T-List, L-Last, L#-Price
level, Q#-Quantity break, U-user override – you keyed in a
price.

To access the Price Options window, select *View* and make sure
a check appears next to *Price Options*.

7.   **Unit Cost**

The unit cost for the item display as the default. You can
modify this value.

8.   Press **F3** (End Entries) to complete an entry in the line-item portion of the Order
Entry program.

The line number is incremented by one, displayed, and the
program returns to the item input for the next line-item entry.

Character Users: Following the entry of the last line-item, you
can enter the following to perform the described functions:

  #   Change a line item

  Enter (CR) Select highlighted line (use arrows to select line)

  F2   Change the header

  F3   Access the ending routine

  A   Add a line item

  D   Delete the entire order

  F   Find item

  C   Display class totals

  In the Notes: area of the screen, just above the line item
  section, the system displays CUST, VEND, SOEH, SOEL,
  SOPH, SOEL, SOQH, SOQL, TRDH, TRDL, or ITEM to
  indicate that notes are present. From the View menu of the

Sales Order Entry programs, you can select F10-Menus to access Notes from the menu.

.

Graphical Users: You have the following options:

Select the **Payments** button to access to the Deposit/Payment Entry window. Refer to the Deposit/Payment Entry topic for details.

Select the **Header** button to access the Header Detail for Documents screen, which is used to view and/or modify warehouse, shipping information, request and order dates, and salesperson, freight, terms and ship via codes.

Highlight a line item and select the **Line Detail** button to access the Line Detail for Documents screen, which is used to view and/or modify item descriptions, quantity and shipping information, costing, and PO information.

Select the ⬜ icon to make changes for the highlighted line item.

Select the ➕ icon to add a line.

Select the ✖ icon to delete the highlighted line.

Select the ⬜ button to add a line item above the highlighted item in the browser.

Press the 💾 icon to save your changes.

On the left side of the line item browser, you can select:

D. to access Note Entry (SME710) for the credit memo header record specified in the program.

C. to access Note Entry (SME710) for the customer specified in the program.

L. to access Note Entry (SME710) for credit memo line records in the line item browser.

I. to access Note Entry (SME710) for the item highlighted in line item browser.

01-Demo Company, Credit Memo Document C00087 Southeastern Industrial Supply

File   Edit   View   Options   Go To   Help

Customer [C100]   Ship-To [S100]   Init Whse   **01 Atlanta Ware**   Document   **C00087**

Southeastern Industrial Supply   Southeastern Industrial Supply   Invoice [1]
12490 South Peachtree Street   1145-A Fulton Industrial Park   Memo Date [05/31/2003]
Atlanta, GA 30348   Atlanta, GA 30223   Invoice Date [05/31/2003]
Customer Notes...

Item [I100]   Pallet Loading Hand Truck 1000 lb capacity   GM%   72.03

              Quantity   RC   Type   Price   Extension
Wh [01]   [-1]   EA   [DF] Return   [400.00]   EA   -399.00

LN#	Item	Flags	WH	Quantity	UM	T	Price	UM	GM%
001	I100		01	-1	EA	R	400.00	EA	72.03
add									

Weight: **-79.000**   Units: **-1**   Mdse: **-399.00**   Ext: **-399.00**

Payments   Header   Line Detail   Done

Credit Memo Footer Information

The Credit Memo Entry Footer screen consists of the final needed to modify or enter a credit memo. Use this screen to enter freight and handling charges, records deposits and payments for the order, as well as enter tax and routing information.

To return to the main entry screen, choose **Backup** at the bottom of the screen. *Character users:* Press **F4** to back up to the main entry screen.

Tip: When you press **Enter** or **Tab** when entering quote information, the additional inputs that appear, such as Ship Via Code, an inside salesperson code, etc., depend on the settings selected in SO Entry Options F/M. This procedure details all possible entries. Most of these entries already display default information; you can modify these values.

For more information about entering freight and handling charges or entering multiple payments, refer to the topic below:

Entering freight and handling

Using the multiple payments section

Sort by Shipping Warehouse for Printing

With SO Static Control F/M Multiple Warehouse flag set to Y, as you complete the footer information from Order Confirmation, Direct Invoice Entry or Credit Memo Entry and reach the Print/Reprint Invoice prompt, the system displays the Sort by Shipping Whse prompt. (This prompt is also available in the Print option from the menu.) The Sort by Shipping Whse prompt defaults to Yes when printing from the Order Confirmation, Direct Invoice Entry or Credit Memo Entry programs.

Input Descriptions

This window contains all the possible inputs for Credit Memo Footer processing. Use the following input descriptions to complete the credit memo.

Tip: Edit the SO Entry Options F/M to skip unnecessary inputs.

1. **Memo**

Use the memo input to enter special instructions, thank you messages, reminders for upcoming specials, etc. This memo appears at the bottom of invoices, counter sale receipts and credit memos. It is not the same thing as memo lines entered for specific items.

The program defaults to the standard memo entered in the Document Print Control F/M (*Sales Orders→File*

Maintenances→Infrequent File Maintenances→SO Document Print Control).

Delete the existing memo by pressing the space bar, followed by CR.

2.   Ship to

This gives you at a glance ship to information entered in the header of the document. Edit the ship-to code, if necessary. If a customer requests to have an order shipped to an address other than its usual shipping address, select the ⬛ icon to use the Temporary Ship-to feature to facilitate this request. You can press **F2** or select the 🔍 icon to search.

3.   Freight code

Options are Prepaid, Collect, Prepay/Add and Bill Later.

Prepaid indicates that the freight amount is the actual freight amount on this order in Freight $.

Collect indicates the freight amount should be collected upon delivery. No freight amount should be entered on the document.

Bill later indicates the freight amount will be collected after the charge is established from UPS manifest or freight bill. Use the Unbilled Freight Report to print a listing of all invoices that contain the Bill Later freight code.

Prepay/Add indicates that the carrier's shipping charges will be billed to the shipper, the shipper will pay the carrier, and the shipper will also add freight charges to the customer's invoice. The freight charges added to the customer's invoice are not necessarily the same amount as the carrier's shipping charges billed to the shipper.

You can also define freight in the Header Detail window.

4.   Freight $

Enter the freight amount for the order, if applicable. Press F2 to access the Freight Totals window.

This input is not available if the Charge Freight flag is not selected (set to N) in SO Static Control F/M (*Sales Orders→File Maintenances→Infrequent File Maintenances→SO Static Control F/M.*)

5.   Route

This input shows the route code entered in the document header.

The Use Routes flag must be selected (set t o Y) in SO Static Control F/M

➲   If the Route System is used, run the Route Release program prior to running the DSR to include all invoices delivered for the shift or day.

6. Disc %

Enter the discount percent (maximum of 100) or dollar discount (maximum equals merchandise total) of the merchandise total. The program initially defaults to the invoice discount set in the customer's master file accessible from Customer F/M.

The program skips this input if the invoice total is zero or if the Charge Tax flag in SO Entry Options F/M is not selected (or set to N).

7. Tax code

The program defaults to tax code assigned to the customer's ship to file. F2 allows a search.

Tax codes are set up in *Accounts Receivable→File Maintenances→Infrequent File Maintenances→Tax Table F/M.*

Several flags in the system affect this input:

The program skips this input if the invoice total is zero or if the Charge Tax flag in SO Entry Options F/M is not selected (or set to N).

If the Tax Rate flag is selected in the Accounts Receivable Tax Table F/M, the system will apply tax to the freight amount.

➲   If you back up into this prompt without pressing F1-skip after changing the tax rate or the tax amount, the system recalculates the charges to reflect the tax code and the changes to the Tax Rate and Amount inputs are lost.

8. Tax rate

The program initially skips this input.

If the Charge Tax flag in the Sales Orders Static Control F/M is not set to O-Override, you cannot override the tax code and this input is unavailable.

Enter H-to use the high rate, L-to use the low rate, or X-to change tax status of this document to exempt.

High and low tax rates are set up in the Accounts Receivable Tax Table F/M. The program defaults to the rate selected in the customer's master file in Customer F/M.

9. Other

This displays the totals of any credits entered through the Deposit/Payment Entry window

Use this input to apply this credit to a customer's credit card or issue the credit with other cash type payment methods.

10. Cash Terms

Use this input to issue a cash credit to the customer. Enter the cash amount due to the customer.

If the amount you enter is not the full amount on the credit memo, the remainder credits the customer's AR account, if they have one.

Select the Payments button to use the Deposit/Payment Entry program to split the credit between cash and other cash type payment methods.

11. A/R Terms

This defaults to the terms code entered in the **CM Terms Code** setting on the Inventory tab of the SO Static Control F/M. In most cases, this terms code should be set to CM so the credit applies against the customer's AR account.

If you did not enter amounts in the cash terms input or in Deposit/Payment Entry, the full amount of the credit memo defaults to this terms code.

If the customer does not have an AR account, use the cash terms input or Deposit/Payment Entry to issue the credit.

12. Taxable

The system displays the amount that is taxable based on the tax code and rate information either entered in this document or carried over from the customer's master file.

13. Subtotal

Displays the amount due on the document, minus any backordered goods. The subtotal does not include freight.

14. Discount Amt

Displays the total dollar amount of the any customer, line item and document discounts. This is information is display only.

15. Freight Total

Displays the total freight and handling charges on the document. This information is display only.

16. Tax $

Displays the total dollar amount due in tax based on the selected tax code and rate information entered either on this document or in the customer's master file in Customer F/M.

To manually enter a different tax amount, the Charge Tax flag in the Sales Orders Static Control F/M must be set to O-Override.

17. Total Due

Displays the subtotal plus freight and tax, minus discounts.
Amounts for backordered items are not included in the total.

18. Total Payments

Displays any payments made on this order, including any
deposits that have been applied.

19. Balance

The amount due to the customer for this document.

Entering a new credit memo

Entering a credit memo is not unlike entering orders or invoices. However, the quantities appear and print as negative numbers and you enter returns codes to indicate why items are being returned.

How to enter a credit memo

1. Open Credit Memo Entry (*Sales Orders*→*Invoices*→*Credit Memo Entry;* access code **CM**).

    2.   **To enter a credit memo**:

    Enter a customer number or press **F3** to search for a customer number.

    To enter the customer for the credit memo, you can select the ![icon] button or press **F1** to access the Quick Customer Add dialog box, which is used add customers on-the-fly.

    ![tip icon] **Tip**: The system automatically creates a document number once you complete the header. At that point, the document number appears in the title bar along with the customer's name. You can also assign a document number manually if you prefer. You can select ![icon] to access the Add New Document dialog box, where you can manually enter the new credit memo number.

    Credit Check Note: When you enter a customer, a credit check is performed if the number of Credit Check Days on the Accounting tab of Customer F/M is less than 999. For additional credit check processing details, such as disputed invoice processing, adding customers on-the-fly, or displaying customer aging , refer to the Customer Credit Check topic in *Chapter 4 Orders* of this document.

    When a new customer is added by using the F1-Add feature in the order entry programs, the customer credit check field value is loaded from the default in the AR Static Control record. You cannot enter credit check information on this screen. If you need to modify the customer credit information, access AR Customer F/M.

    To open a credit memo: In the **Doc/Cust** input, enter the number of the credit memo you want to modify or the customer for whom you are entering or modifying credit memos.

You can press **F2** or select the ⚏ button to search for a customer code. You can press **F3** or select the 📂 icon to search for documents.

Refer to the Opening existing credit memos topic for details.

3. In the **Ship-to** input, the system displays the default ship-to code for the customer. Edit the ship-to code, if necessary. If a customer requests to have an order shipped to an address other than its usual shipping address, select the ➡ icon to use the Temporary Ship-to feature to facilitate this request. You can press **F2** or select the ⚏ icon to search.

4. (**Optional**) In the **Invoice** field, enter the invoice number against which you are entering the credit memo.

5. In the **Memo Date** input enter the date you created the credit memo, usually the system date.

6. In the **Invoice Date** input enter the date you invoiced the credit memo, usually the system date.

7. Select a warehouse to confirm if more than one warehouse appears on the order.

8. (**Optional**) The program automatically switches to add mode once you complete the header. This means the cursor appears in the Item Number input after you exit the last header input.

   You can:

   Change quantity information by highlighting a line item, selecting the 📝 icon. *Character users:* Select a line using arrow keys and press **Enter (CR)**, then press the # key. Refer to the Editing line items in entry programs topic for details.

   Edit lines on the order as necessary by highlighting them in the item browser, and selecting the **Line Detail** button to make changes in the Line-item Detail Entry window. *Character users:* Select a line using arrow keys and press **Enter (CR)**, then press the # key.

   Edit header information on the order as necessary by highlighting them in the item browser, and selecting the **Header Detail** button to make changes in the Header Detail Entry window. *Character users*: Select a line using arrow keys and press **Enter (CR)**, then press the **F2** key.

   Add line items by selecting the ➕ or insert line items above the highlighted line in the browser by selecting the

.

Character users: Select a line using arrow keys and press
Enter (CR), then press the **A** key to add. To insert a line,
press **Insert** on the keyboard
Refer to Adding line items in Credit Memo Entry topic for
details.

Delete a line item by highlighting it and selecting the
icon.
Character users: Select a line using arrow keys and press
Enter (CR), then press **Delete** on the keyboard.

On the left side of the line item browser, you can select:

 to access Note Entry (SME710) for the credit memo header record specified in
the program.

 to access Note Entry (SME710) for the customer specified in the program.

 to access Note Entry (SME710) for credit memo line records in the line item
browser.

 to access Note Entry (SME710) for the item highlighted in line item browser.

Character users: In the Notes: area of the screen, just above
the line item section, the system displays CUST, VEND,
SOEH, SOEL, SOPH, SOEL, SOQH, SOQL, TRDH, TRDL,
or ITEM to indicate that notes are present. From the View
menu of the Sales Order Entry programs, you can select F10-
Menus to access Notes from the menu.

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9. Choose **Done** to access the footer and enter freight. Select
    Payments if you need to place a deposit on the order or
    enter a payment. The Deposit/Payment Entry window
    can also be accessed from the footer.

10. (Optional) In the Memo input, enter a memo for the
    invoice.

11. Unless the Freight Type is prepaid, enter or update freight
    and handling charges in the **Freight $** input. Press **F2** to
    access the Freight Totals Display window Enter freight
    and handling, if applicable, in the document footer.   Refer
    to the Entering Freight and Handling (Sales Orders) topic
    for details.

12. You can modify values for the following fields: Ship To,
    Freight Code, Tax Code, Tax Rate.   You can also enter
    payment information. Refer to the Credit Memo Footer
    Information topic for specific input descriptions.

13. Choose whether to print the invoice immediately or batch
    print it through Invoice & Credit Memo Print program

later. You may want to batch print invoices at a later time. If choose to print the document now, select the printer from the dialog box. You can press F2 to search the list of printers.

You are partially confirming a multiple warehouse order and want to confirm additional warehouses. Once you print an invoice in documentation, the document is then closed for further confirmation. You must wait until the invoice is updated by the DSR until you can confirm the rest of lines for the other warehouses.

You use Clippership and have not closed out carriers for day or shift. Tracking numbers do not appear on the invoice until the carriers have been closed out in Clippership. If you print invoices before the carriers are closed out, you will have to reprint the invoices to get tracking numbers on the invoice.

You use Clippership and UNDEFINED appears in the Freight Totals window for shipping charges (attended/polling systems). If you print invoices on these documents, they appear on the DSR as invoices that need to be reprinted because "shipping has not been completed.

If you choose to print the invoice now, select a printer in the dialog box.

The system displays the Sort by Shipping Whse prompt. (This prompt is also available in the Print option from the menu.) The Sort by Shipping Whse prompt defaults to Yes when printing from the Order Confirmation, Direct Invoice Entry or Credit Memo Entry programs.

14. At this point, you can modify another confirmed order or enter/modify another direct invoice, exit the Credit Memo Entry program by selecting the **Done** button, or switch to another Sales Order entry document from the *Go To* menu.

Credit Memo Feature and Procedures

Assigning document numbers

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

To assign document numbers manually:

1. Open Credit Memo Entry.

2. *Graphical users:* Choose *File→New Document Number* from the menu. *Character users:* Press **F10** and select *File→New Document Number* from the menu.

3. Enter up to six characters to create a document number. Choose **OK** or press **CR.**

4. Begin entering the credit memo, starting with the **Customer Number**.

Opening existing documents

You can open an existing document as long as you don't have another document open in the same window. Once you begin entering header information, the system does not allow to you open a document in the same window.

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

To open an existing credit memo:

Enter the document number in the Doc/Customer number input.

OR

1. *Graphical users:* Choose *File→Open Existing Document*. *Character users*: Press **F10** and choose *File→Open Existing Document.*

2. Use the Document Search window to find the document you want to edit or review. See *Using GUI FACTS* or *Using CUI FACTS* if you need help using searches.

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

If the document is on file, the customer number and default information appears in the header and document number moves to the title bar.

Deleting a credit memo

Credit memos are not technically deleted from the system until the next Daily Sales Register Update. Until then, the header status changes to *Deleted* and the system removes all line items. This procedure enables the system to keep an audit trail of all the credit memo numbers used.

To delete a credit memo before the header is complete:

Press F4 to back up to the **Customer** input.

To delete a credit memo after the header is complete:

With the document open on screen,

Graphical users: Choose *File*➜*Delete Document* from the menu.

Character users: Press F10 and choose *File*➜*Delete Document* from the menu.

Using the Header Detail window

The Header Detail window can be accessed after you enter an existing document number or customer number. The header information that appears at the top of the screen also appears in the Header Detail window.

To access the Header Detail window:

Graphical users: Choose the **Header** button or select *Options*➜*Header Detail* from the menu.

Character users: Enter **R** at the selection prompt or press **F10** and select *Options*➜*Header Detail* from the menu.

The Header Detail window contains all the possible inputs for the Credit Memo Entry header. Any of the inputs located in this window can be configured to appear on the main Confirmation screen. This can be done in the SO Entry Options F/M on the SO Infrequent File Maintenances menu.

Main tab inputs

Inputs	Entry
Customer	This information is display only on this window.

Inputs	Entry
	The customer number cannot be changed after the header is complete. If the customer number needs to be changed after this point, delete and re-enter the document.
Ship-to	The ship-to code entered on the main screen appears along with the full ship-to address. Edit the ship-to code here or on the main screen, if necessary.
	If a customer requests a specific order ship-to an address other than the one to which you normally ship orders, you can enter a temporary ship-to address.
	Creating a temporary Ship-to:
	1. Press F3 or choose the Temporary button.
	2. In the Ship-to Address window, enter the new ship-to information.
	3. Choose OK to return to the main Credit Memo Entry screen. TEMP appears in the Ship to input on the main screen to indicate a temporary address has been entered.
Reference Number	Enter up to 15 characters of customer reference information, such as the name of the person who placed the order or the PO number generated on the customer's system. If the **PO required** flag is selected in Customer F/M, this field is required and you must enter something before you can continue.
Initiating Warehouse	Enter the warehouse from which the items on this order are shipping. If your system uses multiple warehousing, enter the warehouse from which this order initiated. Press F2 or choose the Search button to see the list of warehouses.
Memo Date	Enter the date on which the credit memo is being issued. The program defaults to the system date.
Invoice Date	This is the date on which the original selling invoices was created.
Terms	The program defaults to the terms code entered in the **CM Terms Code** control located on the Inventory tab of the SO Static Control F/M (enter the access code SOS in the menu).
	You can override the default with another payment terms code. Press F2 to search.
	The Accounts Receivable module uses the payment terms code entered in the credit memo header to determine aging.
Invoice	If this credit memo is being issued for returned merchandise, enter the invoice number from the original sale. You do not have to enter an invoice number if you are issuing an allowance.
	This input enables you to tie the credit memo to the invoice on which the returned goods were originally sold.
	If the invoice still exists in the system and the total amount on this credit memo is **less than or equal to the amount on the invoice** (after payments), the system subtracts the credit memo amount from the originating invoice total.
	This means the balance that appears in the footer may appear less than the total of the items entered on the document.
	If the total on the credit memo is **greater than the total of the original invoice**, the system creates the credit memo for the full amount of the price of the items being returned. So the balance that appears in the footer represents the total of the items on entered on the document.

Code tab inputs

Input	Entry
Salesperson	Enter the salesperson code assigned to the original sale. The program defaults to the salesperson/territory code assigned to the Ship-to code (*Accounts Receivable→File Maintenances→Ship-to F/M*). Press F2 to see a list of salesperson/territories in the system. When the salesperson code changes, the system recalculates the commission percentage for all lines that are NOT flagged as commission user override.

Input	Entry
	This salesperson/territory will be debited the amount of the credit memo once the Daily Sales Register is run.
2nd Salesperson	Enter the salesperson code from the original sale or press F2 to search salesperson/territory codes. To access this input, the **Inside/2nd slsp** flag in SO Static Control must be set to **2-Second Salesperson** or **B-Both** (2nd salesperson and inside salesperson).
% Split	Enter percentage of the commission (up to 50%) the second salesperson received on the original sale. The remainder of the commission goes to the primary salesperson. To access this input, the **Inside/2nd slsp** flag in SO Static Control must be set to **2-Second Salesperson** or **B-Both** (2nd salesperson and inside salesperson).
Inside Salesperson	Enter the salesperson code to indicate who is entering the credit memo on the primary salesperson's behalf. To access this input, the **Inside/2nd slsp** flag in SO Static Control must be set to **I-Inside Salesperson** or **B-Both**. Commission cannot be split with an inside salesperson in FACTS.
Department	If your company uses department numbers, enter the department in which this credit memo is being entered. The program defaults to the department number assigned to the terminal you are using (see the main tab in SM Terminal F/M).
Route	If your company uses the FACTS Routes system, enter the route code that indicates the delivery route used on the original invoice.
Job number (*for Job Cost users*)	Enter the job number and cost code that should be debited. This input is only available if this order has been converted from a quote and the **Use Job Cost** is selected in SO Static Control. You cannot change the job number once it has been entered and items have been added to the order.
	If you enter a job number in the document header, the Job Costing Entry window appears as you and or change items in the line item entry section.

Adding, inserting and deleting lines

To add a line item:

1. Select *Edit→Add Line Item* from the menu. You can select **Add** in the item browser by double-clicking it or highlighting it and pressing Enter (CR).

   Character users: Highlight **add** in the browser and press CR-Add. Or press F10-Menus and then use the arrow keys to select *Edit→Add Line Item.*

   ➲ Select *View→Warehouse Quantities* from the menu. This opens the Warehouse Quantities window so you can see available, on-hand, committed, on order and backordered quantities of the item you are entering. When selected in the *View* menu, this window stays open as long as you are in the line item entry section of the document. It disappears when you finish entering the item.

2. Enter the item number, quantities, price and other information for which you are prompted. Refer to the Line Detail prompt descriptions for more information about inputs that appear in the line item entry section of document.

To insert a line item:

This option is useful when it is important that items appear on the invoice in a certain sequence. You may also find it useful if you have to add a memo line beneath an item you've already entered.

> **Quick entry tip:**
>
> Enter the item number, the ordered quantity and then press the down arrow key (⬇).
>
> The program inserts the default information in the rest of the line-item entry inputs and returns to the **Item Number** input.

1. Press **Insert** on the keyboard or select *Edit→Insert Line Item* from the menu. The system inserts the new line above the highlighted line in the item browser.

   Character users: Press **Insert** on the keyboard or press F10-Menus and then use the arrow keys to select *Edit→Insert Line Item.*

2. Enter the item number, quantities, price and other information for which you are prompted.

   To delete a line item:

1. Use the arrow keys or your mouse to select the line you want to delete in the item browser.

2. Press **Delete** on the keyboard or select *Edit→Delete Line Item* from the menu.

   Character users: Press **Delete** on the keyboard or press F10-Menus and then use the arrow keys to select *Edit→Delete Line Item*.

Canceling out of line item entry

Graphical users: Choose the **Cancel** button and press F4 from the item number.

Character users: Press F4 to back out of the line item entry section.

Finding a line item

Use the **Find Line Item** feature to quickly access and confirm an item on a large order.

1. Select *Edit→Find Line Item* from the menu on the main Credit Memo Entry window. *Character users:* Press F10-Menus and choose *Edit→Find Line* Item. If you have an item selected, this option is not available. Back out of the line item entry window to continue.

2. Enter the item number you want to find. If there is more than one occurance, highlight the line number. You can also press F2 to search for a different item number.

3. Press Enter or choose **OK** to go to the selected item.

Changing line item information

Double click on a line item or use the up and down arrow keys on the keyboard to highlight a line in the line item browser. Press Enter (CR). The cursor jumps to the **Quantity** input in the line-item entry section of the screen.

Make the required changes to the available inputs.

Using the Line Detail window to change line item information

The Line Detail window provides access to all line-item related inputs.

To access the Line Detail window:

Graphical users: Use the mouse or arrow keys to select an item in the browser. Choose the **Line Detail** button or select *Options→Line Detail* from the menu.

Character users: Use the arrow keys to select an item in the browser. Enter **L** at the selection prompt or press **F10** and select *Options→Line Detail* from the menu.

The Line Detail window contains all possible inputs available for item entry. Item number, description, ordered quantities, committed quantities, backordered quantities and price always appear on the main screen. Other line detail inputs can be set to appear in secondary windows or on the menu during item entry. Use SO Entry Options F/M to determine which inputs should appear during line item entry. Access SO Entry Options by selecting *Sales Orders→File Maintenances→Infrequent File Maintenances→SO Entry Options F/M.*

Quantities/Shipping tab inputs

Input	Entry
Item	This information is display only in the Line Detail window.
	You can enter or change an item number in the line item entry section of the main Direct Invoice screen.
	If an asterisk (*) appears after the item number on the main screen, it indicates that the line number is on hold because the user does not have authorization to ship items from the shipping warehouse. To ship the item, an authorized user must approve the line at the line approval dialog box that appears during line item entry or that user must approve the line in the Item Shipment Approval Program (SOE520).
Description	Enter a new item description, if necessary.
Customer Item	Enter the customer's description or reference number for this item, if applicable.
Item notes	Select the link to view any notes entered on this item. (Enter notes through the Item Inquiry program, access code ii). In character, press F9 to select notes.
Taxable	Indicate whether this item is taxable. The program defaults to the Taxable setting in the item's master file (see Item F/M)
Quantity	Shows the quantity of the item the customer is returning.
	Edit the quantity, if necessary.
	Press **F2** to change the unit of measure. This can be used if, for example, the default UM is each but the customer wants to order a box.
UM	The unit of measure field is display only. Change the UM from the quantity field.

Input	Entry
	For a standard part number, the system uses the unit of measure (UM) from the Standard Part Number record as the default selling UM instead of the default selling UM in the Item F/M record. If you select not to use the standard part number UM or the standard part number UM is blank or not a valid selling UM for the item, then the system uses the standard default UM for the item.
Reason	Shows the returns code entered on the main screen. Edit the returns code, if necessary. Press F2 or select the **Search** button to find a code.
	Returns codes can be created and maintained in the Returns Code F/M, located on the SO Infrequent File Maintenances menu.
	Returns codes can be one of two types: returns or allowance. Use a return type return code if the customer is returning merchandise that can be put back into inventory.
	Use an allowance type returns code if you are refunding the customer for merchandise that cannot be returned to inventory, for instance broken or defective product.
	The type appears on screen once you select a code.
Price	Shows the price entered on the main screen. Edit the price, if necessary.
	Press **F2** to change the pricing unit of measure.
	Press **F3** to select to use the Price Search feature.
	Administrators can turn off the Price Search feature by deselecting the **Price Search** flag on the Line Prompt tab of the SO Entry Options F/M.
	If the Price Option windows is toggled on in the *View* menu, a window appears with pricing options.
	In the price input, enter one of the following options to select a price from the price window: S-Standard, C-Contract, D-Default, T-List, L-Last, L#-Price level, Q#-Quantity break, U-user override – you keyed in a price.
UM (pricing)	This field is display only.
Shipping Whse	Indicates the warehouse from which this item is shipping. Press F2 to search for another warehouse. A *ds* appears in the warehouse column of the item browser when you return to the main screen.
	If the order taker indicated that the system should pull the ordered quantity from another warehouse, that warehouse code appears in this input instead of the warehouse code that appears in the document header which indicates the initiating warehouse.
Ship Direct	If the selected item is a temporary or catalog item, this flag is enabled. Select it (or enter Y) to indicate a direct ship on this item.
	Direct ships automatically set the ordered quantity to backordered.
Ship Via	Indicates which shipping method needs to be used for this item if the item is being returned to the customer. Press F2 to search ship via codes.
	This ship via is in effect for all items shipping from the warehouse indicated in the Shipping Whse input. In other words, if you change the ship via from UPS

Input	Entry
	Ground to FedEx Second Day Air, all items shipping from the warehouse will ship Federal Express Second Day Air.
Vendor	For a direct ship, enter the vendor shipping this item. Press F2 to search the list of vendors.
Location	Display only field. Shows the item's location in the shipping warehouse.
Weight and UM	For temporary or catalog items, indicates the item's per unit weight.
Browse warehouses	Click on the link or press F9 to view available, on hand, on order and backordered quantities for other warehouses.

Costing/PO tab inputs

Inputs	Entry
Unit cost	Indicates the unit cost of the selected item. The **Default Cost** control in SO Static Control determines what the program defaults to in this input.
GM%	The program automatically calculates the GM%. The Gross Margin % Basis control in System Control F/M determines whether this number is based on price or cost. (*System Management→File Maintenance→System Control F/M*). You can enter a GM% to calculate a new price.
Cost Extension	The program automatically multiplies the unit cost by the ordered quantity and displays the cost extension. This is display only information.
Discount Amount	Indicates the dollar amount to discount off this item. The program automatically calculates the equivalent percentage discounted. It also multiplies the dollar amount by the ordered quantity and displays the discount extension to the right. This input is enabled if the **Invoice Discounts** control in SO Static Control is set to **Use Dollar Invoice Discounts**.
Discount %	Indicates the percentage by which to discount this item. The program automatically calculates the equivalent dollar amount discounted. It also multiplies the dollar amount by the ordered quantity and displays the discount extension to the right. This input is enabled if the **Invoice Discounts** control in SO Static Control is set to **Use Percentage Invoice Discounts**.
Commission %	Indicates the commission percentage for this line item. A line item commission adds to any commission assigned to the selected item, customer or salesperson in their respective file maintenances. These standard item, customer and salesperson commissions appear next the commission prompt. The SM Company Control F/M **Commission basis** prompt controls the order in which they appear. Press **F1** to set this input to **Use Default** when the user override flag is set. **Calculating Commissions:** There are five commission percent sources: customer, salesperson, item, price and current line commission. The system contains a user override flag and a price type to designate if the user overrode the line's commission during order entry. Refer to the Calculating Commissions topic for processing details.
GL Table	Indicates the GL posting table to which this item should post during the Daily Sales Register update. The program defaults to the GL number assigned to this item in Item F/M.

Inputs	Entry
Class	If this item is a temporary or catalog item, the program allows you to enter an item class. Otherwise, it displays the class set in Item F/M for the selected item.
PO/Transfer	Indicates if a suggested PO or suggested warehouse transfer exists for the item.

Entering serial and lot items

Serial/lot entry is only available if the **OE Serial/Lot Entry** control is set to either *M-Assign Number in either Entry or Confirmation* or *Y-Assign Number in SO Entry.*

In Credit Memo Entry, the Serial/Lot Entry window gives you the opportunity to tell the system that a customer is returning serialized items or items from a certain lot.

The Serial/Lot Entry window automatically appears if you choose **Y, B** or **C** in the Assume Shipment window on an invoice with serialized or lot items.

Serial/Lot Costing Options

You now have the ability to cost serial and lot items by the system cost (costing method for the module). The feature provides for GAAP compliance. For the FACTS SO, IC and MC modules, you can decide if the cost for serial and lot items will be averaged actual (as it has always operated in the past) or system cost (costing method for the module). The default setting for each Static Control F/M is A-Averaged Actual (same behavior as they have before the monthly is applied). Users who want to take advantage of this change will need to change the option to S-System Cost for each of the applicable modules. The net result of selecting S-System Cost is that serial/lot items will be costed like non-serial/lot items.

Lot items

1. On the main Credit Memo screen, enter the item number, the quantity returned and a return-type returns code. If you enter an allowance-type returns code, the Serial/Lot Entry window does not appear.

2. Press F1 to access the Shipped section of the window. Enter the returned item's lot number or press F2 to search for the lot number.

3. Repeat Step 2 if the customer returned items that came from different lots.

4. Press F4 to exit and return to the main Credit Memo Entry screen.

Serial items

The process of entering serial items is similar to that used to enter lot items. The only difference is that you assign one serial number to each unit ordered.

1. On the main Credit Memo screen, enter the item number, the quantity returned and a return-type returns code. If you enter an allowance-type returns code, the Serial/Lot Entry window does not appear.

2. Press F1 to access the Shipped section of the window. Enter the serial number for the returned item or press F2 to search for the serial number.

   ⮑ If the serial number does not appear in the search, it may have been removed from the system. Check the Serial/Lot Item F/M (*Inventory Control → File Maintenances → Serial/Lot F/M*). If the record does not appear for that item, serial number and warehouse, enter a new record and then continue with the credit memo entry.

3. Repeat Step 2 for each unit serialized item that the customer returned.

4. Press F4 when you are done to return to the main Credit Memo Entry screen.

Entering BOM items on credit memos

BOM items only apply if:

> You purchased and activated the Manufacturing Control module.
> You set the **Update in SO** option in the Manufacturing Control BOM Entry program to C, A or O.

To enter bill of material items:

1. Choose **Add** in the line item browser or select *Edit → Add Line* from the menu and enter the item number, returned quantity and returns code. The BOM Entry window only appears if you select a return-type returns code.

2. Choose **Yes** when the program prompts you to "Change Components."

3. If the **Update in SO** option for this BOM item is set to C (Update Components, Entry and Change of Components Allowed) or A (Update Components, Entry Automatic, Change Initially Skipped) in the BOM Entry program, choose whether you want to create component lines automatically or one at a time.

   Create component lines one at a time: This option provides access to the BOM Component Entry window.

   1. Enter the number of **units** — in stocking units of measure — required to make the one finished item. You can accept the default from the BOM Entry program by pressing Enter (CR). Press F2 to skip the item. Press F3 to accept the default entries for the remaining components on this BOM item.

The program uses the number of units needed to build one finished item and determines the quantity that should be shipped or backordered.

2.   The program defaults to the component **descriptions** entered in the BOM Entry program.

3.   Enter the cost associated with the component or accept the default cost. This input is disabled if the **Change by Ln Cost** flag is deselected (set to N) in the SO Entry Options F/M.

4.   Press Enter (CR) to accept the line.

5.   Edit memo lines associated with the component item, if necessary.

6.   Repeat these steps for each component line.

7.   When all component lines are created, press F3 to return to the main Credit Memo Entry window.

Create component lines automatically, the system looks the stocking units required to make one finished item (entered in the BOM Entry program) and multiplies that number by the quantity ordered.

For example, a customer orders 5 units of BOM Item 1, which requires two units of Component A and 1 unit of Component B to make one finished unit.

When you choose to *create component lines automatically*, the system "ships" 10 units of Component A and 5 units of Component B (assuming all quantities are available).

The BOM Component Entry window does not appear automatically when you select this option. If you need to change component lines,

1.   Select the BOM item in the line item browser on the main Credit Memo Entry window and press Enter (CR).

2.   Tab to the **Committed** field.

3.   Choose **Yes** in the Change Bill of Material Componets window.

➲   If you change quantities for the finished item in the main Credit Memo Entry window, the system automatically updates the quantities of components needed.

Using the Job Costing Entry window

This window appears if the Job Cost module is available on your system and if there is a job number in the header. The Job Posting Entry window appears after you finish editing or adding a line to a document.

Job Costing Entry inputs

Price message	If the job is a fixed contract or time and materials contract, this input is skipped. If the job is a cost plus (+) contract or a no charge contract, a message is displayed indicating the price that **must** be billed for the item on this job.
	Press **Enter** (CR) to continue. Then press F4 to backup to the price input to enter the correct price.
Cost code	Enter a valid cost code (up to 4 characters). Entering a valid cost code displays the cost code description and the cost type. F2 enables to search for a cost code.
Memo	Enter the memo to post to job cost (not used for printing purposes). The memo can contain up to 30 characters. The program initially defaults to blanks.
Print Memo	This input is skipped in Sales Orders. (When billing through Sales Orders the billing, i.e., invoices printed, does not take place in Job Cost.)

Entering freight and handling

To enter freight and handling charges in the document footer, choose **Done** in the main Order Confirmation screen.

Select the **Freight $** input in the document footer to enter or update freight and handling charges for the selected order. Press F2 to access the Freight Totals Display window.

Character users: First press F2 to edit the footer and then select the **Freight $** input and press F2 to assign freight.

You can enter freight and handling manually in the **Freight $** input or you can import freight and handling charges from another shipping software system, such as Clippership or UPS software.

➲ To charge freight in SO entry programs, the **Charge Freight** flag in the Sales Order Static Control F/M *(Sales Orders➔File Maintenances➔Infrequent File Maintenances➔SO Static Control F/M)* must be selected (set to Y).

➲   If the system does not allow manual entry in this prompt, the **Allow Manual Freight** flag in IC Warehouse F/M may be deselected (set to N).

> *Time Saving Tip!*
> If your company charges a flat handling fee, consider entering that amount in the Ship Via F/M for all warehouses and carriers to which the fee applies.
> Select *Sales Orders➔File Maintenances➔ Infrequent File Maintenances➔ Ship Via F/M* from the menu.

Importing freight and handling in a Clippership attended/polling station system

This type of Clippership system uses separate stations for FACTS Confirmations and Clippership shipping.

1. Press F2 in the **Freight $** input to open the Freight Totals Display window.

    Clippership automatically updates the freight amount if

        the FACTS ship via codes have been tied to Clippership carrier codes in Ship Via F/M and
        the **Use Clippership** and **Transmit to Clippership** flags in the Inventory Control Warehouse F/M are selected or set to Yes.

    *If UNDEFINED appears in the **Freight** field, it means either*

        the document has not gone through Clippership processing yet,
        or it has been processed, but the information has not yet reached FACTS.

Make sure the **Transmit to Clippership** flag is selected or set to Y.

2. Click **OK** or press Enter to accept the freight and handling amount and return to the Order Confirmation footer.

Changing freight and handling: Choose **Chg Freight**.

Enter the freight amount, and if applicable the handling amount, and press **OK** to return to the document footer.

➲ The program skips directly to the handling input if the **Allow Manual Freight** flag is not selected (set to N) on the Main tab of Warehouse F/M *(Inventory Control➔File Maintenances➔Infrequent File Maintenances➔Warehouse F/M).*

Using default handling charges: To import a default handling charge from SO Ship Via F/M press F1 or choose the **Import** button.

3. Complete the footer and choose **OK**.

4. Indicate whether you want to print an invoice at this time or batch print it from the Invoice & Credit Memo Print program later.

Assigning freight in a Clippership single-user station system

If you perform FACTS Order Confirmation and Clippership processing from the same PC, assign freight using the following steps:

1. Make sure Clippership is open and running in the background at the same time you are running FACTS.

2. Tab to the **Freight $** input and press F2 to open the Freight Totals window. This transfers the document information — such as customer, ship-to address, ship-via method — to Clippership.

Character users: First press F2 to edit the footer inputs. Tab to the **Freight $** input and press F2 to access the Freight Totals window.

3. Choose **Process Freight** to switch to Clippership.

4. Enter the package weight for this document and make any necessary changes to the other information on the left side of the screen.

5. Click **Record Package** in the Clippership window to return to the FACTS Freight Totals window. The freight amount that appeared on the right side of the main Clippership screen should appear in the **Freight** column in the FACTS Freight Totals window.

If you need to edit the handling fee, choose **Change Freight**. Enter the handling fee or press F1 to select the default handling fee for the warehouse and ship via code.

6. Choose **OK** (or press CR) to return to the document footer.

7. Complete the footer and choose **OK**.

8. Indicate whether you want to print an invoice now or wait and print it from the Invoice & Credit Memo Print program.

Assigning freight with the FACTS Shipping System

If you use the FACTS Shipping System (*Sales Orders➔Shipping*) you can get freight totals based on the information entered in the UPS Weight Table F/M, UPS Zone F/M and Package F/M.

These totals are only as accurate as the annual February UPS rate updates.

For carriers other than UPS, enter freight totals manually. The FACTS Shipping System is based on UPS rates.

➲ The FACTS Shipping System is not UPS approved. This means the manifests and labels cannot be used.

To assign freight totals from the FACTS Shipping System:

1. Access the footer and tab to the **Freight $** input.

2. Press F2 to access the Freight Totals Display.

3. Press F3 and enter the following information:

    UPS Zone. UPS Zone codes, which are related to zip codes, are maintained in the UPS Zone F/M. The program defaults to the zone entered in the Accounts Receivable Ship-To profile for this customer.

    Com/Res. If the UPS Zone entered in the previous input is greater than 8, this input is not accessible and defaults to **NA.** Enter whether this delivery is a **C** - commercial or **R** - residential UPS ground delivery. UPS charges different rates for commercial and residential deliveries. Press **Enter** to accept the default value for this ship-to address.

    Weight: The program defaults to the next highest whole pound from the weight entered in the IC Item F/M for this item. A different weight can be entered if necessary.

    Freight: The program defaults to the freight calculation derived from the information entered in the previous three prompts. You may enter a number (+/-9999.99) if you need to override the system's calculation.

Using the footer

The footer portion of the Credit Memo screen opens in a separate window.

To cut down on the number of keystrokes needed to get through the footer, edit the SO Entry Options F/M to skip unnecessary inputs.

To return to the main Credit Memo screen, choose **Backup** at the bottom of the screen. *Character users:* Press F4 to back up to the main Credit Memo screen.

Footer inputs

Memo	Use the memo input to enter special instructions, thank you messages, reminders for upcoming specials, etc.
	The program defaults to the standard memo entered in the Document Print Control F/M (*Sales Orders→File Maintenances→Infrequent File Maintenances→SO Document Print Control*).
	Delete the existing memo by pressing the space bar, followed by CR.
Ship to	Shows the ship-to information entered in the header of the document .
Request date	Initially entered in the document header, this shows you the date on which the customer asked for the order to be delivered.
Freight code	Options are Prepaid, Collect, Prepay/Add and Bill Later.
	Prepaid indicates that the freight amount is the actual freight amount on this order in **Freight $.**
	Collect indicates the freight amount should be collected upon delivery. No freight amount should be entered on the document.
	Bill later indicates the freight amount will be collected after the charge is established from UPS manifest or freight bill. Use the Unbilled Freight Report to print a listing of all invoices that contain the Bill Later freight code.
	Prepay/Add indicates that the carrier's shipping charges will be billed to the shipper, the shipper will pay the carrier, and the shipper will also add freight charges to the customer's invoice. The freight charges added to the customer's invoice are not necessarily the same amount as the carrier's shipping charges billed to the shipper.
Freight $	Enter the freight amount for the order, if applicable. Press F2 to access the Freight Totals window.
	This input is not available if the **Charge Freight** flag is not selected (set to N) in SO Static Control F/M (*Sales Orders→File Maintenances→Infrequent File Maintenances→SO Static Control F/M.*)
	See the section "Entering freight and handling" for more information.
Route	This input shows the route code entered in the document header.
	The **Use Routes** flag must be selected (set t o Y) in SO Static Control F/M.
Disc %	Enter the discount percent (maximum of 100) or dollar discount (maximum equals merchandise total) of the merchandise total. The program initially defaults to the invoice discount set in the customer's master file accessible from Customer F/M.
	This input only appears if % or $ was entered at the **Use Invoice Discounts** flag in the SO Entry Options F/M and is initially skipped if the total for the invoice is zero.
Tax code	The program defaults to tax code assigned to the customer's ship to file. F2 allows a search.
	Tax codes are set up in *Accounts Receivable→File Maintenances→Infrequent File Maintenances→Tax Table F/M.*
	Several flags in the system affect this input:
	The program skips this input is if the invoice total is zero or if the **Charge Tax** flag in SO Entry Options F/M is not selected (or set to N).
	If the **Tax Rate** flag is selected in the Accounts Receivable Tax Table F/M, the system will apply tax

	to the freight amount.
	⟳ If you back up into this prompt without pressing F1-skip after changing the tax rate or the tax amount, the system recalculates the charges to reflect the tax code and the changes to the **Tax Rate** and **Amount** inputs are lost.
Tax rate	The program initially skips this input.
	If the **Charge Tax** flag in the Sales Orders Static Control F/M is not set to O-Override, you cannot override the tax code and this input is unavailable.
	Enter **H**-to use the high rate, **L**-to use the low rate, or **X**-to change tax status of this document to exempt.
	High and low tax rates are set up in the Accounts Receivable Tax Table F/M. The program defaults to the rate selected in the customer's master file in Customer F/M.
Taxable	The system displays the amount that is taxable based on the tax code and rate information either entered in this document or carried over from the customer's master file.
Subtotal	Displays the amount due on the document, minus any backordered goods. The subtotal does not include freight.
Discount Amt	Displays the total dollar amount of the any customer, line item and document discounts. This is information is display only.
Freight Total	Displays the total freight and handling charges on the document. This information is display only.
Tax $	Displays the total dollar amount due in tax based on the selected tax code and rate information entered either on this document or in the customer's master file in Customer F/M.
	To manually enter a different tax amount, the **Charge Tax** flag in the Sales Orders Static Control F/M must be set to O-Override.
Total Due	Displays the subtotal plus freight and tax, minus discounts. Amounts for backordered items are not included in the total.
Total Payments	Displays any payments, including any deposits that have been applied.
Other	This displays the totals of any credits entered through the Deposit/Payment Entry window.
	Use this input to apply this credit to a customer's credit card or issue the credit with other cash type payment methods.
Cash Terms	Use this input to issue a cash credit to the customer. Enter the cash amount due to the customer.
	If the amount you enter is not the full amount on the credit memo, the remainder credits the customer's AR account, if they have one.
	Use the Deposit/Payment Entry program to split the credit between cash and other cash type payment methods.
A/R Terms	This defaults to the terms code entered in the **CM Terms Code** setting on the Inventory tab of the SO Static Control F/M. In most cases, this terms code should be set to CM so the credit applies against the customer's AR account.
	If you did not enter amounts in the cash terms input or in Deposit/Payment Entry, the full amount of the credit memo defaults to this terms code.
	If the customer does not have an AR account, use the cash terms input or Deposit/Payment Entry to issue the credit.
Balance	The amount due to the customer for this document.

Credit Memo Entry menu options

File	
New document number	Allows you to manually enter document numbers. Otherwise, the program automatically assigns them as you complete the header of each document.
Open Existing Doc	Enables you to open and edit an existing document.
Delete Document	Deletes the current document. The system deletes the line items and sets the header to *deleted* status. The document prints on the Daily Sales Register as *deleted*, providing an audit trail of assigned document numbers. Invoices can be deleted until they are updated in the Daily Sales Register. Once the DSR has been run, enter a Credit Memo.
Edit	
Add line	Enables you to add a line item to the order.
Insert line	Enables you to insert a line item above the one selected in the item browser.
Delete line	Deletes a line item from the order.
Find line item	Enables you to search for a line item entered on the order by item number.
View	
Shipping Warehouses	Displays the number of line items for each shipping warehouse and direct ship and the ship via code. Allows you to change the ship via code on all lines for each shipping warehouse.
Class Totals	Displays all item classes on the document and the number of line items in each class and class. This view also breaks down the document total by class.
Document Totals	Displays totals for weight, units, cost, merchandise, sales tax and miscellaneous sales.
Item Interchanges	Allows you to look up alternate references listed for each item number.
Aging	Displays the customer's credit limit, balance, current amount due, amounts overdue (if any) and any aging information.
Past Sales	Displays the customer's purchase history for a selected item. The history includes the purchase date, invoice number, the quantities purchased and in which units, the price per unit and the pricing unit of measure.
Quotes	Displays quotes on file for a selected item and shipping warehouse. In addition to the quote number, this view shows which customer the quote is for, when the quote was entered and when it expires, as well as item quantities, prices and extended prices.
Committed	Displays committed quantities for a selected item. Choose to view sales orders, warehouse transfers, manufacturing tickets and equipment rental contracts (for Service & Repair users).
On Order	Displays any purchase orders, and for BOM items, any manufacturing tickets on file for the selected item. Enables you to view the quantities on order for this item.
Customer Notes	Displays any notes entered in AR Customer Inquiry for the selected customer. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details. **Note:** You cannot access the Customer Notes feature (View→Customer Notes) while you are working in the line-item portion of the screen. When you finish with line items, pace the cursor in the header portion of the screen and then select View→Customer Notes. Character Users: Press **F10** to display menu options for this screen.
Item Notes	Displays any notes entered in IC Item Inquiry for the selected item. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details.
Document Notes	Displays any notes entered in Notes Entry SME710 for the selected document. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details.
Line Notes	Displays any notes entered in Notes Entry SME710 for the selected document line. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details.
Price Options	Toggle this window on or off as needed. The window appears while you are adding or editing a line item in the line item entry section of the main Credit Memo Entry screen. It displays all the available pricing options for this item, including any contract pricing, list prices, quantity breaks, level pricing etc.

	while you are in the price input.
Warehouse Quantities	Toggle this window on or off as needed. The window appears while you are adding or editing a line item in the line item entry section of the main Credit Memo Entry screen. It displays the available , on hand, committed, on order and backordered quantities for the item you are entering.

Options	
Header Detail	Provides access to all the header inputs available for this document type. See Using Header Detail section.
Line Detail	Provides access to all the line entry inputs available for sales order documents. See Using Line Detail section.
Line Approval	Enables users with password authorization to take lines off of hold status. Line approval is necessary in systems using multiple warehousing where certain users are not authorized to ship items from certain warehouses.
Deposits	Accesses the Deposit/Payment entry window so you can place deposits on the order. See Chapter 1 for more on Deposit Payment Entry.
Lost Sale Entry	Allows you to track lost sales on items. The **Use Lost Sales** flag has to be selected in SO Static Control F/M.
	Enter the item number, description, the quantity, UM, price and the reason code. Choose OK or press Enter (CR) to return to the Credit Memo Entry window.
	The Lost Sale Entry option can be triggered automatically. If you reset the order quantity from the original order quantity entered, but the shipped, backordered and committed quantities do not equal the new order quantity. The program prompts you to enter **Y** or **N** to indicate whether to post the difference (original order quantity minus new reset order quantity) to lost sales. If you enter Y (and the **Use Lost Sales** flag is selected in SO Static Control) the Lost Sales Entry window appears. The program defaults to Y.
	Note: Reason codes are created and maintained in the Lost Sales F/M (*Sales Orders→File Maintenances→Lost Sales F/M*).
Item Search	Allows you to search for items by item number, item interchange, item class or UPC number. You can select the **Alt Look** option on the Item Search to display warehouse quantities, item catalog search, service item search, or standard part number search.
	You can also access the Item Search by pressing F2 at the Item Number input.
	This option is only available when you are entering an item number.
Customer Item Search	Allows you to search for items according to customer references.
	This option is only available when you are entering an item number.
Catalog Item Search	Allows you to search for a catalog item by alpha lookup or catalog item number.
	This option is only available when you are entering an item number.
Past Sales Search	Allows you to lookup all items sold to this customer in the past.
	When you select an item from this search, the system sets quantity ordered to what the customer ordered in the past sale. This option is available at the item prompt and only if the *Use Past Sales Flag* is selected in SO Static Control.
Equipment Search	Allows you to look up equipment codes on file in the Service & Repair module.
	This option is only available when you are entering an item number and if the Service & Repair module is activated.
Quick Item Add	Allows you to add an item to the system on the fly. The item can be accessed later from Item F/M.
	This option is only available when you are entering an item number.
Quick Equipment Entry	Allows you to create a record for a new piece of equipment. This record can be accessed later from the Service & Repair Equipment F/M.
	This option is only available when you are entering an item number and if the Service & Repair module is activated.
Go To*	
Order	Opens Order Entry
Service Order	Opens the Service Order Entry program, if the Service & Repair module is activated.
Order Confirmation	Opens the Order Confirmation program.

| *Direct Invoice* | Opens the Direct Invoice Entry program. |

Credit Memo	A check mark appears next to this option to indicate it is in use.
Counter Sale	Opens the Counter Sale Entry program.
	* Programs on the *Go To* menu are disabled while a document is open.
Help	
Contents & Index	Opens the on-line help system.

Invoice & Credit Memo Print (SOP310)

Function

Use this program to print, or reprint, invoices and credit memo documents. The printed invoice or credit memo includes all pertinent header and line-item information, addresses and totals.

➲   Invoice numbers (not to be confused with document numbers) are assigned just before each document is printed. Invoice numbers are not affected by reprinting.

If the invoice was generated from a Blanket Sales Order, the Blanket Sales Order document number will print in the description column before the line-item(s).

You have the option to:

- Print an alignment check.
- Print all invoices and credit memos not yet printed.
- (Re)print selected invoices and credit memos.
- Reprint all invoices and credit memos in the Invoice/Credit Memo Reprint File.
- Select warehouse(s) of documents to print.
- Select route(s) of documents to print.
- If using multiple warehouses, sort the printed documents by shipping or initiating warehouse.
- Select by document type.

You can access this program from Order Confirmation, Direct Invoice Entry, and Credit Memo Entry.

Setting invoice and credit memo print parameters

Use the Document Print Control F/M (*Sales Orders→File Maintenances→Infrequent File Maintenances→Document Print Control F/M*) to set the depth of the invoice or credit memo, indicate whether the form is preprinted and enter a standard memo.

The Document Print Control F/M also enables you to select a print format (short form, short form with gross margin tear off and long form) and indicate whether you want to print the first, second or both item description lines.

Printing Ordered By information on invoices & credit memos

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

Printing MSDS information on invoices & credit memos

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

NOTE: Be sure to include partially completed orders that have
been zeroed out and orders with only backordered amounts.
Even though no invoices will be printed for these orders (since
there is no amount due), they must be run through this
program so that the Daily Sales Register can process them.

Printing BOM components on invoices & credit memos

If an item is a bill of material item and the **BOM on Invoice**
flag is set to Y in the SO Static Control F/M, the component
items used to produce the BOM item print on the invoice.

NOTE: If a bill of lading is to be printed for an invoice, use the
SO Bill of Lading Print Program (*Sales Orders→Orders→Bill of
Lading Print*).

Printing alignments

Use the Print Alignment feature to check that the form is
properly aligned in the printer.

To print an alignment (or test page) in graphical mode, select
Print Options →Alignment from the menu bar.

In character mode, enter **A** at the selection prompt and press
return.

User Inputs

The following inputs are involved in the printing of invoices and credit memos:

1. **Print/Reprint**

Enter whether documents are to be **P**-printed or **R**-reprinted. If
a document has been printed once, it can only be reprinted. The
program defaults to printed.

2. **Warehouse**

Enter up to 20 two-character warehouse codes side by side to
indicate the warehouse(s) for which documents are to be
printed. Only valid warehouse codes are accepted. The
program defaults to the warehouse assigned to the terminal.

Press **F2** or the 🔍 icon to a search. Press **F3** or select the 🌐
icon to default to ALL.

3. **Sort By Shipping Warehouse**

For multiple warehousing only. Indicate whether to sort the
invoice line items by shipping warehouse. If N is entered here,
the line items will be not sorted.

4.   **Route**

Enter up to 18 three-character route codes side by side for which documents are to be printed. Only valid route codes are accepted. Question marks are used as wild cards, i.e., entry of the first two route characters and a question mark displays all routes beginning with those two characters. Press **F2** or the 🔍 icon to a search. This input is disabled if the **Use Routes** flag in the SO Static Control F/M is not selected.

5.   **Document Number**

Enter the document number(s) to (re)print (up to 6 digits). The entry must be a valid document number. If printing, press **F1** or select the 🔵 icon to default to ALL. If reprinting, press **F1** or select the 🔵 icon to default to all orders in the reprint file. If the document entered is the incorrect type or status, a message to this effect is displayed and the entry is not accepted (this includes confirmed, voided, deleted or not yet printed Press **F3** or the 🔴 icon to delete the previous document number. Press **F2** or the 🔍 icon to a search.

6.   **Document Type**

Enter whether the documents to print are Print Completed **I**nvoices only, Print **P**artially Confirmed Documents Only, Print **B**oth Invoice and Partially Confirmed Documents.

Invoice & Credit Memo Print (SOP310)

Template   Print Options

Print/Reprint   P - Print

Warehouse   01   Atlanta Warehou:

Route

Sort by Ship Whse

Document   All

Document Type   I - Completed Invoices Only

Template   None

Printer   Genicom Line Printer

OK

Cancel

Print or Reprint Documents? (P/R)

Invoice & Credit Memo Print (SOP310)

Help

01-FACTS 7.5 Development   Invoice & Credit Memo Print   SOP310

Print/Reprint P Print

Warehouse 01 Atlanta Wa

Route

Sort by Shipping Warehouse N

Document   All   Document Type I Completed Invoices Only

— Template ——————————   — Printer ——————————
   None   WindX Laser
Alignment
CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit |.

Route Release (SOU310)

Function

This program allows the user to release invoices of specific routes so that the invoices print on the Daily Sales Register.

This program is not used if the **Use Routes** flag in the Sales Orders Static Control Record is set to N.
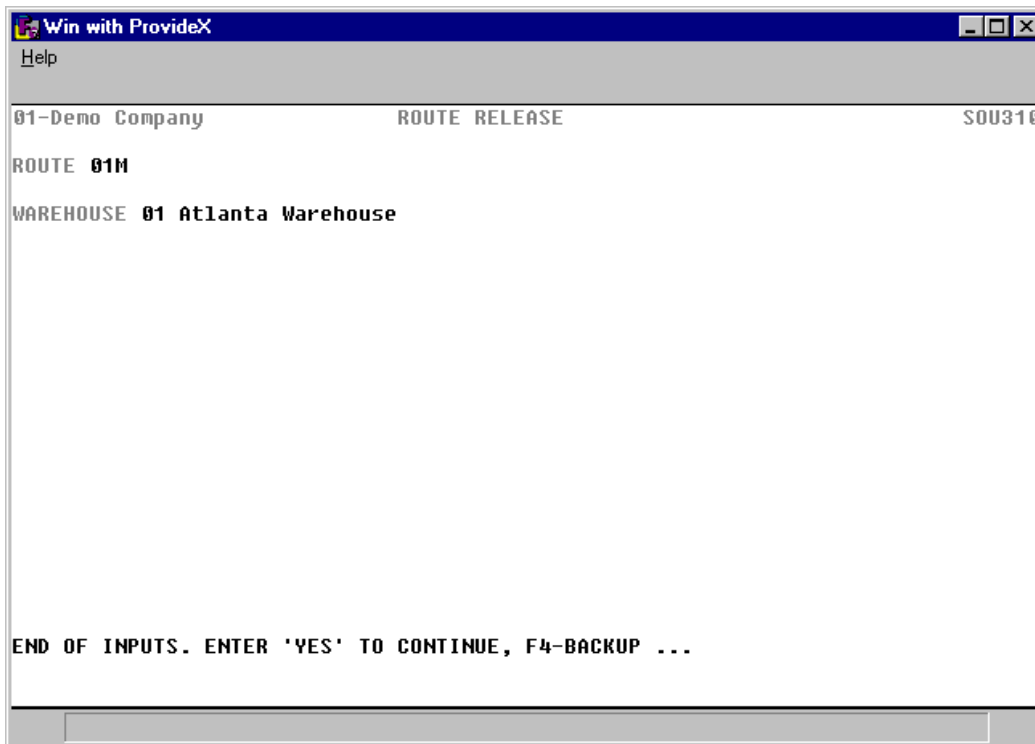
User Inputs

1. Route

Enter up to 18 three-character route codes side by side to release. Only valid route codes are accepted. Question marks are used as wild cards, i.e., entry of the first two route characters and a question mark releases all routes beginning with those two characters.

2. Warehouse

Enter up to twenty 2-character warehouse codes side by side to indicate the warehouse(s) for which routes are to be released. Only valid warehouse codes are accepted. CR defaults to the warehouse assigned to the terminal. F3 defaults to ALL.

Process Pending Transactions (SOU610)

Function

This program enables ICVERIFY users to carry out credit card transactions in cases where the **Transmit to ICVERIFY** flag in Credit Card Control F/M (SOF957) has to be set to **N** for a period of time. When this occurs, credit card processing is considered to be off-line. When processing is off-line, **transactions must be cleared through this program before you can run the Daily Sales Register (DSR).**

Once processing is back on line, meaning the **Transmit to ICVERIFY** flag is set back to **Y**, the Process Pending Transactions program transmits pending transactions to the credit card processing company.

Note: If you set the Transmit to ICVerify flag in this program to N, your system is in manual mode, and all transactions must be voice authorized and will be batched as a pending transaction.

Once processing is back on line, set the Transmit to ICVERIFY flag back to Y, then the Process Pending Transactions program transmits pending transactions to the credit card processing company.
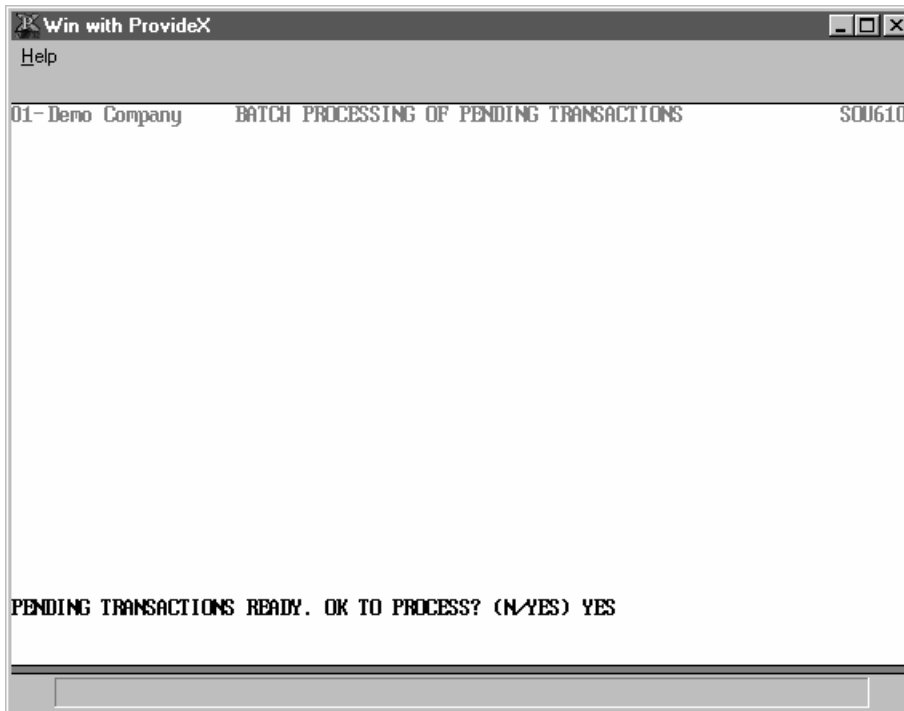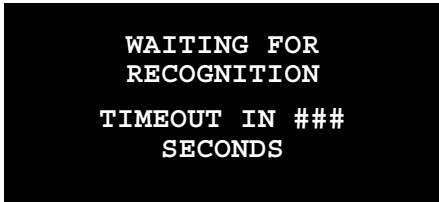
User Prompts

If credit card transactions are pending in the system, the message "PENDING TRANSACTIONS READY. OK TO PROCESS?" will appear at the bottom of the screen. Type in YES if you are ready to proceed.
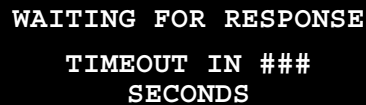
A box will appear in the middle of the screen, which gives you the status of the transmission:

Based on the timeout value entered in the Credit Card Control F/M, FACTS will wait for the processing company to first recognize, and then respond to your transmission.

```
        WAITING FOR
        RECOGNITION

     TIMEOUT IN ###
         SECONDS
```

If all the transactions are received and approved, the system will tell you "BATCH PROCESSING OF PENDING TRANSACTIONS IS COMPLETE. CR- CONTINUE."

```
     WAITING FOR RESPONSE

        TIMEOUT IN ###
            SECONDS
```

Press CR to exit the program.

If a transaction in the batch is declined, the program will provide the document number and the reason it was declined. The transaction will need to be resolved off line before and it must be processed through this program again before you can run the DSR.

Recognition and Response Timeouts

Recognition and response timeouts may occur if the credit card processing company does not recognize the FACTS transmission or respond to it in the time provided. The timeout value is set in the Credit Card Control F/M in Sales Order Infrequent F/Ms.

In the event that a **recognition timeout** occurs, FACTS will ask you to press CR to wait again or press F4 to back out of the program.

If a **response timeout** occurs, you have the option to wait (press CR) or exit and put the pending documents on hold (press F3). If you choose to exit and hold, you must call the processing company to verify which, if any, of the transactions were received. Those that weren't received will have to be settled through the ICVERIFY software. Please refer to the ICVERIFY *Users Manual* for more information about this process.

Other issues

If the following message appears when you enter this program, it may be possible that you don't need to run this program.

```
THERE ARE NO PENDING TRANSACTIONS TO PROCESS AT THIS TIME. CR-CONTINUE
```

Press CR to exit the program and check to see whether FACTS is set to transmit to ICVERIFY.

If you forgot to set the transmit flag back to Yes or ICVERIFY is not configured properly in FACTS, the following message will appear at the bottom of the screen.

```
THIS SYSTEM NOT CONFIGURED FOR AUTOMATIC CREDIT CARD PROCESSING. CR-CONTINUE
```

Press CR to exit the program and set the flag to Y before running the program.

Verisign Processing (SOC611)

When processing for Verisign, this program gathers all information (according to the selections chosen in Credit Card Control F/M (SOF957)).

Processing Details

The system displays the amount, but it cannot be changed on this screen. You can enter the Credit Card Number manually, or by a swipe by pressing the "Swipe" button, or F1. When you press the "Swipe Card" button, FACTS displays a message indicating that it is waiting for the card to be swiped. You can press F4 to cancel. The system remembers the last mode system was in when the credit card information was successfully gathered (swiped or manually entered), and stores this in the SMT record so that the next time you access the Credit Card Information screen, it is in the same mode as last time. The program displays the credit card number in the Credit Card Number field, and other track data into the appropriate fields. The system disables the Credit Card Number and Expiration Date fields after you swipe the credit card. Use the **Clear** button to clear all fields and enable the Credit Card Number and Expiration Date fields again, and enter the program in the state set by the SMT record (either in swipe mode or manual mode).

Input Descriptions

Use the following inputs to Verisign credit card handling processing in FACTS

Prompts for Payflow Pro

1.   **Credit Card Number**

Enter the credit card number either manually or via swipe entry. Note: You can press the **Swipe** button or **F1** to display the Swipe window and the system waits for swipe data. Press **F4** or **Cancel** to cancel the Credit Card transaction and back out of the program.

2.   **Expiration Date**

Enter the expiration date for the credit card, if not populated from swipe.

3.   **Customer Name**

Enter the customer name for the credit card, if not populated from swipe.

4.   **Address**

Enter the customer address for the credit card customer, if not populated from swipe. This field is enabled only if the Use Address Verification Service (AVS) setting is selected on Credit Card Control F/M (SOF957).

5.   **Zip Code**

Enter the zip code for the credit card customer, if not populated from swipe. This field is enabled only if the Use Address

Verification Service (AVS) setting is selected on Credit Card Control F/M (SOF957).

6.   Card Security Code

Enter the security code for the credit card, if not populated from swipe. This field is enabled if the Use Address Verification Service (AVS) setting is selected on Credit Card Control F/M (SOF957).

You can select from the following buttons

Clear to clear all fields and enable the Credit Card Number and Expiration Date fields again, and enter the program in the state set by the SMT record (either in swipe mode or manual mode).

Swipe or **F1** to display the Swipe window and the system waits for swipe data. Press F4 or Cancel to cancel the Credit Card transaction and back out of the program.

Cancel or **F4** to exit the Verisign Processing (SOC611) screen.

Daily Sales Register (SOR310)

Function

This program enables you to:

- Print a daily sales register of all confirmed orders, invoices, credit memos and counter sale slips.
- Build and print a general ledger distribution, if needed.
- Post to Accounts Receivable and, if the GL distribution is built, to General Ledger according to the sales information.
- Update Inventory Control, Sales Orders, and the Sales Analysis holding files according to the sales information.
- Update warehouse and order line Balance Complete status to Ship Complete.
- Print summary or detail information.

- Copy document notes to past invoice notes and delete notes when documents are deleted or lines are complete.

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

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

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

warehouse. If it is Yes, the usage is updated. If it is not Yes, then the ship warehouse usage is not updated.

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

Recaps by terminal, warehouse, salesperson and terms code is also be printed if set to do so in the Sales Orders Static Control Record.

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

You can set FACTS so that the Daily Sales Register automatically updates the following:

- Accounts Receivable - Customer Balances, Sales History, Open Receivables File and Sales Tax File.
- Sales Analysis - Holding File - holding invoice information to be posted to sales analysis by later running the Sales Analysis Post Invoices to SA Program. If multiple warehouses are being used, credit for sales for shipping warehouses will be based on the **Shipping Warehouse Sale Percent** flag in the IC Warehouse F/M.
- Sales Orders - Monthly (period) Sales Register, Past Sales History File and past invoice information. Backorders are also updated for any orders that were not shipped in full.

- Inventory Control - sales history (in the Item File and also in the Warehouse File).
- General Ledger - journal entry.

User Inputs

The following inputs are involved in printing and updating the Daily Sales Register:

1. Date

Enter the sales register date (ref. 10). The date must be within the current or next GL period. CR defaults to the system date.

GL period

If the date entered above is within the current GL period, then this input is displayed as CURRENT with the current period and year. If the date entered above is within the next GL period, then this input is displayed as NEXT with the next period and year.

2. SA Period

Choose whether to post to **C-Current** or **N-Next SA Period**
when the Sales Analysis module has not yet been closed for the
previous period. The program defaults to C-Current.

3. Warehouse

Enter up to twenty 2-character warehouse codes side by side to
indicate the warehouse(s) for which register is to print. Only
valid warehouse codes are accepted. CR defaults to the
warehouse assigned to the terminal. F3 defaults to ALL.

4. Department

Enter up to as many GL department numbers as will fit in the
input for which the register is to print. (GL department length
is user-defined in the Company Control Record; the input
length is 40, so if the department length is two, enter up to 20,
three enter up to 13, or four, enter up to 10). Only valid
department numbers are accepted. CR defaults to ALL.

5. Scope

Enter whether to print **S**-summary or **D**-detail information. CR
defaults to S.

6. Correct

Enter **Y** or **N** to indicate whether or not this is the correct date
and GL and SA period for the sales register to post to.

 The Daily Sales Register prints by reading through the Ready-For-Register File.
 Information about each document prints as the General Ledger Distribution File is
 built.

 For users printing the GL distribution, the following input is displayed:

8a. Check register. Ok to print GL distribution?

After printing the Daily Sales Register, **verify the printout**. If
there is a correction to be made, enter **N** to exit the program.
After the correction is made, the register can be rerun. If
everything is correct, enter **YES** to continue. The program then
prints the GL distribution. Once the GL distribution is printed,
proceed to **Check GL distribution. OK to update.**

 For users not printing the GL distribution, the following input is displayed:

8b. Check register. Ok to update?

After printing the Daily Sales Register, **verify the printout.** If
there is a correction to be made, enter **N** to exit the program.
After the correction is made, the register can be rerun. If
everything is correct, enter **YES** to continue and no GL
distribution will be printed, the following input is skipped and
the program proceeds with the update.

9. Check GL distribution. Ok to update?

After printing the GL distribution, **verify the printout.** If everything is correct, enter **YES** to continue. The program proceeds with the update. If there is a correction to be made, enter **N** to exit the program. After the correction is made, the entire register process begins again.

How to print the Daily Sale Register (DSR)

1. Access this program by choosing Sales Orders→Invoices→Daily Sales Register.

2. In the **Date** field, enter the sales register date. The date must be within the current or next GL period. Press **F1** or the ![icon] icon defaults to the system date.

3. In the **SA Period** field, enter whether to post information from this register to the **C**-current or **N**-next sales analysis period. The program defaults to Current.

4. In the **Warehouse** field, enter up to 20 two-character warehouse codes side by side to indicate the warehouse(s) for which register is to print. The codes must already be set up in Warehouse F/M on the IC Infrequent File Maintenance menu. The program defaults to the warehouse assigned to the terminal. Press **F2** or the ![icon] icon to search. Press **F3** or the ![icon] icon to default to ALL.

5. In the **Department** field, enter as many GL department numbers as will fit in the input for which the register is to print. (GL department length is user-defined in the SM Company Control F/M.

   The input length is 40, so if the department length is two, enter up to 20 department numbers; if it's three, enter up to 13; or if it's four, enter up to 10. Department numbers must be on record in the GL Department F/M. F2 allows a search. F3 defaults to ALL.

6. In the **Scope** field, enter whether to print **S**-summary or **D**-detail information. The program defaults to Summary.

7. When the system displays: Correct, indicate whether or not this is the correct date and GL and SA period for the sales register to post. The Daily Sales Register prints by reading through the Ready-For-Register File. Information about each document prints as the General Ledger Distribution File is built.

8. If you print the GL distribution, the following input displays: *Check register. OK to print GL distribution?*

   After printing the Daily Sales Register, **verify the printout**. If there is a correction to be made, exit the program and make the necessary corrections. After the correction is made, the register can be rerun. If everything is correct, print the GL distribution. Once the GL distribution prints, proceed to: *Check GL distribution. OK to update?*

After printing the GL distribution, **verify the printout.** If everything is correct, enter **YES** to continue. The program proceeds with the update. If there is a correction to be made, enter **N** to exit the program. After the correction is made, the entire register process begins again.

If you do not print the GL distribution, the following input is displayed: *Check register. OK to update?*

After printing the Daily Sales Register, **verify the printout.** If there is a correction to be made, exit the program and make the necessary corrections. After the correction is made, the register can be rerun. If everything is correct, proceed with the register update.

9.   Select the OK button to print the register. The system prints the register for the selected documents.

10.   The system displays the message: Invoice Receipt Register: OK to Update?

After printing the Daily Sales Register, verify the printout. If you need to correct the register data, select Cancel or enter N to exit the program. After you make the correction, you can rerun the Invoice Daily Sales Register. If everything is correct, select OK or enter YES to continue. The program then prints the GL distribution.

Counter Sales (SOS310)

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

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

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

The FACTS Counter Sale system is comprised of seven programs: Counter Sale Entry, Counter Sale Print, Cash Drawer F/M, Cash Tray F/M, Cash Drawer Sign On, Balance Cash Tray and Update Shift.
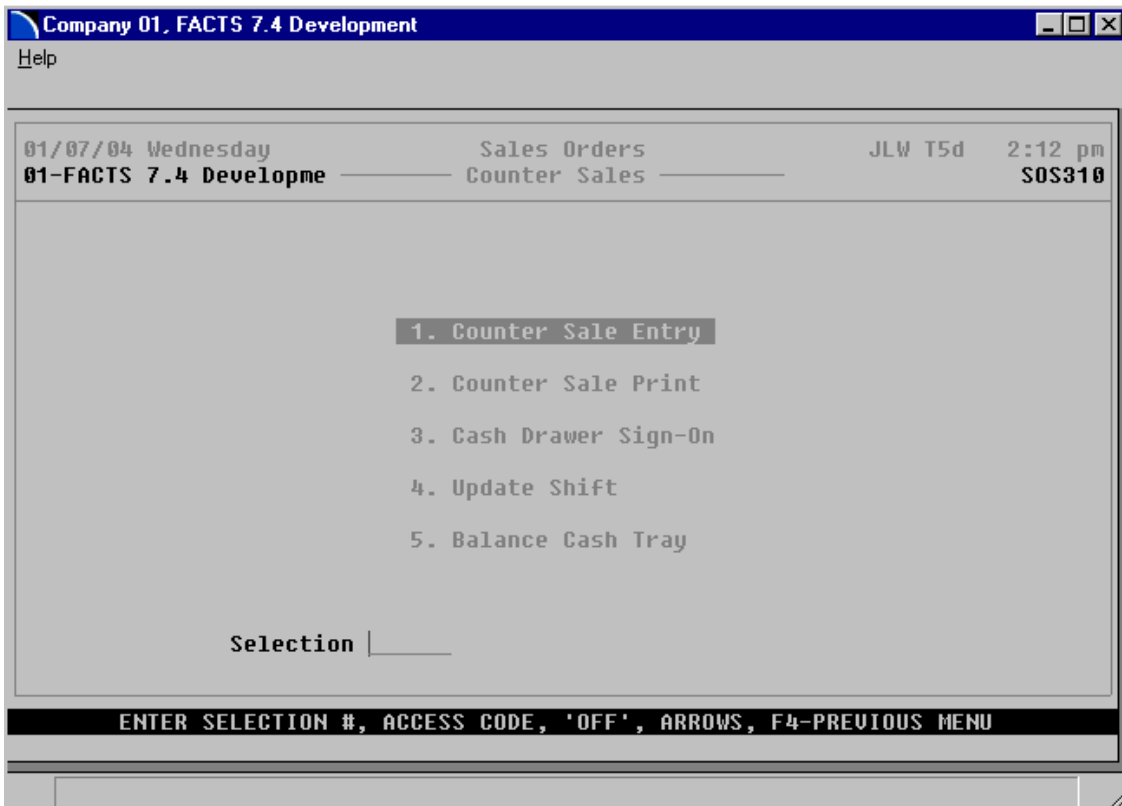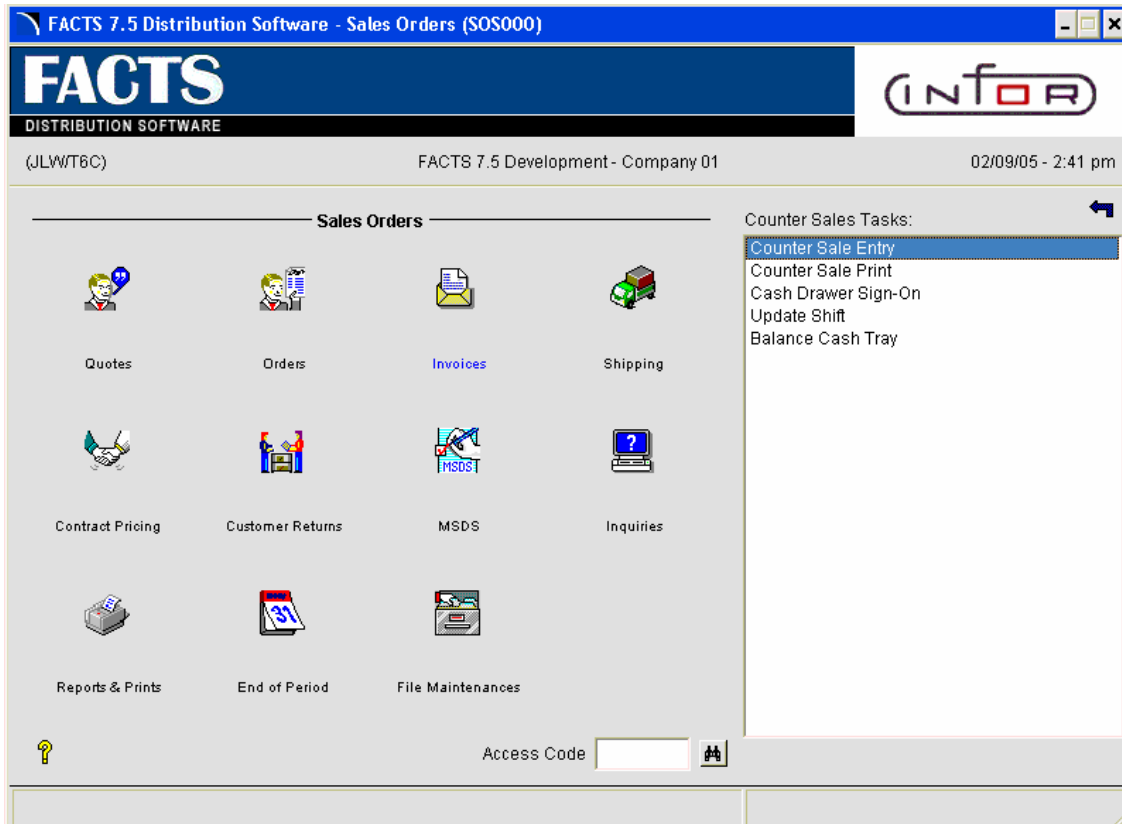
Setting up the Counter Sale system

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

Terms Codes

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

1. From the Counter Sale Menu, enter the access code **SOIF** and select Terms Code Order Setup from the Infrequent File Maintenances menu.

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

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

Cash Drawers and Trays

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

To enable cash drawer and tray handling in FACTS, set the **Use Cash Drawer Handling** flag to **Y** in the second screen of SO Static Control. Then refer to the "Cash Drawer F/M" and "Cash Tray F/M" on pages 50 and 53.

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

How the Counter Sale programs interact

Retail operations may have one, two or even 20 registers. Stores with one register tend to have more than one employee operating it during a shift, while stores with 10 or 20 registers assign only one person per shift to each register — and the assignments are usually handled by a supervisor. In most scenarios, each register usually has a drawer, which in most cases, contains a cash tray. The tray can be removed by the cashier, clerk or supervisor so that it can be counted and balanced. While that's taking place, another *balanced* tray can be placed in the empty drawer.

The seven programs available in the Counter Sale menu were created with this procedure in mind and work in sequence to support whatever number of cash drawers your counter sale operation requires to run efficiently while ensuring that all trays balance at the end of every shift.

A quick run-through

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

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

3. Begin entering sales in the **Counter Sale Entry**.

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

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

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

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

Counter Sale Entry (SOE510)

Function

Use this program to correct confirmed orders that have been converted to invoices. You can also use it to enter invoices directly in situations where the order has already been processed and shipped and needs to be invoiced.

During processing, the system automatically displays urgent notes for customers and items based on your settings on the Notes tab of SO Entry Options F/M. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for additional details.

To access this program select *Sales Orders*→*Invoices*→*Counter Sales*→*Counter Sale Entry.*

➲ You can reduce the number of keystrokes required to enter a counter sale by editing the SO Entry Options F/M (*Sales Orders*→*File Maintenances*→*Infrequent File Maintenances*→*SO Entry Options F/M*). This program enables you to designate which inputs appear in the header section of the main entry screen, which appear in dialog boxes and which do not appear at all. You also can flag an input so that you initially skip it during entry but return to it later if necessary. The program provides similar controls for the line-item and footer sections. You can also choose which document totals should appear beneath the item browser.

The document number and customer name appear in the title bar after you complete the document header.

The menu bar provides access to additional features.

Use the header portion of a document to enter the customer placing the order, the customer's ship-to address

Use the line item entry window to add items to the order. Use the on the right side of the browser to add, edit, delete, or insert line items. Use the icons on the left to manage notes.

Document totals provide at-a-glance summaries of the order.

Select the **Done** button to access the footer when you are finished entering items.
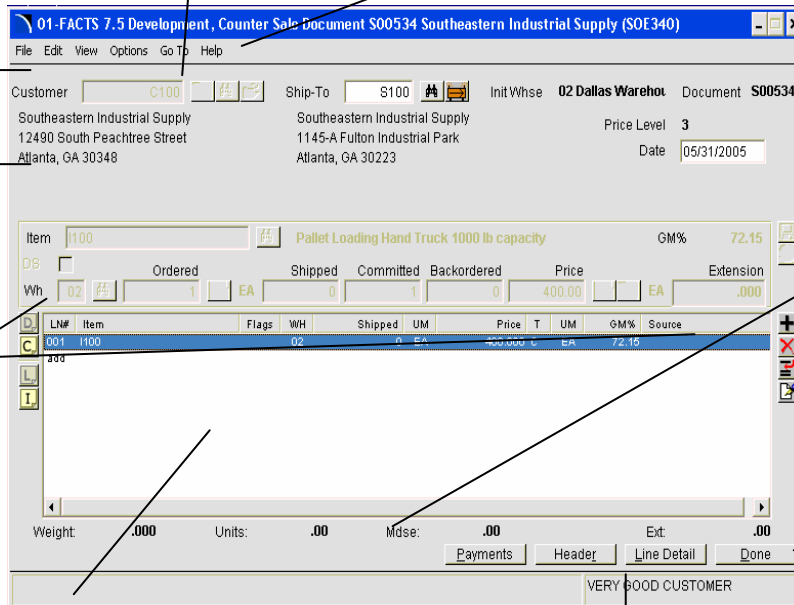
Use the item browser to view items that you have already entered, select items to edit them and change the order in which they appear.

Access the Deposits/Payments, Header Detail or Line Detail windows from the bottom button bar.

Counter Sale Entry Processing Notes

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

Counter Sale Entry Header Processing

The upper portion of the screen is called the header portion where you enter the customer or document that the counter sale is for.

Refer to the following procedures for more information about Counter Sale Entry header processing: Enter a new counter sale document (process overview)

Open an existing counter sale document

Deleting a counter sale receipt

Counter Sale Entry Line Item Processing

The lower portion is called the line item portion where you enter items, quantity and pricing information for the counter sale. The program automatically switches to confirmation mode once you complete the header.

Refer to the following procedures for more information about Counter Sale Entry item processing:

Add line items (includes line-item entry inputs)

Edit line items

Delete line items

Find line items in the browser

Designate a line item for direct ship

Selecting companion items

Counter Sale Entry Footer Processing

The ending routine consists of final inputs prior to confirming the counter sale. The ending routine is not accessible if you added line items for the order. Refer to the Counter Sale Entry Footer Information topic for field/input descriptions.

Refer to the following procedures for more information about Counter Sale Entry footer processing:

Add freight and handling

Enter multiple payments

Counter Sale Entry Header Information

Use the Counter Sale Entry Header section to enter the order number, customer, ordered and request dates and other general information. This window contains all the possible inputs for the Counter Sale Entry Header.

 Tip: When you press **Enter** or **Tab** when entering quote information, the additional inputs that appear, such as Ship Via Code, an inside salesperson code, etc., depend on the settings selected in SO Entry Options F/M. This procedure details all possible entries. Most of these entries already display default information; you can modify these values. Character Users: Press **F3** to stop at the first required field; press **F3** again to bypass these fields, use default information, and directly access the line item entry section.

Input Descriptions

Use the following input descriptions to enter information for a counter sale header:

1. **Doc/Cust**

    Customer

The customer number for the order confirmation.

In this input, you can enter the customer code or document number. You can press **F2** or select the button to search for a customer code.

Credit Check Note: The system performs a customer credit check for each customer during Sales Order entry programs based on the Credit Limit value and the number of Credit Check Days entered on the Accounting tab of Customer F/M. For additional credit check processing details, such as disputed invoice processing, adding customers on-the-fly, or displaying customer aging, refer to the Customer Credit Check topic in *Chapter 4 Orders* of this document.

Document

You can enter the counter sale # that you want to open. You can press **F3** or select the icon to search for documents.

2. **Ship-to**

The system displays the ship-to code entered on the sales order along with the full ship-to address. Edit the ship-to code, if necessary.

If a customer requests to have an order shipped to an address other than its usual shipping address, select the ⬜ icon to use the Temporary Ship-to feature to facilitate this request. You can press F2 or select the 🔍 icon to search.

Creating a temporary ship-to address

> 1. Press **F3** in this input or the ⬜ icon.
>
> 2. In the Ship-to Address window, enter the alternate ship-to information.
>
> 3. Choose OK to return to the main entry screen. Notice that TEMP now appears in the Ship-to input, rather than SAME.

3.   Invoice

Enter the confirmation date, usually the system date.

4.   Shipped

Enter the date the order ships to the customer. The system displays the current system date as the default.

Counter Sale Entry Line Item Information

The line-item portion of the program allows the entry of up to 999 line item and message lines to complete the counter sale. Line numbers are assigned automatically beginning with 001 and increments by one for each individual line item up to 999. In the rare case where 999 line items have been entered on a single order, the program proceeds to the **selection prompt** and refuses further entries.

 Tip: When you press **Enter** or **Tab** when entering quote information, the additional inputs that appear, such as Ship Via Code, an inside salesperson code, etc., depend on the settings selected in SO Entry Options F/M. This procedure details all possible entries. Most of these entries already display default information; you can modify these values.

Input Descriptions

This window contains all the possible inputs for Counter Sale Entry items processing. Use the following input descriptions to enter information for a counter sale line item.

1.   **Item number**

Enter an item number manually or press **F2** or the icon to select one from the Item Search.

 If you enter a temporary item or a catalog item, the system displays additional input fields. Refer to the Temporary and Catalog Item Entry topic for input details.

If you enter a standard part number, the system uses the unit of measure (UM) from the Standard Part Number record as the default selling UM instead of the default selling UM in the Item F/M record. If you select not to use the standard part number UM or the standard part number UM is blank or not a valid selling UM for the item, then the system uses the standard default UM for the item.

 TIP: For detailed information about entering serial/lot items refer to the Entering serial/lot items topic.

Enter **M** to enter a memo line.

Graphical users: Choose the *Options* menu to access Catalog Item Search, Customer Item Search, Past Sales Search, and several other searches.

Character users: Press **F10** and select *Options.*

Choose the *View* menu to access Item Interchanges.

 When you enter an item number, the system displays the Gross Margin for

the item in the **GM%** input. If you modify the pricing and unit cost for the item, the system updates this value.

2. **Discount %**

The percentage by which to discount this item. The program automatically calculates the equivalent dollar amount discounted. It also multiplies the dollar amount by the ordered quantity and displays the discount extension to the right.

3. **Taxable**

Indicates whether this item is taxable. The program defaults to the Taxable setting in the item's master file (see Item F/M).

4. **DS**

Indicate if the item is a direct ship. Refer to the How to designate items for direct ship topic for details.

Graphical users: Select the **DS** box in the line item entry section.

Character users: In the Ordered input, press **F3**. (Press **F3** again to toggle back to Warehouse ship.)

5. **Whs**

The system displays the warehouse selected on the sales order. You can modify this value, or press **F2** or the ⛏ icon to search other warehouses to display the Search Warehouses window containing warehouses that have the item, along with the available, on hand, committed, on order, backordered and surplus quantities for the unit of measure selected.

6. **Ordered**

Enter the customer's requested quantity.

Press **F2** or the ⛏ icon to change the unit of measure on the ordered quantity.

Character users: Press **F3** to indicate this item is a direct ship. Enter or search for a vendor code. Later in the order you can press **F3** again to toggle back to a warehouse ship.

If the quantity entered exceeds the available inventory in the selected warehouse, the program gives you the option to accept the quantity anyway or press **F2** or the ⛏ icon to search other warehouses.

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

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

7. **Shipped**

Enter the quantity shipped to the customer.

8. **Committed**

Enter a quantity to commit in the warehouse or accept the default. This input defaults to the quantity ordered, if that quantity is available in the selected warehouse.

9.   **Backordered**

Enter a backordered quantity if the quantity ordered is greater than the available quantity in the selected warehouse.

When you enter a backordered quantity, Sales Order Entry programs base suggested document creation on the Stock, NonStocked, Uninventoried, and Temporary prompts in Sugg PO/TR by Type section on the Line Prompt tab of SO Entry Options F/M (SOF915). Use these settings to indicate whether you want to have the system ask to create suggested purchase orders or suggested transfers by item type during Order Entry line processing.   Refer to the Suggested Transfer/Purchase Order Creation from Sales Order Entry Programs topic for detailed information about creating suggested warehouse transfer or purchase orders for backordered quantities.

The program skips this input if:

The customer does not allow backorders (Allow backorders flag not selected in AR Customer F/M).

Your company does not allow backorders (Allow backorders flag not selected in SO Static Control F/M).

The item is a direct ship.

The selected warehouse has enough inventory to fill the order.

â If the backordered and committed quantities do not add up to the ordered quantity, the entry program resets the ordered quantity to the sum of the committed plus backordered.

10.   **Price**

Enter a price. You can press **F3** or the ⚓$ icon to select one from the Price Search window.

Press **F2** or the 🔄 icon to change the unit of measure on the price selection.

A letter appears after the pricing UM to indicate which pricing option you selected.

If the Price Options window is open enter once of the following in the Price input to import the corresponding price:

S-Standard, C-Contract, D-Default, T-List, L-Last, L#-Price level, Q#-Quantity break, U-user override – you keyed in a price.

To access the Price Options window, select *View* and make sure a check appears next to *Price Options*.

11.   **Unit Cost**

The unit cost for the item display as the default. You can modify this value.

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

12. Press **F3** (End Entries) to complete an entry in the line-item portion of the Order Entry program.

Graphical Users: **Select the** ✖ **icon to stop entering line items.** Refer to the Stopping Confirmation topic for details.

The line number is incremented by one, displayed, and the program returns to the item input for the next line-item entry.

Character Users: Following the entry of the last line-item, you can enter the following to perform the described functions:

#	Change a line item
Enter (CR)	Select highlighted line (use arrows to select line)
F2	Change the header
F3	Access the ending routine
A	Add a line item
D	Delete the entire order
F	Find item
C	Display class totals

In the Notes: area of the screen, just above the line item section, the system displays CUST or ITEM to indicate that notes are present. From the View menu of the Sales Order entry programs, you can select F10-Menu, View, Item Notes or Customer Notes.

Graphical Users: You have the following options:

Select the **Payments** button to access to the Deposit/Payment Entry window. Refer to the Deposit/Payment Entry topic for details.

Select the **Header** button to access the Header Detail for Documents screen, which is used to view and/or modify warehouse, shipping information, request and order dates, and salesperson, freight, terms and ship via codes.

Highlight a line item and select the **Line Detail** button to access the Line Detail for Documents screen, which is used to view and/or modify item descriptions, quantity and shipping information, costing, and PO information.

Select the 🖹 icon to make changes for the highlighted line item.

Select the ✚ icon to add a quote line.

Select the ✖ icon to delete the highlighted quote line.

Select the 🔽 button to add a line item above the highlighted item in the browser.

Press the 💾 icon to save your changes.

On the left side of the line item browser, you can select:

🅓 to access Note Entry (SME710) for the sales order header record specified in the program.

🅒 to access Note Entry (SME710) for the customer specified in the program.

🅛 to access Note Entry (SME710) for sales order line records in the line item browser.

🅘 to access Note Entry (SME710) for the item highlighted in line item browser.

```
┌────────────────────────────────────────────────────────────────────────────┐
│  ◥ Counter Sale Entry (SOE340)                                 _ □ ✕         │
├────────────────────────────────────────────────────────────────────────────┤
│  Help                                                                        │
│                                                                              │
│                                                                              │
│  01-FACTS 7.5 Development    Counter Sales Entry      Document S00534  SOE340 │
│  Customer      C100          Ship-To    S100          Price Lvl 3            │
│  Southeastern Industrial Supp  Southeastern Industrial Su  Init Whse 02 Dallas W│
│  12490 South Peachtree Street  1145-A Fulton Industrial P  Date 05/31/2005   │
│  Atlanta, GA 30348           Atlanta, GA 30223                               │
│                                                                              │
│                                                                              │
│  Item               Item Description                       Extension         │
│  I100                  Pallet Loading Hand Truck 1000 lb capacity     .000   │
│          WH     Ordered UM    Shipped   Committed Backordered      Price UM   │
│          02         1 EA          0            1          0       400.00 EA   │
│                                                                   GM%   72.15 │
│  Notes: SOEH CUST SOEL ITEM                                                  │
│  LN#  Item              Flags   WH     Shipped UM      Price T   UM    GM% S  │
│  001  I100                      02           0 EA     400.000 C  EA   72.15   │
│  add                                                                         │
│                                                                              │
│                                                                              │
│                                                                              │
│   Weight: .000          Units: .00          Mdse: .00        Ext:      .00   │
│  Header Detail, Line Detail, Payments                                        │
│  CR-Edit, INS, DEL, F3-Done, F10-Menu                                        │
│  Arrows: Up=Prev, Down=Next, Left/Right=Lines, PgUp, PgDn, Home, End  First line│
│                                                                              │
└────────────────────────────────────────────────────────────────────────────┘
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Counter Sale Entry Footer Information

The Counter Sale Entry Footer screen consists of the final needed to complete the counter sale. Use this screen to enter freight and handling charges, records deposits and payments for the order, as well as enter tax and routing information.

Tip: Edit the SO Entry Options F/M to skip unnecessary inputs.

To return to the main entry screen, choose **Backup** at the bottom of the screen. *Character users:* Press **F4** to back up to the main entry screen.

For more information about entering freight and handling charges or entering multiple payments, refer to the topic below:

Entering freight and handling

Using the multiple payments section

Tip: When you press **Enter** or **Tab** when entering quote information, the additional inputs that appear, such as Ship Via Code, an inside salesperson code, etc., depend on the settings selected in SO Entry Options F/M. This procedure details all possible entries. Most of these entries already display default information; you can modify these values. Character Users: Press **F3** to stop at the first required field; press **F3** again to bypass these fields, use default information, and directly access the line item entry section.

Input Descriptions

This window contains all the possible inputs for Counter Sale Entry Footer processing. Use the following input descriptions to complete counter sale information.

1.   **Memo**

Use the memo input to enter special instructions, thank you messages, reminders for upcoming specials, etc. This memo appears at the bottom of invoices, counter sale receipts and credit memos. It is not the same thing as memo lines entered for specific items.

The program defaults to the standard memo entered in the Document Print Control F/M (*Sales Orders→File Maintenances→Infrequent File Maintenances→SO Document Print Control*).

Delete the existing memo by pressing the space bar, followed by CR.

2.   **Ship to**

This gives you at a glance ship to information entered in the header of the document. Edit the ship-to code, if necessary. If a customer requests to have an order shipped to an address other than its usual shipping address, select the icon to use the Temporary Ship-to feature to facilitate this request. You can press **F2** or select the icon to search.

3. **Freight code**

Enter the code for freight charges. Options are Prepaid, Collect and Bill Later.

Prepaid indicates that the freight amount is the actual freight amount on this order in Freight $.

Collect indicates the freight amount should be collected upon delivery. No freight amount should be entered on the document.

Bill later indicates the freight amount will be collected after the charge is established from UPS manifest or freight bill. Use the Unbilled Freight Report to print a listing of all invoices that contain the Bill Later freight code.

You can also define freight in the Header Detail window.

4. **Freight $**

Enter the freight amount for the order, if applicable. Press F2 to access the Freight Totals window.

This input is not available if the Charge Freight flag is not selected (set to N) in SO Static Control F/M (*Sales Orders→File Maintenances→Infrequent File Maintenances→SO Static Control F/M.*)

5. **Route**

This input shows the route code entered in the document header.

The Use Routes flag must be selected (set t o Y) in SO Static Control F/M

➲   If the Route System is used, run the Route Release program prior to running the DSR to include all invoices delivered for the shift or day.

6. **Disc %**

Enter the discount percent (maximum of 100) or dollar discount (maximum equals merchandise total) of the merchandise total. The program initially defaults to the invoice discount set in the customer's master file accessible from Customer F/M.

The program skips this input if the invoice total is zero or if the Charge Tax flag in SO Entry Options F/M is not selected (or set to N).

7. **Tax code**

The program defaults to tax code assigned to the customer's ship to file. F2 allows a search.

Tax codes are set up in *Accounts Receivable→File Maintenances→Infrequent File Maintenances→Tax Table F/M.*

Several flags in the system affect this input:

The program skips this input if the invoice total is zero or if the Charge Tax flag in SO Entry Options F/M is not selected (or set to N).

If the Tax Rate flag is selected in the Accounts Receivable Tax Table F/M, the system will apply tax to the freight amount.

↶   If you back up into this prompt without pressing F1-skip after changing the tax rate or the tax amount, the system recalculates the charges to reflect the tax code and the changes to the Tax Rate and Amount inputs are lost.

8.   Tax rate

The program initially skips this input.

If the Charge Tax flag in the Sales Orders Static Control F/M is not set to O-Override, you cannot override the tax code and this input is unavailable.

Enter H-to use the high rate, L-to use the low rate, or X-to change tax status of this document to exempt.

High and low tax rates are set up in the Accounts Receivable Tax Table F/M. The program defaults to the rate selected in the customer's master file in Customer F/M.

9.   Check, ATM, Debit Card, V, M/C,A,D, coupon, Other

In these various types of payment field you can enter payments for this order.

You can select the button for any payment field and place the balance amount in the input. In the input to the right of the Paid icon, enter the account number for the Check, ATM, Debit Card, V, M/C,A,D, coupon, Other used for payment.

10. Cash Terms

Enter the cash terms for the payment.

11. A/R Terms

Enter the A/R terms for the payment.

12. Taxable

The system displays the amount that is taxable based on the tax code and rate information either entered in this document or carried over from the customer's master file.

13. Deposits

Displays any deposits that have been placed on this document.

The order cannot be converted to an invoice with unresolved deposits. The message "Deposits may not remain on completed documents appears if a deposit unresolved deposit exists on the document.

If this message appears, choose OK and select Payments in the footer.

Use the Deposits/Payments Entry window to apply the deposit to the document, apply it to the customers account, refund the deposit or transfer it to another of the customer's documents. When automatically applying a deposit, the amount entered is the smaller of the invoice total and the outstanding deposit amount.

14.   Subtotal

Displays the amount due on the document, minus any backordered goods. The subtotal does not include freight.

15. Discount Amt

Displays the total dollar amount of the any customer, line item and document discounts. This is information is display only.

16. Freight Total

Displays the total freight and handling charges on the document. This information is display only.

17. Tax $

Displays the total dollar amount due in tax based on the selected tax code and rate information entered either on this document or in the customer's master file in Customer F/M.

To manually enter a different tax amount, the Charge Tax flag in the Sales Orders Static Control F/M must be set to O-Override.

18. Total Due

Displays the subtotal plus freight and tax, minus discounts. Amounts for backordered items are not included in the total.

19. Total Payments

Displays any payments made on this order, including any deposits that have been applied.

20. Balance

The amount the customer owes on this order.

Entering a new counter sale document

1. Open Counter Sale Entry by selecting *Sales Orders→Counter Sales→Counter Sale Entry.*

2. To open an existing counter sale: In the **Doc/Cust** input, enter the number of the counter sale you want to open or the customer for whom you are entering/modifying counter sales.

   You can press **F2** or select the button to search for a customer code. You can press **F3** or select the icon to search for documents.

    Refer to the Opening existing invoices procedure for details.

3. In the **Ship-to** input, the system displays the ship-to code entered on the sales order along with the full ship-to address. Edit the ship-to code, if necessary. If a customer requests to have an order shipped to an address other than its usual shipping address, select the icon to use the Temporary Ship-to feature to facilitate this request. You can press **F2** or select the icon to search.

4. In the **Date** input enter the date for the counter sale transaction, usually the system date.

5. In the **Initiating Warehouse** input enter the warehouse from which the items on this order are shipping. If your system uses multiple warehousing, enter the warehouse from which this order initiated. Press **F2** or choose the Search button to see the list of warehouses. .

6. (**Optional**) The program automatically switches to add mode once you complete the header. This means the cursor appears in the Item Number input after you exit the last header input.

7 (**Optional**) You can:

   Change quantity information by highlighting a line item, selecting the icon. *Character users:* Select a line using arrow keys and press **Enter (CR)**, then press the # key. Refer to the Editing line items in entry programs topic for details.

   Edit lines on the order as necessary by highlighting them in the item browser, and selecting the **Line Detail** button to make changes in the Line-item Detail Entry window. *Character users:* Select a line using arrow keys and press **Enter (CR)**, then press the # key.

   Edit header information on the order as necessary by highlighting them in the item browser, and selecting the **Header Detail** button to make changes in the Header Detail Entry window. *Character users*: Select a line using arrow keys and press **Enter (CR)**, then press the **F2** key.

Add line items by selecting the ✚ or insert line items above the highlighted line in the browser by selecting⮐.
Character users: Select a line using arrow keys and press **Enter (CR)**, then press the **A** key to add. To insert a line, press **Insert** on the keyboard
Refer to Adding line items in Counter Sale Entry topic for details.

Delete a line item by highlighting it and selecting the ✖ icon.
Character users: Select a line using arrow keys and press **Enter (CR)**, then press **Delete** on the keyboard

On the left side of the line item browser, you can select:

D to access Note Entry (SME710) for the sales order header record specified in the program.

C to access Note Entry (SME710) for the customer specified in the program.

L to access Note Entry (SME710) for sales order line records in the line item browser.

I to access Note Entry (SME710) for the item highlighted in line item browser.

Character users: In the Notes: area of the screen, just above the line item section, the system displays CUST or ITEM to indicate that notes are present. From the View menu of the Sales Order entry programs, you can select F10-Menu, View, Item Notes or Customer Notes.

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

8. Choose **Done** to access the footer and enter freight. Enter payments in multiple payment section The Deposit/Payment Entry window can also be accessed from the footer.

9. (Optional) In the **Memo** input, enter a memo for the invoice.

10. Unless the Freight Type is prepaid, enter or update freight and handling charges in the **Freight $** input. Press **F2** to access the Freight Totals Display window Enter freight and handling, if applicable, in the document footer. Refer to the Entering Freight and Handling (Sales Orders) topic for details.

11. You can modify values for the following fields: **Ship To, Freight Code, Tax Code, Tax Rate**. You can also enter payment information. Refer to the Counter Sale Entry Footer Information topic for specific input descriptions.

12. Indicate whether you want to print the invoice now or print it later from the Counter Sale Print

You use Clippership and have not closed out carriers for day or shift. Tracking numbers do not appear on the invoice until the carriers have been closed out in Clippership. If you print invoices before the carriers are closed out, you will have to reprint the invoices to get tracking numbers on the invoice.

You use Clippership and UNDEFINED appears in the Freight Totals window for shipping charges (attended/polling systems). If you print invoices on these documents, they appear on the DSR as invoices that need to be reprinted because "shipping has not been completed.

If you choose to print the counter sale now, select a printer in the dialog box.

13. At this point, you can confirm another document, exit the Counter Sale Entry program by selecting the **Done** button, or switch to another Sales Order entry document from the *Go To* menu.

Counter Sales Entry Features and Procedures

Assigning document numbers

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

To assign document numbers manually:

1. Open Counter Sale Entry.

2. *Graphical users:* Choose *File→New Document Number* from the menu. *Character users:* Press **F10** and select *File→New Document Number* from the menu.

3. Enter up to six characters to create a document number. Choose **OK** or press **CR.**

4. Begin entering the document, starting with the **Customer Number**.

Opening existing documents

You can open an existing document as long as you don't have another document open in the same window. Once you begin entering header information, the system does not allow to you open a document in the same window.

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

To open an existing counter sale:

Enter the document number in the Customer number input. If the document is on file, the customer number appears in the customer number input and the document number moves to the title bar.

OR

1. *Graphical users:* Choose *File→Open Existing Document*. *Character users*: Press **F10** and choose *File→Open Existing Document.*

2. Use the Document Search window to find the document you want to edit or review. See *Using GUI FACTS* or *Using CUI FACTS* if you need help using searches.

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

Deleting a counter sale receipt

Counter sales can be deleted any time before the Daily Sales Register is updated. After the DSR update, use Credit Memo Entry to refund the customer.

A counter sale receipt is not technically deleted from the system until the next Daily Sales Register Update. Until then, the header status changes to *Deleted* and the system removes all line items. This procedure enables the system to keep an audit trail of all of the counter sale numbers used.

To delete a counter sale receipt before the header is complete:

Press F4 to back up to the **Customer** input.

To delete a counter sale receipt after the header is complete:

With the document open on screen,

Graphical users: Choose *File*→*Delete Document* from the menu.

Character users: Press F10 and choose *File*→*Delete Document* from the menu.

Using the Header Detail window

The Header Detail window can be accessed after you enter an existing document number or customer number. The header information that appears at the top of the screen also appears in the Header Detail window.

To access the Header Detail window:

Graphical users: Choose the **Header** button or select *Options*→*Header Detail* from the menu.

Character users: Enter **R** at the selection prompt or press **F10** and select *Options*→*Header Detail* from the menu.

The Header Detail window contains all the possible inputs for the Counter Sale header. Any of the inputs located in this window can be configured to appear on the main Confirmation screen. This can be done in the SO Entry Options F/M on the SO Infrequent File Maintenances menu.

Main tab inputs

```
Header Detail for Document C00129 Southeastern Industrial Supply       [X]

         Main                              Codes

    Customer         C100          Ship To    S100   [M] [=]

  Southeastern Industrial Supply          Southeastern Industrial Supply
  12490 South Peachtree Street            1145-A Fulton Industrial Park

  Atlanta, GA 30244-1865                  Atlanta, GA 30223


    Reference #    [                ]
    Init Whse      [ 01 ] [M]  Atlanta Warehouse
    Cr. Memo Date  [07/20/01]
    Invoice Date   [07/20/01]
    Terms          [ CM ] [M]  Credit Memo
    Invoice        [        ]
    Ordered By     [                    ]

                                              [ Save ]

 Enter ship-to, F2-Search, F3-Temporary
```

```
Counter Sale Entry (SOE340)                              [_][□][X]
 Help

01-Specialty Distributors, I Counter Sales Entry     Document S00529   SOE340
Cust Header Detail for Document S00529 Bikes for Tykes            nta
Bike
5565  Customer        C132            Ship To    SAME
Atla  Bikes for Tykes                 Bikes for Tykes
Init  5565 Clairmont Ave.             5565 Clairmont Ave.

      Atlanta, GA 30345               Atlanta, GA 30345            on
                                                                  00
                                                                  UM
      Reference #                                                 BX
      Init Whse        01 Atlanta Warehouse                       7.51
LN#   Terms            02 2% 10 Net 30                            M% S
001   Purchase Order                                             51
002   Order Priority   N Normal                                  96
add   Ordered By
      — Initiating Warehouse ————
      Ship Via         UPS
      Ship Complete    N No


Main, Codes
F2-Edit, F3-Save |.
```

Inputs	Entry
Customer	This information is display only on this window.
	The customer number cannot be changed after the header is complete. If the customer number needs to be changed, delete the document and re-enter the order.
Ship-to	The ship-to code entered on the main screen appears along with the full ship-to address. Edit the ship-to code here or on the main screen, if necessary.
	If a customer requests a specific order ship-to an address other than the one to which you normally ship orders, you can enter a temporary ship-to address.
	Creating a temporary Ship-to:
	1. Press F3 or choose the Temporary button.
	2. In the Ship-to Address window, enter the new ship-to information.
	3. Choose OK to return to the main Counter Sale Entry screen. TEMP appears in the Ship to input on the main screen to indicate a temporary address has been entered.
Reference Number	Enter up to 15 characters of customer reference information, such as the name of the person who placed the order or the PO number generated on the customer's system. If the **PO required** flag is selected in Customer F/M, this field is required and you must enter something before you can continue.
Initiating Warehouse	Enter the warehouse from which the items on this order are shipping. If your system uses multiple warehousing, enter the warehouse from which this order initiated. Press F2 or choose the Search button to see the list of warehouses.
Terms	Enter the code representing the payment terms extended to this customer. This input defaults to the terms code entered in the customer's master file. Press F2 or choose the Search button to view the list of terms codes available in the system.
Purchase Order	Press F2 or choose the Search button to perform a price search on an item.
Default Ship Via	Enter the ship via code indicating the method of shipment the customer requested. You can enter a ship via code in the customer's master file so it automatically appears when you enter the customer's code.
	↻ Changing the ship via in the header on a document with existing lines *will not* change the ship via values on existing line items.
	To globally change ship vias on all existing lines for a particular warehouse:
	Graphical users: Choose *View→Shipping Warehouses.*
	Character users: Press F10 and select *View→Shipping Warehouses.*
Ordered By	Enter the name of the person who placed the order. Press F4 to backup to the previous field.
Ship Complete	Enter the default ship complete status for the initiating warehouse, or press F4-Backup to return to the preceding input. You can select from the following options: N Allow Partial--Indicates you want to allow the shipped quantity to be less than the ordered quantity for the initiating warehouses for this order. Y Ship Complete--Indicates you want to allow the quantity ordered must be the same as the quantity shipped for the initiating warehouses, all lines must ship complete for the specified customer. B Balance Complete—Indicates you want to allow all lines to ship partial in the first shipment for the initiating warehouse, but the backordered quantities must be shipped complete. Once the warehouse is processed through the DSR, the line is changed to ship complete.
Order Priority	Enter the default order priority, or press F4-Backup to return to the preceding input. You can select from the following options: N Normal—Indicates that orders for this customer have no special priority. R Rush—Indicates that you want to advise the warehouse, via the pick ticket, that this customers orders are rush orders. H Service Hold—Indicates that you want orders for this customer not to be shipped due to a non-credit-related reason.

Code tab inputs

Input	Entry
Freight code	Indicate how the customer will pay for freight on this order. The options are **P**-Prepaid, **C**-Collect freight, **B**-Bill later. The program defaults to the freight code selected in the customer's file.

Input	Entry
Salesperson	Enter the salesperson code assigned to this customer. The program defaults to the salesperson/territory code assigned to the Ship-to code (*Accounts Receivable→File Maintenances→Ship-to F/M*). Press F2 to see a list of salesperson/territories in the system. When the salesperson code changes, the system recalculates the commission percentage for all lines that are NOT flagged as commission user override.
2nd Salesperson	This input enables you to enter split commission on an order between two salespeople. Enter the salesperson code or press F2 to search salesperson/territory codes. To access this input, the **Inside/2nd slsp** flag in SO Static Control must be set to **2-Second Salesperson** or **B-Both** (2nd salesperson and inside salesperson).
% Split	Enter percentage of the commission (up to 50%) the second salesperson receives on this order. The remainder of the commission goes to the primary salesperson. To access this input, the **Inside/2nd slsp** flag in SO Static Control must be set to **2-Second Salesperson** or **B-Both** (2nd salesperson and inside salesperson).
Inside Salesperson	Enter the salesperson code to indicate who is entering the order on the primary salesperson's behalf. To access this input, the **Inside/2nd slsp** flag in SO Static Control must be set to **I-Inside Salesperson** or **B-Both**. Commission cannot be split with an inside salesperson in FACTS.
Department	If your company uses department numbers, enter the department in which this order is being entered. The program defaults to the department number assigned to the terminal you are using (see the main tab in SM Terminal F/M).
Route	If your company uses the FACTS Routes system, enter the route code that indicates the delivery route on which this order should be delivered.
Job number (*for Job Cost users*)	Enter the job number and cost code for the selected customer. This input is only available if this order has been converted from a quote and the **Use Job Cost** is selected in SO Static Control. You cannot change the job number once it has been entered and items have been added to the order.
	If you enter a job number in the document header, the Job Costing Entry window appears as you and or change items in the line item entry section.

Adding, inserting and deleting lines

To add a line item:

1. Select *Edit→Add Line Item* from the menu. You can select **Add** in the item browser by double-clicking it or highlighting it and pressing Enter (CR).

   Character users: Highlight **add** in the browser and press CR-Add. Or press F10-Menus and then use the arrow keys to select *Edit→Add Line Item.*

   ➲ Select *View→Warehouse Quantities* from the menu. This opens the Warehouse Quantities window so you can see available, on-hand, committed, on order and backordered quantities of the item you are entering. When selected in the *View* menu, this window stays open as long as you are in the line item entry section of the document. It disappears when you finish entering the item.

2. Enter the item number, quantities, price and other information for which you are prompted. Refer to the Line Detail prompt descriptions for more information about inputs that appear in the line item entry section of document.

To insert a line item:

This option is useful when it is important that items appear on the invoice in a certain sequence. You may also find it useful if you have to add a memo line beneath an item you've already entered.

> **Quick entry tip:**
>
> Enter the item number, the ordered quantity and then press the down arrow key (⬇).
>
> The program inserts the default information in the rest of the line-item entry inputs and returns to the **Item Number** input.

1. Press **Insert** on the keyboard or select *Edit→Insert Line Item* from the menu. The system inserts the new line above the highlighted line in the item browser.

   Character users: Press **Insert** on the keyboard or press F10-Menus and then use the arrow keys to select *Edit→Insert Line Item.*

2. Enter the item number, quantities, price and other information for which you are prompted.

   To delete a line item:

1. Use the arrow keys or your mouse to select the line you want to delete in the item browser.

2. Press **Delete** on the keyboard or

   Graphical users: Select *Edit→Delete Line Item* from the menu.

   Character users: Press F10-Menus and then use the arrow keys to select *Edit→Delete Line Item*.

Finding a line item

Use the **Find Line Item** feature to quickly access and confirm an item on a large order.

1. Select *Edit→Find Line Item* from the menu on the main Counter Sale Entry window. *Character users:* Press F10-Menus and select *Edit→Find Line Item.* If you have an item selected, this option is not available. Back out of the line item entry window to continue.

2. Enter the item number you want to find. If there is more than one occurance, highlight the line number. You can also press F2 to search for a different item number.

3. Press Enter or choose **OK** to go to the selected item.

Canceling out of line item entry

Graphical users: Choose the **Cancel** button and press F4 from the item number.

Character users: Press F4 to back out of the line item entry section.

Changing line item information

Double click on a line item or use the up and down arrow keys on the keyboard to highlight a line and press CR. The cursor jumps to the **Ordered Quantity** input in the line-item entry section of the screen.

Make the required changes to the ordered, shipped, committed or backordered quantities.

Using the Line Detail window to change line item information

The Line Detail window provides information about the item selected in the item browser. You can access it after you enter a document number.

To access the Line Detail window:

Graphical users: Use the mouse or arrow keys to select an item in the browser. Choose the **Line Detail** button or select *Options→Line Detail* from the menu.

Character users: Use the arrow keys to select an item in the browser. Enter **L** at the selection prompt or press **F10** and select *Options→Line Detail* from the menu.

The Line Detail window contains all possible inputs available for item entry. Item number, description, ordered quantities, committed quantities, backordered quantities and price always appear on the main screen. Other line detail inputs can be set to appear in secondary windows or on the menu during item entry. Use SO Entry Options F/M to determine which inputs should appear during line item entry. Access SO Entry Options by selecting *Sales Orders→File Maintenances→Infrequent File Maintenances→SO Entry Options F/M.*

Quantities/Shipping tab inputs

Input	Entry
Item	This information is display only in the Line Detail window.
	You can enter or change an item number in the line item entry section of the main Counter Sale Entry screen.
	Note: If an asterisk (*) appears after the item number on the main screen, it indicates that the line number is on hold because the user does not have authorization to ship items from the shipping warehouse. To ship the item, an authorized user must approve the line at the line approval dialog box that appears during line item entry or that user must approve the line in the Item Shipment Approval Program (SOE520).
Description	Enter a new item description, if necessary.
Customer Item	Enter the customer's description or reference number for this item, if applicable.
Item notes	Select the link to view any notes entered in IC Item Inquiry or Notes Entry SME710 for the selected item.
Taxable	Indicate whether this item is taxable. The program defaults to the **Taxable** setting in the item's master file (see Item F/M).
Original order	Displays the original quantity entered on the order.
Ordered	Shows the quantity of the item that the customer wants to order. Press **F2** to change the unit of measure. This can be used if, for example, the default UM may be each, but the customer wants to order a box.
	If the quantity entered exceeds the available inventory in the selected warehouse, the program gives you the option to accept the quantity anyway or press F2 to search other warehouses.
	The Search Warehouses window displays the warehouses that have the item, along with the available, on hand, committed, on order, backordered and surplus quantities for the unit of measure selected.
	Select a warehouse. This creates a suggested warehouse transfer. Make sure you backorder the item.
	Press **F3** to indicate that the item needs to ship direct from the manufacturer. The program prompts you to enter the vendor from which the item should direct ship.

Input	Entry
UM	The unit of measure field is display only. For a standard part number, the system uses the unit of measure (UM) from the Standard Part Number record as the default selling UM instead of the default selling UM in the Item F/M record. If you select not to use the standard part number UM or the standard part number UM is blank or not a valid selling UM for the item, then the system uses the standard default UM for the item.
Shipped	Indicates the quantity of the item shipped to the customer. The program defaults to the ordered quantity or the quantity available.
	An asterisk next to the shipped quantity indicates a quantity was committed but not shipped.
Committed	If the shipped quantity is the same as the ordered quantity, this entry defaults to 0.
	If for some reason a quantity of the item is not shipping with the rest of the order, you can commit this quantity so it is set aside for this customer; an asterisk appears next to the shipped quantity after the quantity is committed.
	If the **Allow Over Commitment flag** is not selected (set to N) in *Inventory Control→File Maintenance→Infrequent File Maintenance→Warehouse F/M*, the program does not allow you to commit a quantity of the selected item if it is there is not enough in inventory to cover it.
Backordered	If the ordered and shipped quantities are the same, this defaults to 0. Otherwise it defaults to ordered minus the shipped quantities.
	Enter a backordered quantity if the quantity ordered is greater than the available quantity in the selected warehouse.
	When you enter a backordered quantity, Sales Order Entry programs base suggested document creation on the Stock, NonStocked, Uninventoried, and Temporary prompts in Sugg PO/TR by Type section on the Line Prompt tab of SO Entry Options F/M (SOF915). Use these settings to indicate whether you want to have the system ask to create suggested purchase orders or suggested transfers by item type during Order Entry line processing. Refer to the Suggested Transfer/Purchase Order Creation from Sales Order Entry Programs topic for detailed information about creating suggested warehouse transfer or purchase orders for backordered quantities.
	The program skips this input if:
	The customer does not allow backorders (Allow backorders flag not selected in AR Customer F/M).
	Your company does not allow backorders (Allow backorders flag not selected in SO Static Control F/M).
	The item is a direct ship.
	The selected warehouse has enough inventory to fill the order.
	↻ The order quantity must equal the shipped, committed and backordered quantities. If the backordered and committed quantities do not add up to the ordered quantity, the entry program resets the ordered quantity to the sum of the committed plus backordered.
	The program does not allow you to backorder items if the **Allow Backorders** flag is not selected (set t o N) in *Accounts Receivable→File Maintenances→Customer F/M*.
Price	Indicates the price chosen or entered during order entry. An asterisk indicates the default price option.
	Press **F2** to change the pricing unit of measure.
	Press **F3** to select one from the Price Search window. To hide the price search, deselect the **Price Search** flag on the Line Prompt tab in SO Entry Options F/M.
	A letter appears after the pricing UM to indicate which pricing option you selected: S-Standard, C-Contract, D-Default, T-List, L-Last, L#-Price level, Q#-Quantity break, U-user override – you keyed in a price.
UM (pricing)	This field is display only.
Shipping Whse	Indicates the warehouse from which this item is shipping. Press **F2** to search for another warehouse. A *ds* appears in the warehouse column of the item browser when you return to the main screen.
	If the order taker indicated that the system should pull the ordered quantity from another warehouse, that warehouse code appears in this input instead of the warehouse code that appears in the document header, which indicates the initiating warehouse.
Ship Direct	If the selected item is a temporary or catalog item, this flag is enabled. Select it (or enter Y) to indicate a direct ship on this item.

Input	Entry
	Direct ships automatically set the ordered quantity to backordered.
Ship Via	Indicates which shipping method needs to be used for this item. Press **F2** to search ship via codes.
	This ship via is in effect for all items shipping from the warehouse indicated in the **Shipping Whse** input. In other words, if you change the ship via from UPS Ground to FedEx Second Day Air, all items shipping from the warehouse or ship Federal Express Second Day Air.
Ship Complete	Enter the default ship complete status, or press F4-Backup to return to the preceding input. Note: The Ship Complete input is a warehouse- and line-level designation. You can select from the following options: N Allow Partial--Indicates you want to allow the shipped quantity to be less than the ordered quantity for order the order line. Y Ship Complete--Indicates you want to allow the quantity ordered must be the same as the quantity shipped on the order line item. B Balance Complete—Indicates you want to allow the quantity shipped to be less than the quantity ordered on the first shipment, but the backordered quantities must be shipped complete for the order line. Once an order line is processed through the DSR, the line is changed to ship complete.
Vendor	For a direct ship, enter the vendor responsible for shipping this item. Press **F2** to search the list of vendors.
Location	Display only field. Shows the item's location in the shipping warehouse.
Weight and UM	For temporary or catalog items, indicates the item's per unit weight.
Browse warehouses	Click on the link or press F9 to view available, on hand, on order and backordered quantities for other warehouses.

Costing/PO tab inputs

Inputs	Entry
Unit cost	Indicates the unit cost of the selected item. The **Default Cost** control in SO Static Control determines what the program defaults to in this input.
GM%	The program automatically calculates the GM%. The Gross Margin % Basis control in System Control F/M determines whether this number is based on price or cost. (*System Management→File*

Inputs	Entry
	Maintenance→System Control F/M).
	You can enter a different GM% to calculate a new price.
Cost Extension	The program automatically multiplies the unit cost by the ordered quantity and displays the cost extension. This is display only information.
Discount Amount	Indicates the dollar amount to discount off this item. The program automatically calculates the equivalent percentage discounted. It also multiplies the dollar amount by the ordered quantity and displays the discount extension to the right. This input is enabled if the **Invoice Discounts** control in SO Static Control is set to **Use Dollar Invoice Discounts**.
Discount %	Indicates the percentage by which to discount this item. The program automatically calculates the equivalent dollar amount discounted. It also multiplies the dollar amount by the ordered quantity and displays the discount extension to the right. This input is enabled if the **Invoice Discounts** control in SO Static Control is set to **Use Percentage Invoice Discounts**.
Commission %	Indicates the commission percentage for this line item. A line item commission adds to any commission assigned to the selected item, customer or salesperson in their respective file maintenances. These standard item, customer and salesperson commissions appear next the commission prompt. The SM Company Control F/M **Commission basis** prompt controls the order in which they appear. Press **F1** to set this input to **Use Default** when the user override flag is set. **Calculating Commissions:** There are five commission percent sources: customer, salesperson, item, price and current line commission. The system contains a user override flag and a price type to designate if the user overrode the line's commission during order entry. Refer to the Calculating Commissions topic for processing details.
GL Table	Indicates the GL posting table to which this item should post during the Daily Sales Register update. The program defaults to the GL number assigned to this item in Item F/M.
Class	If this item is a temporary or catalog item, the program allows you to enter an item class. Otherwise, it displays the class set in Item F/M for the selected item.
PO/Transfer	Indicates if a suggested PO or suggested warehouse transfer exists for the item.

Entering serial and lot items

Serial/lot entry is only available if the **OE Serial/Lot Entry** control is set to either *M-Assign Number in Either Entry or Confirmation* or *Y-Assign Number in SO Entry.*

Use the Serial/Lot Entry window to assign serial numbers or lot numbers for items you are entering.

The window appears automatically when you enter item numbers flagged as serial or lot.

Lot items

1. Use the arrow keys to select a lot number listed in the Search window on the left side of the screen.

2. Enter **S** to Ship option or **C** to Commit and press Enter or **OK**. If one of the options does not appear, it means that no shipped or committed quantities are set on the main window.

3. Enter the quantity to ship or commit. The amount you need to distribute —referred to as the *undistributed* amount — appears at the top of the

Search window. This is the amount ordered, minus any backordered quantity.

After you enter the quantity, the lot number and quantity you assigned appear in the Shipped window on the right side of the screen.

4. Repeat these steps until you have the item completely distributed — in other words, the undistributed amount at the top of the search window is 0.

    You may find multiple lot assignments useful when there are not enough items in a single lot to cover the ordered amount.

5. Press F4 to exit and return to the main Counter Sale Entry screen.

Redistributing committed lot items to shipped status:

1. Press F1 in the Serial/Lot Entry window to access the Committed window on the right side of the screen.

2. Use the arrow keys to highlight the lot number.

3. Enter **S** and press Enter or **OK** to set the committed quantity to ship. The lot number and assigned quantity move to the Shipped section of the window.

4. Repeat steps 2 and 3 for additional lot numbers.

5. Press F4 to return to the Search window.

6. Press F4 to return to the main Counter Sale Entry screen.

Serial items

The process of entering serial items is similar to that used to enter lot items. The only difference is that you assign one serial number to each unit ordered.

1. Use the arrow key to select the serial number of the unit picked out of inventory or the number that needs to be picked out of inventory.

2. Type **S** to ship or **C** to confirm and press Enter. The serial number appears in the Committed or Shipped section of the Serial/Lot Entry window.

    The options appear only when shipped or committed items exist on the main screen. In other words, if you set the committed quantity for this item to zero, Committed does not appear as on option in the Serial/Lot Entry window.

3. Repeat for each unit ordered. Make sure you assign a serial number to all units ordered.

4. Press F4 when you are done to return to the main Counter Sale Entry screen.

Creating BOM items

You can create Bill of Material (BOM) items in Counter Sales if:

> You purchased and activated the Manufacturing Control module.
> You set the **Update in SO** option in the Manufacturing Control BOM Entry program to C, A or O.

To create finished items:

1. Choose **Yes** when the program prompts you to "Change Components."

2. If the **Update in SO** option for this BOM item is set to C (Update Components, Entry and Change of Components Allowed) or A (Update Components, Entry Automatic, Change Initially Skipped) in the BOM Entry program, choose whether you want to create component lines automatically or one at a time.

Create component lines one at a time: This option provides access to the BOM Component Entry window, which displays the components and asks for the number of units needed to complete one finished items.

1.   Enter the number of **units** — in stocking units of measure — required to make the one finished item. You can accept the default from the BOM Entry program by pressing Enter (CR). Press F2 to skip the item. Press F3 to accept the default entries for the remaining components on this BOM item.

The program uses the number of units needed to build one finished item and determines the quantity that should be shipped or backordered.

2.   The program defaults to the component **descriptions** entered in the BOM Entry program.

3.   Enter the cost associated with the component or accept the default cost. This input is disabled if the **Change by Ln Cost** flag is deselected (set to N) in the SO Entry Options F/M.

4.   Press Enter (CR) to accept the line.

5.   Edit memo lines associated with the component item, if necessary.

6.   Repeat these steps for each component line.

7.   When all component lines are created, press F3 to return to the main Counter Sale Entry window.

Create component lines automatically, the system looks the stocking units required to make one finished item (defined in the BOM Entry program) and multiplies that number by the quantity ordered.

For example, a customer orders 5 units of BOM Item 1, which requires two units of Component A and 1 unit of Component B to make one finished unit.

When you choose to *create component lines automatically*, the system "ships" 10 units of Component A and 5 units of Component B (assuming all quantities are available).

The BOM Component Entry window does not appear automatically when you select this option. If you need to change component lines,

1.   Select the BOM item in the line item browser on the main window and press Enter (CR).

2.   Tab to the **Committed** field.

3.   Choose **Yes** in the Change Bill of Material Componets window.

⊃   If you change quantities for the finished item in the main window, the system automatically updates the quantities of components needed.

Reconciling negative on-hand quantities

When you backorder quantities of component items, the Reconcile Negative On-hand Quantities window may appear.

This window appears if the **Allow Negative On Hand** flag is turned off (set to N) in the IC Static Control F/M.

1. If possible, you can make an adjustment in inventory (*Inventory Control→Adjustments→Adjustment Entry*) at another terminal or in another FACTS session, return to the Reconcile Negative On-Hand Quantities window and press Enter (CR) to try again.

2. **Press F1** to adjust the quantity of finished items that can be produced with the number of available component items. For instance, if a customer orders 10 units of BOM ITEM1, but there are only enough units of Component A to produce 5 units of BOM ITEM1, press F1 to change the quantity of BOM ITEM1 to 5.

3. **Press F2** to skip the item. This option removes the component item from the kit. You can add the item back to the kit later, using the BOM Component Entry window. You can also add the component item to the document as a separate line item.

    ⊃   This option does not affect the Manufacturing Control Bill of Materials record for the finished item.

4. **Press F3** to select a substitute item. You cannot select a nonstock item or another BOM item as a substitute.

Using the Job Costing Entry window

If there is a job number in the header, the Job Posting Entry window appears after you finish editing or adding a line to a document.

Job Costing Entry inputs

Price message	If the job is a fixed contract or time and materials contract, this input is skipped. If the job is a cost plus (+) contract or a no charge contract, a message is displayed indicating the price that **must** be billed for the item on this job.
	Press **Enter** (CR) to continue. Then press F4 to backup to the price input to enter the correct price.
Cost code	Enter a valid cost code (up to 4 characters). Entering a valid cost code displays the cost code description and the cost type. F2 enables to search for a cost code.
Memo	Enter the memo to post to job cost (not used for printing purposes). The memo can contain up to 30 characters. The program initially defaults to blanks.
Print Memo	This input is skipped in Sales Orders. (When billing through Sales Orders the billing, i.e., invoices printed, does not take place in Job Cost.)

Entering freight and handling

To enter freight and handling charges in the document footer, choose **Done** in the main Order Confirmation screen.

Select the **Freight $** input in the document footer to enter or update freight and handling charges for the selected order. Press F2 to access the Freight Totals Display window.

Character users: First press F2 to edit the footer and then select the **Freight $** input and press F2 to assign freight.

You can enter freight and handling manually in the **Freight $** input or you can import freight and handling charges from another shipping software system, such as Clippership or UPS software.

➲ To charge freight in SO entry programs, the **Charge Freight** flag in the Sales Order Static Control F/M *(Sales Orders→File Maintenances→Infrequent File Maintenances→SO Static Control F/M)* must be selected (set to Y).

➲   If the system does not allow manual entry in this prompt, the **Allow Manual Freight** flag in IC Warehouse F/M may be deselected (set to N).

Importing freight and handling in a Clippership attended/polling station system

This type of Clippership system uses separate stations for FACTS Confirmations and Clippership shipping.

1.   Press F2 in the **Freight $** input to open the Freight Totals Display window.

    Clippership automatically updates the freight amount if

        the FACTS ship via codes have been tied to Clippership carrier codes in Ship Via F/M and

        the **Use Clippership** and **Transmit to Clippership** flags in the Inventory Control Warehouse F/M are selected or set to Yes.

    *If UNDEFINED appears in the **Freight** field, it means either*

the document has not gone through Clippership processing yet,

or it has been processed, but the information has not yet reached FACTS. Make sure the **Transmit to Clippership** flag is selected or set to Y.

2. Click **OK** or press Enter to accept the freight and handling amount and return to the Order Confirmation footer.

   Changing freight and handling: Choose **Chg Freight**.

   Enter the freight amount, and if applicable the handling amount, and press **OK** to return to the document footer.

   Ü   The program skips directly to the handling input if the **Allow Manual Freight** flag is not selected (set to N) on the Main tab of Warehouse F/M *(Inventory Control→File Maintenances→Infrequent File Maintenances→Warehouse F/M)*.

   Using default handling charges: To import a default handling charge from SO Ship Via F/M press F1 or choose the **Import** button.

3. Complete the footer and choose **OK**.

4. Indicate whether you want to print an invoice at this time or batch print it from the Invoice & Credit Memo Print program later.

Assigning freight in a Clippership single-user station system

If you perform FACTS Order Confirmation and Clippership processing from the same PC, assign freight using the following steps:

1. Make sure Clippership is open and running in the background at the same time you are running FACTS.

2. Tab to the **Freight $** input and press F2 to open the Freight Totals window. This transfers the document information — such as customer, ship-to address, ship-via method — to Clippership.

   Character users: First press F2 to edit the footer inputs. Tab to the **Freight $** input and press F2 to access the Freight Totals window.

3. Choose **Process Freight** to switch to Clippership.

4. Enter the package weight for this document and make any necessary changes to the other information on the left side of the screen.

5. Click **Record Package** in the Clippership window to return to the FACTS Freight Totals window. The freight amount that appeared on the right side of the main Clippership screen should appear in the **Freight** column in the FACTS Freight Totals window.

   If you need to edit the handling fee, choose **Change Freight**. Enter the handling fee or press F1 to select the default handling fee for the warehouse and ship via code.

6. Choose **OK** (or press CR) to return to the document footer.

7. Complete the footer and choose **OK**.

8. Indicate whether you want to print an invoice now or wait and print it from the Invoice & Credit Memo Print program.

Assigning freight with the FACTS Shipping System

If you use the FACTS Shipping System (*Sales Orders*→*Shipping*) you can get freight totals based on the information entered in the UPS Weight Table F/M, UPS Zone F/M and Package F/M.

These totals are only as accurate as the annual February UPS rate updates.

For carriers other than UPS, enter freight totals manually. The FACTS Shipping System is based on UPS rates.

➲ The FACTS Shipping System is not UPS approved. This means the manifests and labels cannot be used.

To assign freight totals from the FACTS Shipping System:

1. Access the footer and tab to the **Freight $** input.

2. Press F2 to access the Freight Totals Display.

3. Press F3 and enter the following information:

   UPS Zone. UPS Zone codes, which are related to zip codes, are maintained in the UPS Zone F/M. The program defaults to the zone entered in the Accounts Receivable Ship-To profile for this customer.

   Com/Res. If the UPS Zone entered in the previous input is greater than 8, this input is not accessible and defaults to **NA.** Enter whether this delivery is a **C** - commercial or **R** - residential UPS ground delivery. UPS charges different rates for commercial and residential deliveries. Press **Enter** to accept the default value for this ship-to address.

   Weight: The program defaults to the next highest whole pound from the weight entered in the IC Item F/M for this item. A different weight can be entered if necessary.

   Freight: The program defaults to the freight calculation derived from the information entered in the previous three prompts. You may enter a number (+/-9999.99) if you need to override the system's calculation.

Using the footer

The footer portion of the Counter Sale Entry screen opens in a separate window.
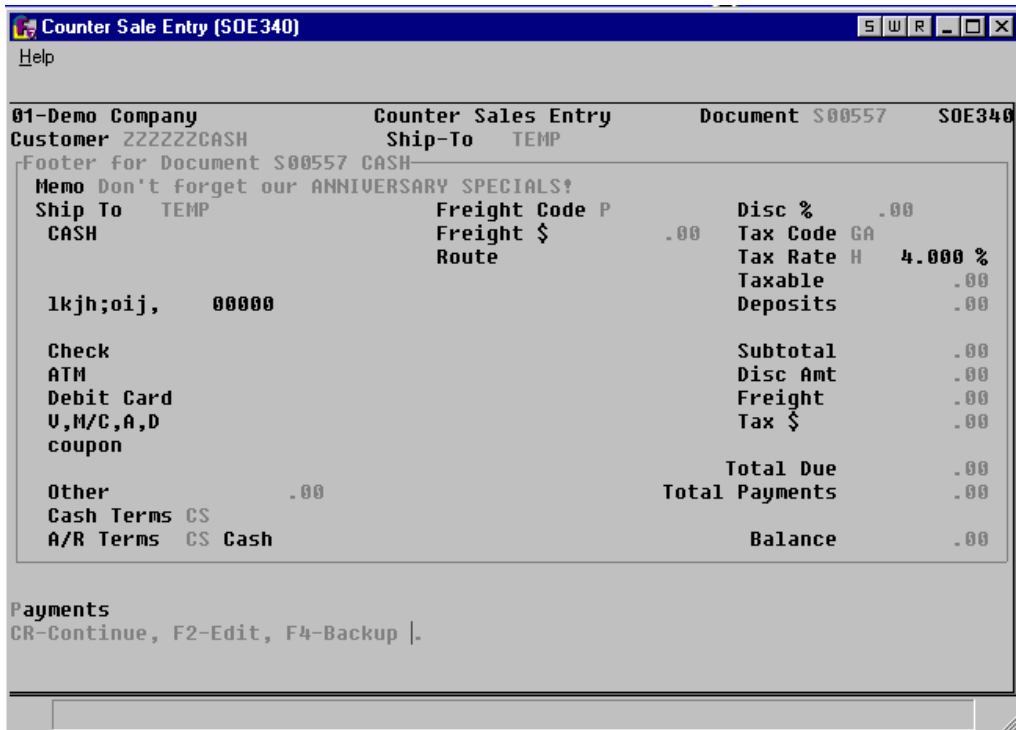
To cut down on the number of keystrokes needed to get through the footer, edit the SO Entry Options F/M to skip unnecessary inputs.

To return to the main window, choose **Backup** at the bottom of the screen.
Character users: Press F4 to back up to the main window.

Footer inputs

Memo	Use the memo input to enter special instructions, thank you messages, reminders for upcoming specials, etc.
	The program defaults to the standard memo entered in the Document Print Control F/M (*Sales Orders→File Maintenances→Infrequent File Maintenances→SO Document Print Control*).
	Delete the existing memo by pressing the space bar, followed by CR.
Ship to	This gives you at a glance ship to information entered in the header of the document.
Request date	Initially entered in the document header, this shows you the date on which the customer asked for the order to be delivered.
Freight code	Options are Prepaid, Collect and Bill Later.
	Prepaid indicates that the freight amount is the actual freight amount on this order in **Freight $.**
	Collect indicates the freight amount should be collected upon delivery. No freight amount should be entered on the document.
	Bill later indicates the freight amount will be collected after the charge is established from UPS manifest or freight bill. Use the Unbilled Freight Report to print a listing of all invoices that contain the Bill Later freight code.
Freight $	Enter the freight amount for the order, if applicable. Press F2 to access the Freight Totals window.
	This input is not available if the **Charge Freight** flag is not selected (set to N) in SO Static Control F/M (*Sales Orders→File Maintenances→Infrequent File Maintenances→SO Static Control F/M.*)
	See the section "Entering freight and handling" for more information.
Route	This input shows the route code entered in the document header.
	The **Use Routes** flag must be selected (set t o Y) in SO Static Control F/M.

Disc %	Enter the discount percent (maximum of 100) or dollar discount (maximum equals merchandise total) of the merchandise total. The program initially defaults to the invoice discount set in the customer's master file accessible from Customer F/M.
	This input only appears if % or $ was entered at the **Use Invoice Discounts** flag in the SO Entry Options F/M and is initially skipped if the total for the invoice is zero.
Tax code	The program defaults to tax code assigned to the customer's ship to file. F2 allows a search.
	Tax codes are set up in *Accounts Receivable→File Maintenances→Infrequent File Maintenances→Tax Table F/M.*
	Several flags in the system affect this input:
	The program skips this input is if the invoice total is zero or if the **Charge Tax** flag in SO Entry Options F/M is not selected (or set to N).
	If the **Tax Rate** flag is selected in the Accounts Receivable Tax Table F/M, the system will apply tax to the freight amount.
	↻ If you back up into this prompt without pressing F1-skip after changing the tax rate or the tax amount, the system recalculates the charges to reflect the tax code and the changes to the **Tax Rate** and **Amount** inputs are lost.
Tax rate	The program initially skips this input.
	If the **Charge Tax** flag in the Sales Orders Static Control F/M is not set to O-Override, you cannot override the tax code and this input is unavailable.
	Enter **H**-to use the high rate, **L**-to use the low rate, or **X**-to change tax status of this document to exempt.
	High and low tax rates are set up in the Accounts Receivable Tax Table F/M. The program defaults to the rate selected in the customer's master file in Customer F/M.
Taxable	The system displays the amount that is taxable based on the tax code and rate information either entered in this document or carried over from the customer's master file.
Deposits	Displays any deposits that have been placed on this document.
	The order cannot be converted to an invoice with unresolved deposits. The message "Deposits may not remain on completed documents" appears if a deposit unresolved deposit exists on the document.
	If this message appears, choose OK and select **Payments** in the footer.
	Use the Deposits/Payments Entry window to apply the deposit to the document, apply it to the customers account, refund the deposit or transfer it to another of the customer's documents. When automatically applying a deposit, the amount entered is the smaller of the invoice total and the outstanding deposit amount.
Subtotal	Displays the amount due on the document, minus any backordered goods. The subtotal does not include freight.
Discount Amt	Displays the total dollar amount of the any customer, line item and document discounts. This is information is display only.
Freight Total	Displays the total freight and handling charges on the document. This information is display only.
Tax $	Displays the total dollar amount due in tax based on the selected tax code and rate information entered either on this document or in the customer's master file in Customer F/M.
	To manually enter a different tax amount, the **Charge Tax** flag in the Sales Orders Static Control F/M must be set to O-Override.
Total Due	Displays the subtotal plus freight and tax, minus discounts. Amounts for backordered items are not included in the total.
Total Payments	Displays any payments made on this order, including any deposits that have been applied.
Balance	The amount the customer owes on this order.

Multiple payments section

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

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

The last three payment inputs — OTHER PAYMENTS, CASH and A/R TERMS — are permanent options.

> OTHER PAYMENTS is the total of all payments entered through the Deposits/Payments Entry window.
> CASH refers to a payment made with currency. You must select a type C cash terms code before you enter the amount paid in cash.
> A/R TERMS enables you to charge the amount to the customers account. The terms code defaults the code entered in the customer's master file in Customer F/M. The terms code indicates term of payment that you extended to the customer, for example Net 30, Net 60, etc.

Entering a payment in the multiple payments section:

Enter that payment on the appropriate line or lines. If you press F2 or select the **Balance** button, the program automatically enters the document balance.

Choose **OK** when the document balance is zero.

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

Entering payments with payment options that don't appear in the footer:

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

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

The payment amount that you enter in the Deposits/Payment Entry window appears on the OTHER PAYMENTS line when you exit the payment entry program.

➲ F4-Backup takes you back to the **Tax $** input after you exit the Deposits/Payment Entry window. You cannot edit entries in the multiple payments section.

Counter Sale Entry menu options

File	
New document number	Allows you to manually enter document numbers. Otherwise, the program automatically assigns them as you complete the header of each document.
Open Existing Doc	Enables you to open and edit an existing document.
Delete Document	Deletes the current document. The system deletes the line items and sets the header to *deleted* status. The document prints on the Daily Sales Register as *deleted*, providing an audit trail of assigned document numbers.
	Counter Sales can be deleted until they are updated in the Daily Sales Register. Once the DSR has been run, enter a Credit Memo.
Edit	
Add line	Enables you to add a line item to the order
Insert line	Enables you to insert a line item above the one selected in the item browser.
Delete line	Deletes a line item from the order.
Find line item	Enables you to search for a line item entered on the order by item number.
View	
Shipping Warehouses	Enables you to change the ship via for a shipping warehouse once lines have been entered for a warehouse.
	The Shipping Warehouses window displays the warehouse number, its description, the number of line items designated to ship from that warehouse and either a direct ship or the ship via code assigned for that warehouse.
	To change the ship via code for all lines assigned to a warehouse:
	Choose *View→Shipping Warehouses*.
	Select the warehouse in the browser.
	Choose **Chg Ship Via**.
	Enter a new ship via code in the pop up window or press F2 to search and select one. Select OK.
	Choose **Exit** in the Shipping Warehouses window to return to the main entry screen.
Class Totals	Displays all item classes on the document and the number of line items in each class and class. This view also breaks down the document total by class.
Document Totals	Displays totals for weight, units, cost, merchandise, sales tax and miscellaneous sales.
Item Interchanges	Allows you to look up alternate references listed for each item number.
Aging	Displays the customer's credit limit, balance, current amount due, amounts overdue (if any) and any aging information.
Past Sales	Displays the customer's purchase history for a selected item. The history includes the purchase date, invoice number, the quantities purchased and in which units, the price per unit and the pricing unit of measure.
Quotes	Displays quotes on file for a selected item and shipping warehouse. In addition to the quote number, this view shows which customer the quote is for, when the quote was entered and when it expires, as well as item quantities, prices and extended prices.
Committed	Displays committed quantities for a selected item. Choose to view sales orders, warehouse transfers, manufacturing tickets and equipment rental contracts (for Service & Repair users).
On Order	Displays any purchase orders, and for BOM items, any manufacturing tickets on file for the selected item. Enables you to view the quantities on order for this item.
Customer Notes	Displays any notes entered in AR Customer Inquiry or Notes Entry SME710 for the selected customer. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details.
	Note: You cannot access the Customer Notes feature (View→Customer Notes) while you are working in the line-item portion of the screen. When you finish with line items, pace the cursor in the header

	portion of the screen and then select View→Customer Notes. Character Users: Press F10 to display menu options for this screen.
Item Notes	Displays any notes entered in IC Item Inquiry or Notes Entry SME710 for the selected item. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for details.
Price Options	Toggle this window on or off as needed. The window appears while you are adding or editing a line item in the line item entry section of the main Counter Sale Entry screen. It displays all the available pricing options for this item, including any contract pricing, list prices, quantity breaks, level pricing etc. while you are in the price input.
Warehouse Quantities	Toggle this window on or off as needed. The window appears while you are adding or editing a line item in the line item entry section of the main Counter Sales Entry screen. It displays the available, on hand, committed, on order and backordered quantities for the item you are entering.
Options	
Header Detail	Provides access to all the header inputs available for this document type. See Using Header Detail section.
Line Detail	Provides access to all the line entry inputs available for sales order documents. See Using Line Detail section.
Line Approval	Enables users with password authorization to take lines off of hold status. Line approval is necessary in systems using multiple warehousing where certain users are not authorized to ship items from certain warehouses.
Deposits	Accesses the Deposit/Payment entry window so you can place deposits on the order. See Chapter 1 for more on Deposit Payment Entry.
Lost Sale Entry	Allows you to track lost sales on items. The **Use Lost Sales** flag has to be selected in SO Static Control F/M.
	Enter the item number, description, the quantity, UM, price and the reason code. Choose OK or press Enter (CR) to return to the main window.
	The Lost Sale Entry option can be triggered automatically. If you reset the order quantity from the original order quantity entered, but the shipped, backordered and committed quantities do not equal the new order quantity. The program prompts you to enter **Y** or **N** to indicate whether to post the difference (original order quantity minus new reset order quantity) to lost sales. If you enter Y (and the **Use Lost Sales** flag is selected in SO Static Control) the Lost Sales Entry window appears. The program defaults to Y.
	Note: Reason codes are created and maintained in the Lost Sales F/M (*Sales Orders→File Maintenances→Lost Sales F/M*).
Item Search	Allows you to search for items by item number, item interchange, item class or UPC number. You can select the **Alt Look** option on the Item Search to display warehouse quantities, item catalog search, service item search, or standard part number search.
	You can also access the Item Search by pressing F2 at the Item Number input.
	This option is only available when you are entering an item number.
Customer Item Search	Allows you to search for items according to customer references.
	This option is only available when you are entering an item number.
Catalog Item Search	Allows you to search for a catalog item by alpha lookup or catalog item number.
	This option is only available when you are entering an item number.
Past Sales Search	Allows you to lookup all items sold to this customer in the past.
	When you select an item from this search, the system sets quantity ordered to what the customer ordered in the past sale. This option is available at the item prompt and only if the *Use Past Sales Flag* is selected in SO Static Control.
Equipment Search	Allows you to look up equipment codes on file in the Service & Repair module.
	This option is only available when you are entering an item number and if the Service & Repair module is activated.
Quick Item Add	Allows you to add an item to the system on the fly. The item can be accessed later from Item F/M.
	This option is only available when you are entering an item number.
Quick Equipment	Allows you to create a record for a new piece of equipment. This record can be accessed later from the

Entry	Service & Repair Equipment F/M.
	This option is only available when you are entering an item number and if the Service & Repair module is activated.
Go To*	
Order	Opens Order Entry
Service Order	Opens the Service Order Entry program, if the Service & Repair module is activated.
Order Confirmation	Opens the Order Confirmation program.
Direct Invoice	Opens the Direct Invoice Entry program.
Credit Memo	Opens the Credit Memo Entry program.
Counter Sale	A check mark indicates this program is open.
	* Programs on the *Go To* menu are disabled while a document is open.
Help	
Contents & Index	Opens the on-line help system.

Counter Sale Print (SOP320)

Function

Use this program to print a counter sale receipt if you opted not to print it from the Counter Sale Entry footer.

You also can use Counter Sale Print to print and reprint groups of receipts. Printed counter sales receipts include all pertinent header and line-item information, addresses and totals.

You have the option to:

Print an alignment check.
Print all counter sales slips not yet printed.
(Re)print selected counter sales slips.
Reprint all orders in the Counter Sale Reprint File.
Select warehouse(s) to which documents should print, if necessary.

```
Counter Sale Print (SOP320)                                    - □ ×
 Help

 01-FACTS 7.5 Development       Counter Sale Print             SOP320

 Print/Reprint  P Print

 Warehouse  01 Atlanta Wareho

 Document  All










 ─ Template ──────────────────    ─ Printer ──────────────
   None                             WindX Laser
 Alignment
 CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit │.
```
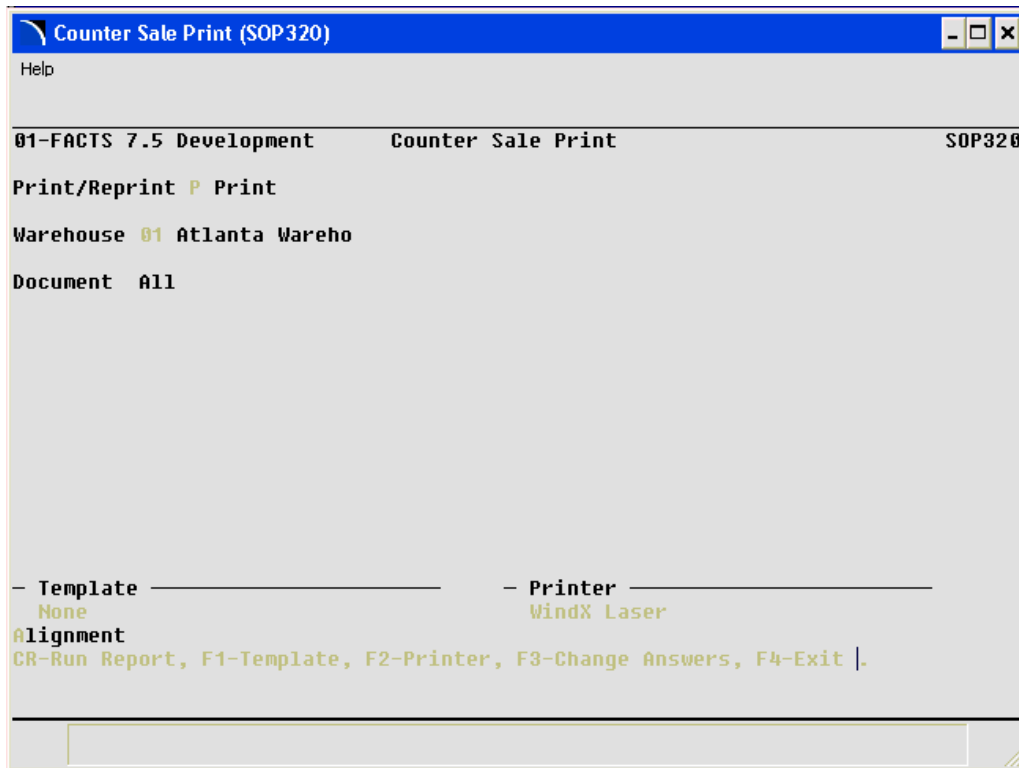
You can also print sales receipts from the Counter Sale Entry program. Invoice numbers (not to be confused with document numbers) are assigned just before each document is printed. Invoice numbers are not affected by reprinting.

Changing print specifications for counter sale receipts

Use the Sales Orders Document Print Control F/M to change the depth of the counter sales receipt, indicate that the form is preprinted, enter the standard memo, etc.

This also enables you to use the same format — and preprinted forms — for counter sales receipts, invoices and credit memos.

To use the invoice format on counter sale documents:

1. Go to *Sales Orders→File Maintenances→Infrequent File Maintenances→SO Document Print Control F/M.*

2. Choose the Counter Sales tab and set the **Print Format** option to *Use Invoice Format*.

3. Save and exit.

Printing BOM item components on counter sale receipts

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

Printing alignments

Use the Print Alignment feature to check that the form is properly aligned in the printer.

To print an alignment (or test page) in graphical mode, select *Print Options* →*Alignment* from the menu bar.

In character mode, enter **A** at the selection prompt and press return.

User Inputs

1.   Print/Reprint

Enter whether documents are to be **P**-printed or **R**-reprinted. If a document has been printed once, it can only be reprinted. Press **Enter** (**CR**) to default to Printed.

2.   Warehouse

Enter up to 20 two-character warehouse codes side by side to indicate the warehouse(s) for which counter sale slips are to be printed. Only valid warehouse codes are accepted. The program defaults to the warehouse assigned to the terminal. Press **F2** or the 🔍 icon to a search. Press **F3** or select the 🌐 icon to default to ALL.

3.   Document Number
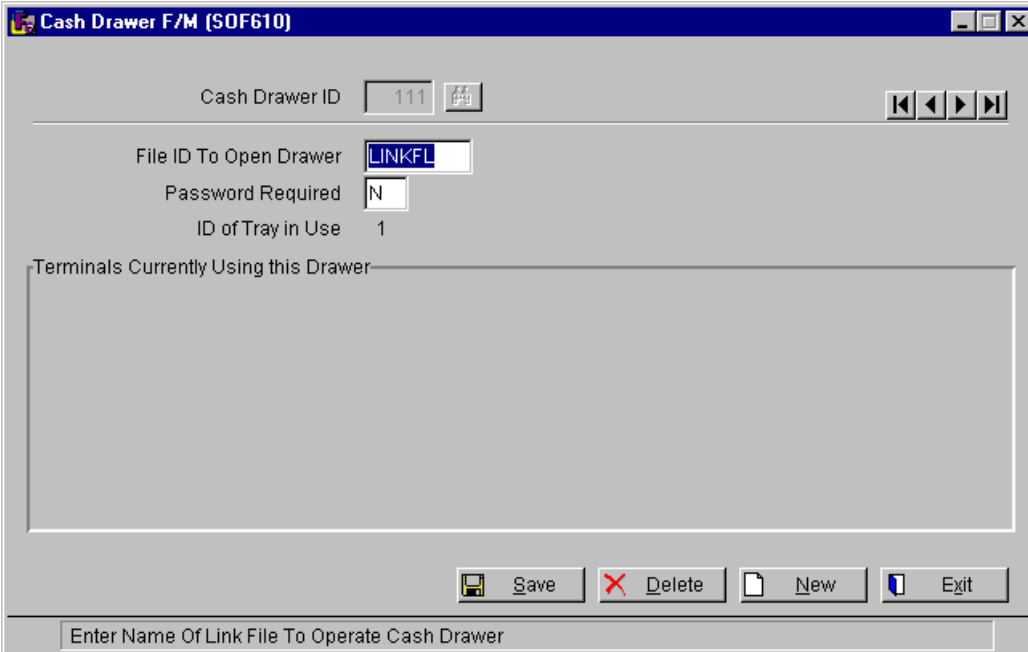
Enter the document number(s) to (re)print, one at a time (up to 6 digits). If printing, press **Enter** (**CR**) to default to all invoices not yet printed. If the document entered is the incorrect type or status, a message to this effect is displayed and the entry is not accepted (this includes voided, deleted or not yet printed counter sales receipts). Press F1 or the 🌐 icon to default to ALL. F2 allows a search. Press F3 to back up to the previous cell and deletes the document number.

Cash Drawer F/M (SOF610)

Function

Use this program to setup cash drawers in FACTS. In reality, cash drawers can be as simple as shoeboxes or as sophisticated as peripheral devices used in high volume retail environments. In either case, the system will treat either as a point-of-purchase system. To take advantage of cash drawer handling, select **the Use Cash Drawer Handling** flag in SO Static Control F/M and flag to **Y**es.

Note: You may need to consult with your Affiliate if you are setting up peripheral cash drawer devices for the first time.

```
Win with ProvideX                                          _ □ ×
Help

01-Demo Company              Cash Drawer F/M              SOF610

  *. Cash Drawer ID          JJJ
  2. File ID To Open Drawer  LINKFL
  3. Password Required        N
  *. ID of Tray in Use        None


Terminals Currently Using this Drawer




Line to Change (F2-Cont), D-Delete, F4-Backup .
Arrows: Up-Prev Rec, Down-Next Rec, Pgup-First Rec, Pgdn-Last Rec
```
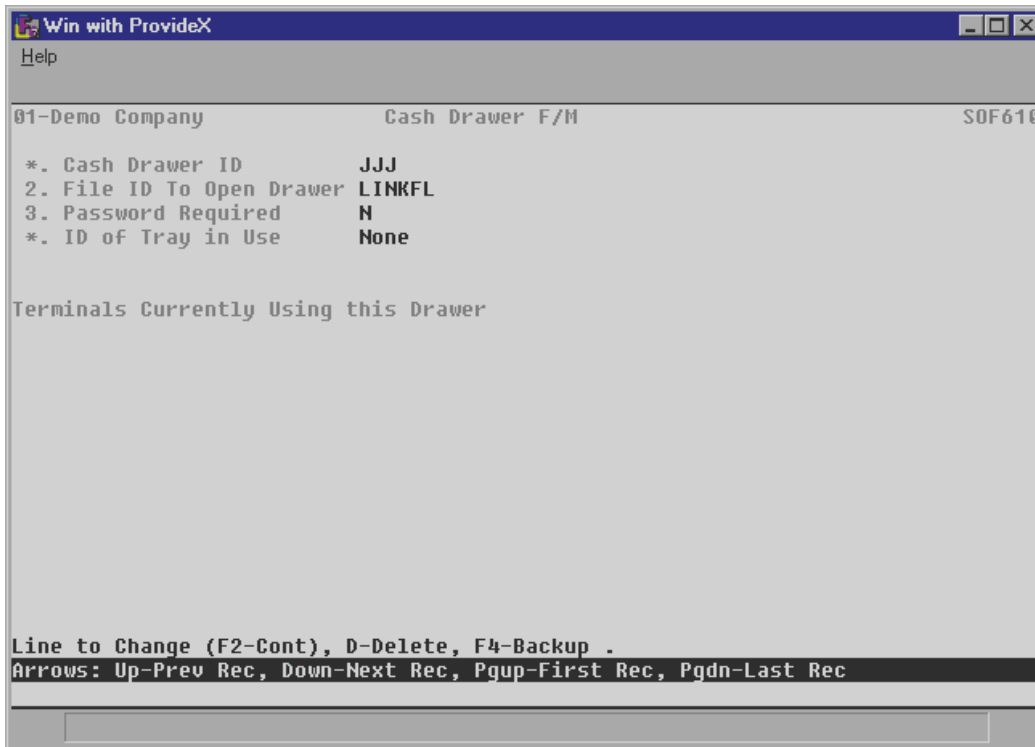
User prompts

1.   Cash Drawer ID

This prompt enables you to create unique identifiers for each cash drawer. Enter up to three-characters to create the ID. F2 allows you to search existing cash drawer IDs.

2.   Link File

If your system is set up to use peripheral cash drawers, enter the link file that your Affiliate created. Contact your Affiliate if you are not sure what to enter here.

3.   Password

Cash drawers can be password protected. Set the flag to Y to require a password at sign on. CR defaults to No. The password will be the same as the override password set in the System Management Company Control F/M program

4.   Cash Tray

NONE appears in this prompt until a cash tray is assigned to this drawer in the Update Shift program (see page 59 for more information). You cannot assign a tray from this prompt.

➲   To save the cash drawer record, choose **Save** or press CR and type Y.

Repeat these steps to add more cash drawers or press F4 to exit the program.

Cash Tray F/M (SOF620)

Function

Use this program to create or delete cash trays, which are assigned to cash drawers in the Update Shift program. You need to create at least two trays to be able to update and balance them. If there is only one tray in the system, it will become "stuck" in the drawer to which you assigned it, and you will not be able to balance it at the end of the shift.

User Prompt

1.   Cash Tray ID

This entry prompt allows you to create a unique identifier for a cash tray. Enter up to three characters to create the ID. If the system doesn't recognize the entry, it asks if you want to create the tray. Answer Yes or No.

F3 takes you to next tray ID in the list.

Repeat these steps to create additional cash trays or press F4 to exit the program. Remember to create at least *two* trays.
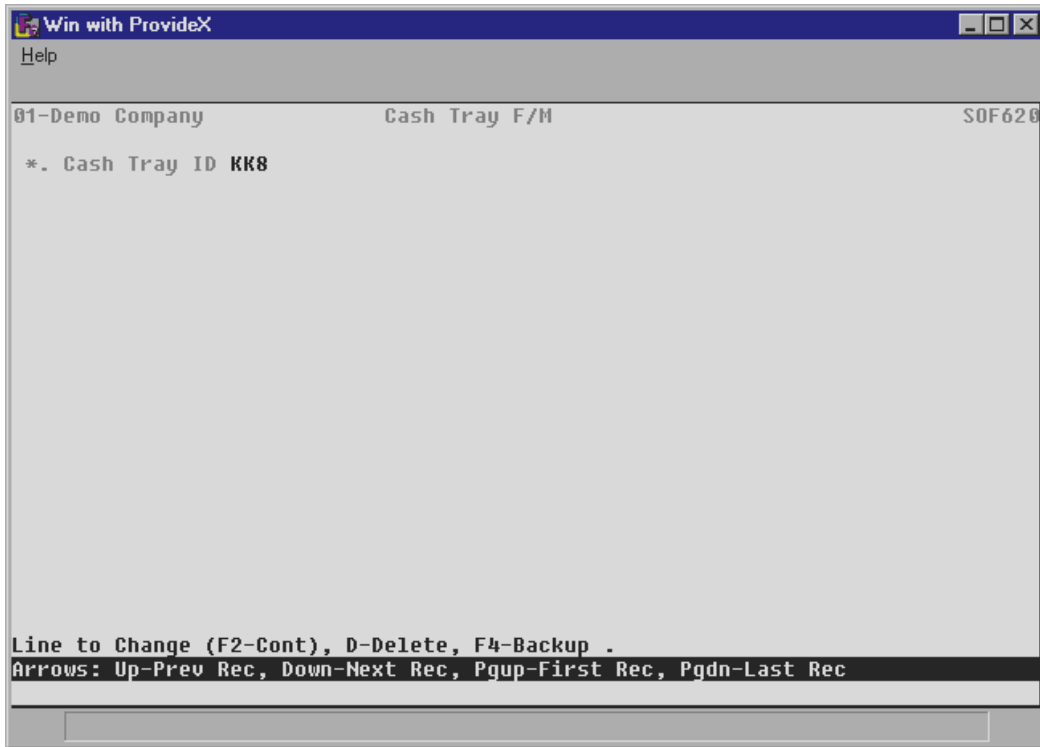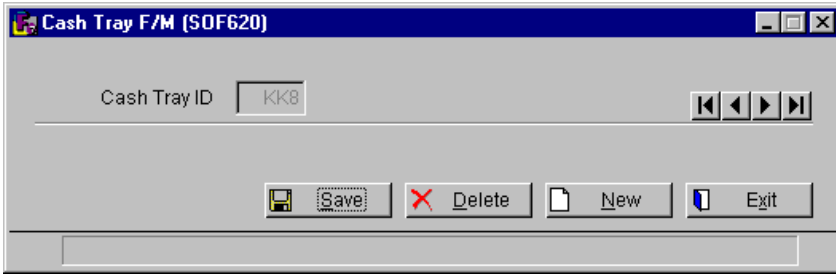
Cash Drawer Sign On (SOE650)

Function

Users don't necessarily have to sign onto a drawer in this program; the system will ask them to sign on when they enter a cash-type payment in Counter Sale Entry or Payment/Deposit Entry. (**Note**: If the system does not force users to sign on in those programs, check that the SO Static Control Use Cash Drawer Handling flag is set to Yes.)

Cash Drawer Sign On is also a good management tool since it allows you to review which cash drawers are in use and which terminal, or user, is signed on to it.

User Prompt

1.   Cash Drawer ID

NONE appears if your terminal is not currently signed onto a drawer. F2 allows you to perform a cash drawer search, which lists the drawers set up in the system, the link file created for the drawer (if necessary), the tray assigned to the drawer, whether or not a password is required and whether the drawer is being used in a shift. More than one user can be signed onto a drawer.
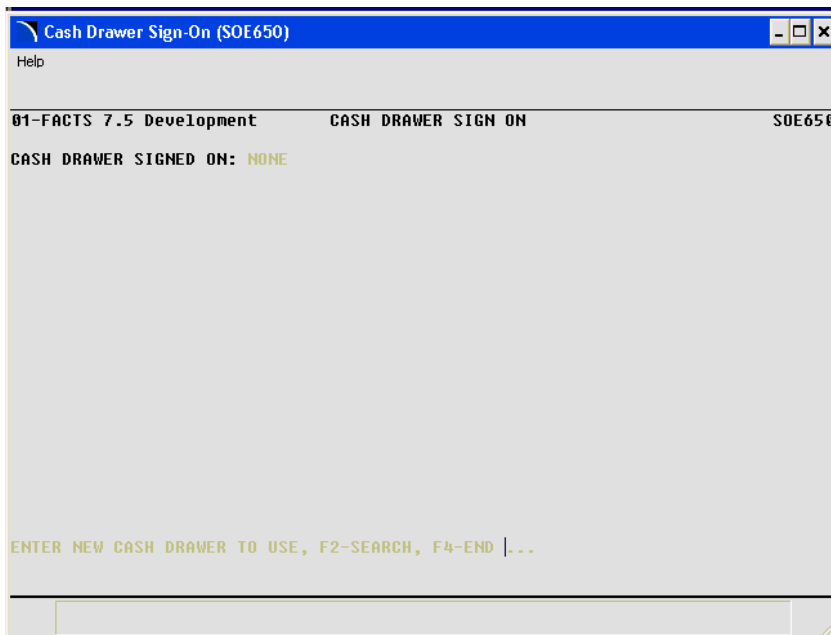
Balance Cash Tray (SOR840)

Function

Use this program at the end of each shift (after the Update Shift program) to ensure that trays balance. A currency calculator is built into this program to help you count the amount of currency, coins, checks, credit card slips and other legal tender taken into the drawer during the shift. You can assign the discrepancy to specific branch or let the program distribute it proportionately. Any discrepancies will post to the DSR. Because of this interaction, the system will prevent anyone from entering this program while the DSR is running.

After you finish counting a tray, you can print a Z-out report, which lists the tray's activities for the shift. Once balanced, the tray can be assigned to another drawer.

```
┌──────────────────────────────────────────────────────────────────────┐
│ ▣ Company 01 - FACTS 7.0 Development                        _ □ ×      │
│ Help                                                                   │
│────────────────────────────────────────────────────────────────────── │
│ 01-FACTS 7.0 Development        Balance Cash Tray              SOR840  │
│                                                                        │
│ Cash Tray ID   1 Still in Cash Drawer '111'                            │
│                                                                        │
│     ┌──────────────────────────────────────┐                          │
│     │ Opening Amount in Tray       100.00   │                          │
│     │ Transaction Total         524958.27   │                          │
│     │ Number of Transactions         314    │                          │
│     │ Ending Balance            525058.27   │                          │
│     └──────────────────────────────────────┘                          │
│                                                                        │
│ Amount In Tray                           CTL+X For Calculator          │
│                                                                        │
│     ┌──────────────────────────────────────┐                          │
│     │ Discrepancy              -525058.27   │                          │
│     └──────────────────────────────────────┘                          │
│                                                                        │
│ Default Branch  N/A                                                    │
│ Sort By Terms Type/Terms Code? N                                       │
│ ─ Template ──────────────────────── ─ Printer ──────────────────────── │
│    None                                Genicom Line Printer            │
│                                                                        │
│ CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit │.  │
│                                                                        │
│──────────────────────────────────────────────────────────────────────│
│  ┌───────────────────────────────────────────────────────────┐        │
│  └───────────────────────────────────────────────────────────┘        │
└──────────────────────────────────────────────────────────────────────┘
```

User Inputs

1. Cash Tray ID

Enter the ID of the tray you want to balance. If the tray was not removed from the drawer it was assigned to in the beginning of the shift, you will need to exit this program and open Update Shift (see page 59 for instructions).

F2 allows you to perform a cash tray search. The search lists the trays, the drawers to which they are assigned, their assigned opening amount (starting bank) and whether or not the tray is balanced.

Once you have entered the tray's ID and the program has verified that the tray is not in a drawer, the system displays the

- Opening amount assigned to the tray at the beginning of the shift
- Amount taken into the tray during the shift
- Number of transactions handled through this tray
- Ending amount (starting bank + the amount of transactions)

2. Amount In Tray

Once you've counted the cash, coins and other tender in the tray, enter that amount at this input. A currency calculator is included in this program.

Press **C** to open the calculator. For bills and coins, you can either enter the number of each denomination or the dollar value. If you enter a number, the calculator will figure out the value. For checks, credit cards, debit cards, gift

certificates, etc., enter the totals for each. Press **F3** to save what you entered and exit the calculator. The calculator will carry the total over. Press F4 to exit and delete any entries.

Once an amount is entered for the tray, press CR.

3.   Discrepancy

If the tray does not balance, the amount it is over or short will appear in the Discrepancy box.

4.   Default Branch

If the tray does not balance, you can assign the discrepancy to certain branches or have the program distribute it proportionately. When the program distributes it, branches that contributed the most money to the drawer are assigned a bigger share of the discrepancy. You can also press **F4** to return to the Amount in Tray prompt and recount the tray, using the currency calculator if you wish.

When the tray does balance, N/A appears in this input.

Press CR and print a Z-out report. This is a detailed report of transaction handled through this tray.

5.   Sort by Terms Type/Terms Code

Indicate whether you want the Z-report to sort transactions by transaction types, meaning all credit card, debit card, checks, etc.

Update Shift (SOU840)

Function

If you are using cash drawer handling, this program must be used before *Cash Drawer Sign On* *at the beginning of each shift* and before *Balance Cash Trays* *at the end of each shift*.

Update Shift is the program you use to place trays in drawers and to assign starting amounts to trays. It also allows you to remove trays from cash drawers so they can be balanced in the Balance Cash Trays program.

Assigned trays are **removed** by assigning a new tray to a drawer in prompt 2 (*see below*). For example, if you want to remove tray *dd1* from drawer *ssi*, enter another tray, say *dd2*, in prompt 2, and FACTS automatically removes dd1. Tray dd1 is now ready to be balanced.

```
Update Shift (SOU840)                                    _ □ ✕
 Help


01-FACTS 7.5 Development        UPDATE SHIFT                    SOU840

CASH DRAWER                      |...

NEW CASH TRAY

OPENING AMOUNT IN TRAY










ENTER CASH DRAWER ID, F2-SEARCH, F4-END
```
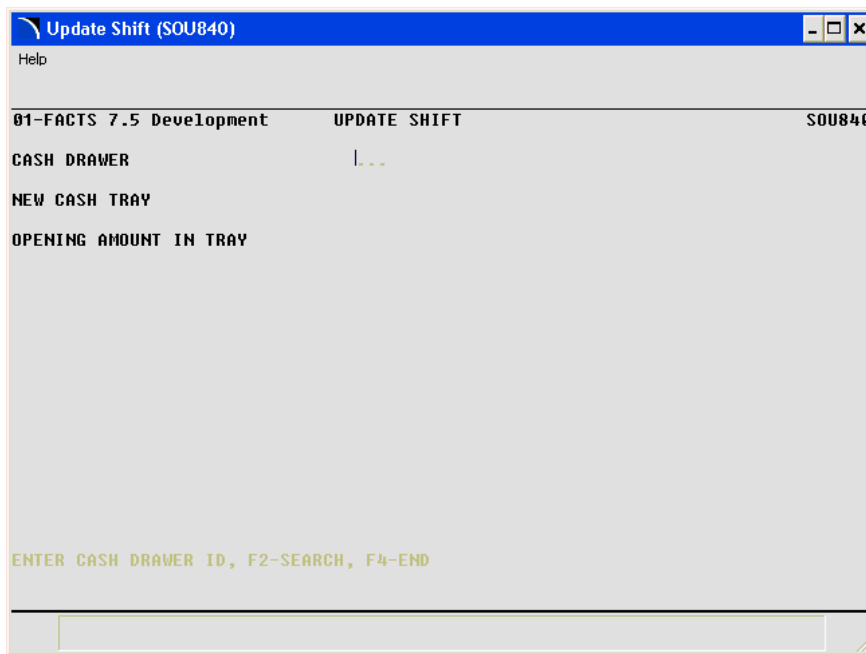
User Prompts

1.   Cash Drawer ID

This input figuratively opens a drawer so that you can place a tray in it. If you are removing a tray, you need to enter the ID of the drawer the tray was assigned to at the beginning of the shift. If a tray is assigned to the drawer you entered, the tray ID appears to the right of this input.

F2 allows you to perform a cash drawer search. The search displays the list of cash drawers, the link file created for it (if one is required), the tray assigned to it, whether or not it requires a password and whether it's being used in an open shift.

2.   Cash Tray ID

The system only allows balanced trays to be assigned to drawers.

Press F2 performs a cash tray search. The search lists the trays, the drawers to which they are assigned, their assigned opening amount (starting bank) and whether or not the tray is balanced. If you want to *remove* a tray to balance it, choose another *balanced* tray from the list. (It's important that you set up more than one tray in Cash Tray F/M. If you only create one tray, it will become "stuck" in the drawer you assign it to.)

F1 defaults to NONE.

3.   Opening Amount

Enter the amount of money you are placing in this tray to start off the shift.

✍ Enter **Y** to update and return to the Counter Sales menu. If you select **N**, the program returns you to the Opening Amount prompt.

Re-enter the program to assign or remove another tray.

Refunding Counter Sales

Use Credit Memo Entry to perform refunds on counter sales receipts.

Before you begin

Performing counter sale customer refunds with Credit Memo Entry works best when counter sale receipts are set up to print in the same format as invoices and credit memos. This eliminates the need to swap out forms in the printer, it cuts down on the number of separate preprinted forms that have to be ordered.

Check with your System Administrator to local FACTS Affiliate to make sure this printer configuration is in place (reference Tech Bulletin FT00_03).

Performing a refund

1. If you are already in Counter Sale Entry, select *Go To→Credit Memo Entry* from the menu. Otherwise type the access code CM at a FACTS menu screen.

2. In Credit Memo Entry, enter the document header. Use the **Invoice** input in the header to apply the credit memo to an existing invoice.

3. When you complete the header, press **Enter** (CR) to add the returned item information on the document.

4. Enter the item number. Press F2 to search on items.

5. Enter the quantity being returned. You do not need to enter a minus; the program automatically inserts one.

6. Enter a two-character reason code. Press **F2** to search for a reason code that best describes the customer's reason for returning the item or items.

7. Enter the price of the item being returned. Press **F2** to change the pricing UM. Press **F3** to use the Price Search feature.

8. Add additional items if necessary.

9. Choose **Done** when you are finished entering items to access the credit memo footer window.

10. Select a Refund Type in the footer.

    To apply the refund to a customer's account, use the A/R Terms input.

    Press F2 and select the CM A/R terms code in the search window. The CM, or credit memo, terms code uses no discounts or payment schedules. It simply tells FACTS to post the document to the Accounts Receivable module.

    ➲ You can set CM as the default A/R terms code for all Credit Memo documents on the Inventory tab of the SO Static Control F/M.

    To give the customer a cash refund, use the **Cash Terms** input.

    Press F2 and select a Type C Cash Terms code from the search window. Enter the amount of the refund. Make sure you enter the amount as a negative number. For example, enter -50.50 if you want to give the customer $50.50 back in cash.

To apply the refund to the customer's credit card, select the **Payments** button to access the Deposit/Payment Entry window.

1. Press **Enter** in the Deposit/Payment Entry window or choose the **Add** button to the right of the browser.

2. Enter a credit card terms code or press **F2** to search for the appropriate credit card terms code.

3. Enter the amount of the refund as a *negative number*, for instance -50.50, and press **Enter** (CR).

4. Enter the credit card number and the expiration date, or swipe the card.

5. Enter notes (optional).

6. Choose **Save.**

7. If you are not already signed onto a cash drawer, press **F2** and select a cash drawer with a tray assigned to it from the search window.

8. Choose **Done** to return to the Credit Memo Footer.

9. Make sure the document is zeroed out. Choose **OK** to print the credit memo.

Customer Returns

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

For example, a customer wants to return a rotary drum pump for replacement. Since the pump is still under warranty, the vendor will replace it. A sales order, subject to the normal sales order processing, will be generated so that the new pump can be shipped to the customer.

Overview

For each item being returned a disposition code is assigned during document entry. Disposition code can be described as a combination of what the customer wants (credit, replacement, or repair) and what the distributor does with the return (return to vendor, return to stock, or scrap the item). This mix of customer and vendor stipulations determines how the system will process the customer return.

The Customer Returns Entry program allows either a return authorization or a return document to be created. A return authorization document may be used when the distributor insists that all returns be approved in advance (perhaps requiring an authorization number) or when a customer gives advance notification of returns (perhaps inquiring as to the amount of the credit). When the returned goods arrive, the authorization document is converted by the user to a return document. A return document is created when the goods are

returned and no authorization has been previously created or when goods are returned without any notification from the customer.

This entry program will appear similar to other FACTS order entry programs, however, the additional information is necessary to complete the document. Return reason code (why is the goods to be returned) and disposition code (how is the return going to be processed) are required during document entry. Depending on the nature of the return, credit memos (for returns for credit) and/or sales orders (for returns for replacement or repair) may be generated. Returns to stock will adjust inventory. When appropriate, returns to vendor will generate vendor return information so that the original return document can be associated with any credit issued by the vendor. Optionally, an order authorization or order acknowledgment may be printed for the customer to use as a packing slip or receipt.

Commission % Note: For credit memos (for returns for credit) and/or sales orders (for returns for replacement or repair), the system recalculates the commission % as the lines are being created, except the restocking fee, which has 0% commission.

Initial Setup Procedures

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

- Do you allow the return of temporary items?
- Will you require all returns to be tied to a specific past invoice?
- Do you wish to store customer returns history information?
- Do you want to charge a standard restocking fee? If so, is the fee a flat dollar amount or percent based fee?
- Do you wish to track returns using separate GL accounts?
- How many different ways does your business handle returns?

FACTS 7.5 Distribution Software - Sales Orders (SOS000)

FACTS
DISTRIBUTION SOFTWARE

(iNfor)

(JLW/T6C)   FACTS 7.5 Development - Company 01   02/09/05 - 11:31 am

Sales Orders

Customer Returns Tasks:

Sales Orders Icons	Customer Returns Tasks
Quotes	Processing
Orders	Customer Returns Entry
Invoices	Returns Authorization
Shipping	Returns Acknowledgment
Contract Pricing	CRS Inquiry
Customer Returns	CRS Status Report
MSDS	Returns Analysis Report
Inquiries	CRS History Removal
Reports & Prints	File Maintenances
End of Period	Returns Disposition Code F/M
File Maintenances	Returns Reason Code F/M
	CRS Control F/M
	Vendor Returns
	Quick Vendor Returns Entry
	VRS Control F/M

Access Code [   ]

Company 01, FACTS 7.5 Development

Help

```
02/16/05 Wednesday            Sales Orders            JLW T6C   11:01 am
01-FACTS 7.5 Developme ——— Customer Returns ———               SOS850



        Processing                       File Maintenances
        _____                       _____

     1. Customer Returns Entry        8. Returns Disposition Code F/M
     2. Returns Authorization         9. Returns Reason Code F/M
     3. Returns Acknowledgment       10. CRS Control F/M
     4. CRS Inquiry
     5. CRS Status Report              Vendor Returns
     6. Returns Analysis Report        _____
     7. CRS History Removal
                                     11. Quick Vendor Returns Entry
                                     12. VRS Control F/M




        Selection |_____


   ENTER SELECTION #, ACCESS CODE, 'OFF', ARROWS, F4-PREVIOUS MENU
```

Customer Returns Process

1. Create a returns authorization document (optional) or Creates a returns document

Customer Authorization document

- The request is entered into CRS Document Entry as an authorization. Since the original sale was also recorded on the system, the return can be tied to the past invoice. The authorization document number is given to the customer.
- When the damaged merchandise is received, convert the authorization document into a return document. Returns to stock or scrap result in a SO Credit Memo. Returns for repair or replacement result in a Sales Order. Returns to vendor result in an entry in Quick Vendor Returns Entry so that when credit or replacement is received from the vendor, an associated credit or replacement can be given to the customer.

Customer Returns document

- The request is entered into CRS Document Entry as a return. Since the original sale was also recorded on the system, the return can be tied to the past invoice. The return document number is given to the customer.

2. Print a returns receipt

- Print a Returns Authorization or Returns Acknowledgment for the customer to use as a packing slip for the returned merchandise or keep as a receipt.

3. Returns Inquiry and/or Report Analysis

- Use Customer Returns Inquiry to check the status of documents in the process of being returned.
- Run the CRS Status Report to list open returns, and analyze what stock is being returned.
- Run the CRS Returns Analysis Report as needed to list past returns, and analyze how much inventory was returned and for what reasons.

4. Remove Past Customer Returns History

- Run CRS History Removal as needed to remove past Customer Returns documents which do not need to remain on the system.

Customer Returns Entry (SOE810)

Function

The CRS Document Entry program enables you to create and edit customer return authorizations and customer return documents. Customer return authorizations is an optional feature.

The entry screen consists of three sections: the header, where the customer number, ship date, etc., are entered; line-item entry, where each item, price, quantity, etc. is entered; and the ending routine, also called the footer, which consists of the final inputs prior to completion of the customer returns document. The screen is designed to look like a printed invoice.

During entry of a Customer Returns document, you can change, add, or delete line-items at any time, or delete entire Customer Returns documents. A number of additional features are available in the CRS Document Entry Program:

- Memo lines may be entered
- Temporary items may be entered
- Catalog items may be entered
- Inquiries include Interchange, Catalog, Customer Item, and Past Sales
- A Returns Authorization may be printed
- A Returns Acknowledgment may be printed
- Lost sales can be entered
- Items can be added on the fly during line-item entry

- During processing, the system automatically displays urgent notes for customers and items based on your settings on the Notes tab of SO Entry Options F/M. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for additional details.

Overview

Enter a Customer Authorization or Return

1. From the CRS main menu, select Customer Returns Entry.
2. Press CR for the system to assign the next available document number.
3. Enter the customer and header information.
4. Enter the line-item detail and memo line information.
5. Access the ending routine and enter an acknowledgment memo, if necessary.
6. Enter another return, or return to the CRS main menu.

Edit a Customer Return

1. From the CRS main menu, select **Customer Returns Entry**.
2. Enter the document number to edit.
3. Make all required changes to the header, line-item detail, and memo lines.
4. Access the ending routine to make necessary changes.
5. Enter another return to edit, or return to the CRS main menu.

User inputs

The following information is required in the header of a customer return document:

Header Entry

1. CRS Document Number

To recall an existing document, enter the document number, up to 6 digits. To create a new document, press **CR** to have the system assign the next available number. The system will prompt to "Create a new **R**eturn Document" or "Create a new Return **A**uthorization?"

2. Customer Number

Enter a valid customer number. The system performs a credit check:

Credit Check Note: The system performs a customer credit check for each customer during Sales Order entry programs based on the Credit Limit value and the number of Credit Check Days entered on the Accounting tab of Customer F/M. For additional credit check processing details, such as disputed invoice processing, adding customers on-the-fly, or displaying customer aging, refer to the Customer Credit Check topic in *Chapter 4 Orders* of this document.

When a new customer is added by using the F1-Add feature in the order entry programs, the customer credit check field value is loaded from the default in the AR Static Control record. You cannot enter credit check information on this screen. If you need to modify the customer credit information, access AR Customer F/M.

If the default credit check flag in AR Static Control is set to "None" no action will be taken by the system. If the Credit Check prompt on the Accounting view of Customer Maintenance is set to "Message", "Refuse", "Hold", or "Password", a message will display if the customer fails the credit check.

```
┌ Customer Returns Header Data ─────────────────────────────────────────────┐
│                                                                            │
│  CUSTOMER .........     PL          SHIP-TO                                 │
│                                                                            │
│                                                                            │
│                                                                            │
│  _____   │
│   AUTH DATE                         AUTHORIZATION ENTERED BY                │
│  RETURN DATE                                                               │
│  RETURN WHSE                                                               │
│  SALESPERSON                        RETURN ENTERED BY                       │
│   TERMS CODE                                                               │
│  DEPARTMENT                                                                │
│     CONTACT                                                                │
│  REFERENCE #                                                              │
└────────────────────────────────────────────────────────────────────────────┘
```

3. Ship-To Number

This input is initially skipped and the customer's assigned ship-to number is automatically displayed. Enter the ship-to number. F2 allows a search (ref. 30). TEMP ship-to's are not allowed for Customer Returns documents.

4. Authorization Entry Date

Current system date when the Customer Returns document was initially created. This field will be empty if the document is a return; it cannot be edited.

5. Return Date

Current system date when the Customer Returns document was initially created. This field will be empty if the document is an authorization; it cannot be edited.

6. Return Warehouse

The warehouse to which the goods will be returned. This will also serve as the initiating and shipping warehouse for the sales order or credit memo, when applicable. The system defaults return warehouse from Terminal F/M for the user.

The user also has the option to enter a display code:

> **A** - Aging. Displays the customer's credit limit and outstanding balance for the last number of periods (set in the Accounts Receivable Aging Control Record).

N - Notes. Displays the customer notes on file. CR continues listing. F4 backs up.
Tip: You cannot access the Customer Notes feature (View→Customer Notes) while you are working in the line-item portion of the screen. When you finish with line items, pace the cursor in the header portion of the screen and then select View→Customer Notes. Character Users: Press F10 to display menu options for this screen.

7. Salesperson

Enter the salesperson/territory code for this customer. The entry must be a valid salesperson/ territory. CR defaults to the value already displayed (initially the salesperson/ territory code assigned to the ship-to number). F2 allows a search (ref. 30). If the SO Static Control flag "Use Inside/2nd Slsp" is set to allow split commissions, F3 allows a split commission entry (ref. 32).

When the salesperson code changes, the system recalculates the commission percentage for all lines that are NOT flagged as commission user override.

8. Terms Code

Enter a valid payment terms code. Entering a valid terms code displays a partial description. CR defaults to the value already displayed (initially the terms code assigned to the customer). F2 allows a search (ref. 30).

9. Department

Enter a valid general ledger department number. Entering a valid general ledger department number displays a partial description. CR defaults to the displayed value (initially the department assigned to the terminal) (ref. 11). F2 allows a search (ref. 30).

10. Contact

The customer's first contact from AR Customer F/M.

11. Reference Number

This entry doesn't have to be a number, but if the **PO Required** flag in the Customer F/M is set to Y, something must be entered in this field (up to 15 characters). Examples of possible reference numbers are a purchase order number created on a customer's system or the name of the person placing the order.

This concludes the header entry portion of customer returns entry. At any point during header data entry, the user can select F3-Defaults. Pressing F3 causes the program to accept the system defaults on file for the remaining inputs. If the program stops at a field, this means that the system could not find a valid default for the required field and a valid value must be entered before continuing.

Line-Item Entry

Once the required header information is complete, the line-item entry appears.

The following information is required for line-item details on a customer return:

12. Item

The item number, interchange number, customer item number, temporary item or catalog item number, up to 20 characters (ref. 19). Upon entry, the system displays description 1 and 2, item class, and vendor.

You can enter serial/lot items for return provided the items are a valid in the serial/lot file. If you attempt to enter a serial/lot number that is not on file, the system displays the message: Serial Number must be in Serial/Lot file to return.

You can still enter the CRS without entering the serial/lot number, but that line will not be converted to a Credit Memo until the number is entered.

The user has several options for this entry:

> **I** - Allow an item interchange search (ref. 18)
>
> **A** - Search catalog items (ref. 53)
>
> **P** - Display past sales (ref. 47)
>
> **C** - Search customer/item numbers (ref. 52)
>
> **#** - Enter an item number or an interchange number
>
> **M** - Enter a memo
>
> **F1** - Allows Quick Item Add
>
> **F2** - Allow a search (ref. 20)
>
> **F3** - End line-item entries

13. Memo

This input displays only if **M** is entered in the item number prompt. Memo lines are a special feature of sales orders. Memo lines:
- may be included anywhere within the line-item detail screen
- can be printed on order acknowledgments, sales orders, and/or invoices.
- are up to 30 characters in length and can be up to 999 lines long.
- can be attached to a line-item or to the document.

Memo Line Entry is activated when the memo box displays. Begin typing the memo text. The memo text wraps at the end of each line and continues to the next line. The first line (up to 30 characters) is displayed in the CRS detail screen as a line-item memo. Subsequent line entries are acknowledged on the screen by a plus sign (+).

Memo Entry

The user has several options for this entry:

> **F1** - Change Flags - for default print settings: Print on Acknowledgment, Export to Sales Order, Export to Credit Memo, Export to VRS document, or Print memo on Invoice. Depending on the nature of the return, all of these options are not available at all times.
>
> **F3** - Exit print settings

14. Temporary Item

If the item number is valid, this input is skipped and the program proceeds to the order quantity. Temporary items are goods offered to your customer as a value added service but are not carried in inventory. Temporary items do not exist in the item file. During line-item entry, the system searches for the item number entered. If the item is not found, the system prompts: **TEMPORARY ITEM? N/YES**. **CR** defaults to **N**.

- Answer **N**o, to return to the **Item Number** input and re-enter a valid item number.
- Answer **Yes**, to enter **vendor** number, item **class**, **um**, and **weight** information.

15. Catalog Item

If the item number is valid, this input is skipped and the program proceeds to the order quantity. Catalog items are goods that are provided by a vendor but are not carried in inventory. A record tracking price information exists in a catalog file. During line-item entry, the system searches for the item number entered. If found in the catalog file, the system prompts **Use Catalog Item? (Y/N)**. **CR** defaults to **Y**.

- Answer **Yes** (**pull default information from item catalog file**), to review the default item information (**vendor** number, **class**, **um,** and **weight**) from the catalog file. **CR** defaults to **Y**.
- Answer **N**o (**do not use information from item catalog file**), then the system prompts **TEMPORARY ITEM? N/YES**. **CR** defaults to **N**.

16. Description

The item description, up to 30 characters, defaults to the description from Item F/M, or Catalog F/M. If the item is not found in inventory, the description defaults to TEMPORARY.

17. Invoice Number

Enter the past invoice number from sales history to tie the line-item to the original invoice number. If the **Require Past Invoice** flag in CRS Static F/M is set to **Y**, the invoice number field is required. Press **F1** for **No Past Invoice**.

18. Reason Code

The 3-character code that indicates why the merchandise is to be returned.

19. Disposition Code

The 3-character code that determines how the return is to be processed. This field cannot be edited if the line is marked complete.

20. Quantity

Enter the quantity of merchandise to be returned for this line-item. Additional options available from the quantity field: **N**otes - Use this option to view any notes regarding this customer that have been entered through the Customer Inquiry program. **R**eturns - Use this option to view open return details for this customer, including: returned items, documents, quantity, date, and status. F2-Serial/Lot # Entry Use this option to enter the serial/lot number to be returned.

21. Price

Enter the return, replacement or repair price. If the line is tied to a past invoice, price will default to the price on the invoice. If the disposition code indicates that the item is under warranty, **F1-Warranty Percentage** can be used to compute a percentage of the normal price. (You can access the payment/deposit entry program by pressing **F1**).

22. Cost

Enter the cost for return, replacement or repair. If the line is tied to a past invoice, cost will default to the cost on the invoice.

23. Discount

The discount (percentage or dollars) given to the customer for this line-item. This field is available if the **Use Line Discount** flag in SO Static Control is set to **%** or **$**.

24. Vendor

The vendor prompt is used when the merchandise is to be returned to the vendor. Vendor defaults to the primary vendor from the Item Master file.

25. Repair Number

Enter the repair number to track this item. The Repair prompt is used if the disposition code is a return for repair. Press **F1** or **CR** to skip input.

26. Restocking Fee

Enter the restocking fee or press **F1** to accept the standard fee from CRS Control F/M. Restocking fee is used if the Returns Reason Code has been set up to charge a fee.

This concludes an entry in the line-item portion of the Direct Invoice Entry Program. The running total is updated and displayed. The line number is incremented by one, displayed and the program returns to the **Item Number** input for the next line-item entry.

Following the entry of the last line-item, the **Prompt-Selection** input allows the user to perform the following functions: (ref. 27)

-   Changes a line-item

CR   -   Selected highlighted line (use arrows to select line)

F1 - Overview

F2 - Changes the header

F3 - Accesses the ending routine

A -   Add a line-item

D -   Delete the customer returns document. (Valid only if the document is not tied to an existing Credit Memo, Sales Order, or Vendor Return.)

C -   Creates a credit memo. (Valid only in returns mode.) When selected it will create the necessary credit memo(s) to complete all lines on the existing document. A message will indicate the credit memos that were created and the line-item Status will be marked Complete when applicable.

C - Create a sales order. (Valid only in returns mode.) When selected it will create the necessary sales order(s) to complete all lines on the existing document. A message will indicate the sales orders that were created and the line-item Status will be marked Complete when applicable.

I - Insert a line-item above the currently highlighted line.

Ending Routine

The ending routine consists of the final inputs prior to completion of the customer return document. The ending routine is not accessible if no line-items have been entered. Ending routine information is displayed on the lower portion of the screen. The ending routine will vary according to the processing required to complete the document.

27. Memo

Enter the memo that will appear on the authorization. The message defaults from the Acknowledgment Memo field in the CRS Control F/M. Press CR to accept the default or press the space bar to clear the memo if no memo is desired. F4 backs up to the **Prompt-Selection** input.

28. Print Customer Returns Authorization?

Optionally print the returns authorization. This prompt is valid only in authorization mode.

29. Print Customer Returns Acknowledgment

Optionally print the returns acknowledgment. This prompt is valid only in return mode.

30. Create all credit memos and sales orders for this customer returns document?

In return mode, this prompt will display if line-items exist with either a disposition code which requires no vendor return handling and a status of "acknowledgment printed" or a status of "vendor receipt confirmed."

31. Close this customer returns document?

In return mode, this prompt will display if all lines of the document have a status of complete.

Technical Notes

FILES USED: SOCRSH, SMUSED, SMCNTL, SOCRSL, SOPIND, SOCRSM, INCINTX, ICINTR, ICMAST, APVALX, APVEND, ICICAT, SOCTQB, SOCTRT, ARCUST, ICPRIC, SORCIT, ICIUOM, SOVRSL, SOVRSH, SOCLOT, SOPINH

FILES UPDATED: SOCRSH, SMUSED, SMCNTL, SPOIND, SOPCLT, SOPCRH, SOPCRL, SOPCRM

How to enter customer authorization or customer return header information

1. Open the Customer Returns Entry program. You can access this program by selecting Sales Orders -> Customer Returns ->Customer Returns Entry.

2. To recall an existing document, enter the document number, up to 6 digits in the CRS Document Number input.

   To create a new document, press Enter (CR) in the CRS Document Number input to have the system assign the next available number. The system prompts: Return Document Authorization? Indicate whether to create a Return document or a customer return authorization.

3. Enter a valid customer number.

   Credit Check Note: When you enter a customer, a credit check is performed if the number of Credit Check Days on the Accounting tab of Customer F/M is less than 999. For additional credit check processing details, such as disputed invoice processing, adding customers on-the-fly, or displaying customer aging , refer to the Customer Credit Check topic in *Chapter 4 Orders* of this document.

   DATA ENTRY TIP: At any point during header data entry, you can press F3-Defaults. Pressing F3 causes the program to accept the system defaults on file for the remaining inputs. If the program stops at a field, this means that the system could not find a valid default for the required field and a valid value must be entered before continuing.

4. The Ship-To Number input is initially skipped and the customer's assigned ship-to number is automatically displayed. You can modify the ship-to number. Press F2 to search. You cannot use TEMP ship-to addresses for Customer Returns documents.

5. The system displays the current system date when the Customer Returns document was initially created in the Authorization Entry Date input. This field is empty if the document is a return; it cannot be edited.

   OR

   The system displays the current system date when the Customer Returns document was initially created in the Return Date input. This field is empty if the document is an authorization; it cannot be edited.

6. In the Return Warehouse input, the system defaults return warehouse from Terminal F/M for the user.   This is the warehouse where the goods are returned and also serves as the initiating and shipping warehouse for the sales order or credit memo, when applicable.

7. You also have the option to enter a display code:

   A -   Aging. Displays the customer's credit limit and outstanding balance for the last number of periods (set in the Accounts Receivable Aging Control Record).

N - Notes. Displays the customer notes on file. Press Enter (CR) to continue listing. Press F4 to back up.

You cannot access the Customer Notes feature (View -> Customer Notes) while you are working in the line-item portion of the screen. When you finish with line items, pace the cursor in the header portion of the screen and then select View ->Customer Notes. Press F10 to display menu options for this screen.

8. Enter the salesperson/territory code for this customer or press Enter (CR) to default to the value already displayed (initially the salesperson/ territory code assigned to the ship-to number). The entry must be a valid salesperson/ territory. Press F2 to search. If the SO Static Control flag is set to allow split commission entry, press F3 to split commissions.

9. Enter a valid payment terms code or press Enter (CR) to default to the value already displayed (initially the terms code assigned to the customer). Entering a valid terms code displays a partial description. Press F2 to search.

10. Enter a valid general ledger department number. Entering a valid general ledger department number displays a partial description. Press Enter (CR) to default to the displayed value (initially the department assigned to the terminal). Press F2 to search.

11. The customer's first contact from AR Customer F/M displays.

12. Enter the Reference Number. This entry doesn't have to be a number, but if the PO Required flag in the Customer F/M is set to Y, you must enter something in this field (up to 15 characters). Examples of possible reference numbers are a purchase order number created on a customer' s system or the name of the person placing the order.

13. This concludes the header entry portion of customer returns entry. Once the required header information is complete, the line-item entry appears. Refer to the procedure, How to enter line-item details on a customer return for step-by-step instructions.

How to enter line-item details on a customer return or customer authorization

1. Once the required header information is complete, the system displays the line-item detail screen. The following information is required for line-item details on a customer return:

2. In the Item Number input, enter the item number, interchange number, customer item number, temporary item or catalog item number, up to 20 characters. Upon entry, the system displays description 1 and 2, item class, and vendor.

    You have several additional options for this entry:

    I   - Allow an item interchange search

    A   - Search catalog items

    P   - Display past sales

    C   - Search customer/item numbers

    #   - Enter an item number or an interchange number

    F1 - Allows Quick Item Add

    F2 - Allow a search

    F3 - End line-item entries

    M   - Enter a memo

    The Memo input displays only if M is entered in the item number prompt. Memo lines are a special feature of sales orders. Memo lines can be included anywhere within the line-item detail screen can be printed on order acknowledgments, sales orders, and/or invoices. Memo lines are up to 30 characters in length and can be up to 999 lines long and can be attached to a line-item or to the document.

    Memo Line Entry is activated when the memo box displays. Begin typing the memo text. The memo text wraps at the end of each line and continues to the next line. The first line (up to 30 characters) is displayed in the CRS detail screen as a line-item memo. Subsequent line entries are acknowledged on the screen by a plus sign (+).

    Memo Entry

    You have several options for this entry:

    F1 -   Change Flags - for default print settings:

    Print on Acknowledgment,

    Export to Sales Order,

Export to Credit Memo,

Export to VRS document, or

Print memo on Invoice.

Depending on the nature of the return, all of these options are not available at all times.

F3 - Exit print settings

3.   (Optional) Temporary Item Entry or Catalog Item Entry

Temporary Item Entry

If the item number is valid, the Temporary Item input is skipped and the program proceeds to the order quantity. Temporary items are goods offered to your customer as a value added service but are not carried in inventory. Temporary items do not exist in the item file. During line-item entry, the system searches for the item number entered. If the item is not found, the system prompts: TEMPORARY ITEM? N/YES. Press Enter (CR) to default to N.   Answer No, to return to the Item Number input and re-enter a valid item number.   Answer Yes, to enter vendor number, item class, um, weight and commission % information.

Catalog Item Entry

If the item number is valid, this input is skipped and the program proceeds to the order quantity. Catalog items are goods that are provided by a vendor but are not carried in inventory. A record tracking price information exists in a catalog file. During line-item entry, the system searches for the item number entered. If found in the catalog file, t he system prompts: Use Catalog Item? (Y/N). Press Enter (CR) to default to Y.   Answer Yes (pull default information from item catalog file), to review the default item information (vendor number, class, um, weight, and commission %) from the catalog file. Press Enter (CR) to default to Y. Answer No (do not use information from item catalog file).

4.   The item description, up to 30 characters, defaults to the description from Item F/M, or Catalog F/M. If the item is not found in inventory, the description defaults to TEMPORARY.

5.   In the Inv # input, enter the past invoice number from sales history to tie the line-item to the original invoice number. If the Require Past Invoice flag in CRS Static F/M is set to Y, the invoice number field is required. Press F1 for No Past Invoice.

6.   Enter the 3-character Reason Code that indicates why the merchandise is being returned.

7.   Enter the 3-character Disposition Code that determines how the return is processed. This field cannot be edited if the line is marked complete.

8.   Enter the quantity of merchandise to be returned for this line item.

Additional options available from the quantity field are:

Notes - Use this option to view any notes regarding this customer that have been entered through the Customer Inquiry program.

Returns - Use this option to view open return details for this customer, including: returned items, documents, quantity, date, and status.

F2-Serial/Lot # Entry--Use this option to enter the serial/lot number to be returned.

9. Enter the return, replacement or repair price. If the line is tied to a past invoice, price will default to the price on the invoice. If the disposition code indicates that the item is under warranty, press F1-Warranty Percentage to compute a percentage of the normal price. (You can access the payment/deposit entry program by pressing F1).

10. Enter the cost for return, replacement or repair. If the line is tied to a past invoice, cost will default to the cost on the invoice.

11. The discount (percentage or dollars) given to the customer for this line item. This field is available if the Use Line Discount flag in SO Static Control is set to % or $.

12. The Vendor input is used when the merchandise is to be returned to the vendor. The Vendor defaults to the primary vendor from the Item Master file.

13. Enter the repair number to track this item. The Repair input is used if the disposition code is a return for repair. Press F1 or Enter (CR) to skip input.

14. Enter the restocking fee or press F1 to accept the standard fee from CRS Control F/M. Restocking fee is used if the Returns Reason Code has been set up to charge a fee.

15. This concludes an entry in the line-item portion of the Return Entry Program. Press Enter (CR) to accept the line. The line number is incremented by one, displayed and the program returns to the Item Number input for the next line-item entry. You can repeat this process or press F3 to end line item entry.

16. Following the entry of the last line-item, the Prompt-Selection input allows you to perform the following functions:

    #   Changes a line-item

    Enter (CR)   Selected highlighted line (use arrows to select line)

    F1   Overview

    F2   Changes the header

    F3   Accesses the ending routine. The ending routine consists of the final inputs prior to completion of the customer return document. The ending routine is not accessible if no line items have been entered. Ending routine information is displayed on the lower portion of the screen. The ending routine will vary according to the processing required to complete the document. Refer to the procedure, How to enter footer information on a customer return or customer authorization for step-by-step instructions.

    A   Add a line item

    D   Delete the customer returns document. (Valid only if the document is not tied to an existing Credit Memo, Sales Order, or Vendor Return.)

C   Creates a credit memo. (Valid only in returns mode.) When selected it will create the necessary credit memo(s) to complete all lines on the existing document. A message indicates the credit memos that were created and the line item Status will be marked Complete when applicable.

OR

Create a sales order. (Valid only in returns mode.) When selected it will create the necessary sales order(s) to complete all lines on the existing document. A message indicates the sales orders that were created and the line item Status will be marked Complete when applicable.

I   Insert a line item above the currently highlighted line.

How to enter footer information on a customer return or customer authorization

1. Once the customer return or customer authorization item information is complete and you press F3-End, the system displays the Document Memo input. Enter the memo that will appear on the authorization. The message defaults from the Acknowledgment Memo field in the CRS Control F/M. Press Enter (CR) to accept the default or press the space bar to clear the memo if no memo is desired. Press F4 to back up to the Prompt-Selection input.

2. For return authorizations, the system displays the message: Print Customer Returns Authorization?

   Indicate whether to optionally print the returns authorization. This prompt is valid only in authorization mode.

   OR

   For return acknowledgements, the system displays the message: Print Acknowledgment for lines not printed? Indicate whether to optionally print the returns acknowledgement (Y or N) or all acknowledgement lines (A). This prompt is valid only in acknowledgement mode.

3. In return mode, the system displays the prompt: Create all credit memos and sales orders for this customer returns document? if line items exist with either a disposition code which requires no vendor return handling and a status of 'acknowledgment printed' or a status of 'vendor receipt confirmed.'

4. In return mode, the system displays the prompt: Close this customer returns document? if all lines of the document have a status of complete.

5. The system completes the customer return or customer authorization processing and displays a message asking whether you want to enter a new customer return (R) or customer authorization document (A), or press F4 to exit the program.

Returns Authorization (SOP820)

Function

This program enables you to print and reprint the returns authorization. The authorization is given/sent to the customer when the customer calls to indicate that a return is to be made and can be used as a returns packing slip. This program prints the authorization based on the information in the text file. (See Technical Notes in this program for more information.)

The user has the option to:

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

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

User Inputs

1. CRS Authorization Number

Enter the CRS authorization document number to print. The document must be a valid CRS document number. F2 allows a CRS document search.

Technical Notes

The information printed on the authorization is based on the information stored in the authorization text file. The text file used is set in the CRS Control Record. There are two text files sent with the system for authorization printing; a simple form and a more complex form. The default text file used is for printing the simple authorization form. The text file for the simple form is **CRS_AUTH** for DOS and **crs_auth** for UNIX. The text file for the more complex form is **CRS_AUTH.SSI** for DOS and **crs_auth.ssi** for UNIX.

The information in the text files may be created and edited in any text editor. The text files may contain text, which may outline the return policy or other information needed by the customer. The text files may also contain 'tokens' which point to fields in files in FACTS at the time the authorization form is printed. For example, the authorization document may print general returns policy information and may then print the customer returns document number and customer name and address, etc. The customer returns document number is not known by the system until runtime and is taken directly from the CRS document file.

The FACTS file information for the simple form is as follows:

- Date of issue (CRS Entry - SOCRSH
- Customer name (CRS Entry - SOCRSH
- Customer contact (CRS Entry - SOCRSH
- Returns authorization number (CRS Entry - SOCRSH
- Returns authorization date (CRS Entry - SOCRSH
- Reference # (CRS Entry - SOCRSH
- Company or warehouse name where merchandise is to be returned (Company or Warehouse - SMCNTL or ICWHSE
- Company or warehouse address where merchandise is to be returned (Company or Warehouse - SMCNTL or ICWHSE
- Item, description, quantity, UM and disposition code for each item to be returned (CRS Line - SOCRSL

The FACTS file information for the complex form is as follows:

- All information from simple form plus:
- Company name and address of where merchandise was purchased (Company - SMCNTL
- Warehouse name and address of where merchandise was intially shipped from (Warehouse - ICWHSE
- Customer name, address, and phone numbers (Customer - ARSHIP
- Customer ship to name, address, and phone numbers (Customer Ship to - ARSHIP
- Authorization Date (CRS Entry - SOCRSH
- Authorization Entered By (CRS Entry - SOCRSH
- Memo lines of items to be returned (CRS Entry - SOCRSM

Text File Editing Tips:

- Within the text file, environment variables placed within double curly brackets will also be replaced at runtime. For example:
  Print $HOME on this form like this: {{HOME}}
- Anything bracketed by tildes **(~** will be centered based on the form width set on line 110 of SOP821 (default is 80. Only one element per line will be centered.
- Anything bracketed by **">"** will be right justified based on the form width set on line 110 of SOP821 (standard is 80. Only one element per line will be right justified.
- A page break can be inserted as follows: **{page_break}**
- Today's date can be inserted as follows: **{today}**
- A line of dashes across the form as follows: **{dashes}**
- For DOS systems, a blank line can be inserted as follows: **{blank}**

FILES USED: SMCNTL, SMNAME, SOCRSH, SOCRSL, SOCRSM

Returns Acknowledgment Print (SOP810)

Function

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

The user has the option to:

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

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

```
┌─────────────────────────────────────────────────────────────────┐
│ 🖥 Win with ProvideX                                    _ □ ✕     │
│ Help                                                             │
│                                                                  │
│ 01-Demo Company              Returns Acknowledgment      SOP810  │
│                                                                  │
│ Warehouse 01 Atlanta Warehou                                     │
│                                                                  │
│ Type A Return Acknowledgements                                   │
│                                                                  │
│ Lines A All                                                      │
│                                                                  │
│ Document                                                         │
│                                                                  │
│                                                                  │
│                                                                  │
│                                                                  │
│                                                                  │
│                                                                  │
│                                                                  │
│ ─ Template ──────────────────    ─ Printer ──────────────────    │
│   None                                   Genicom Line Printer     │
│ Alignment                                                        │
│ CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit . │
│                                                                  │
└─────────────────────────────────────────────────────────────────┘
```

User Inputs

➲**To print an alignment (or test page) in graphical mode, select** *Print Options*
→*Alignment* from the menu bar. In character mode, enter **A** at the selection
prompt and press return.

2. Warehouse

Enter up to twenty 2-character warehouse codes side by side to indicate the
warehouse(s) for which documents are to be printed. Only valid warehouse
codes are accepted. **CR** defaults to the warehouse assigned to the current
terminal. **F3** defaults to **ALL**.

3. Document Type

Select the document type to print: **A**cknowledgments, **R**epair Tickets, or **B**oth.
CR defaults to **A**.

4. Print Line Status

Select whether to **"Print all lines or only lines not printed yet? A/N**

5. Document Number

Enter the document numbers to print or reprint. The entry must be a valid
return document number. **CR** defaults to **ALL** order. **REPRINT** will display
above the document number on all previously printed documents.

Technical Notes

FILES USED: SMCNTL, SOCRSH, SOCRSL, SOCRSM, SOCLOT, SORCIT,
ARCUST, ARSHIP, ICMAST, SOPIND, APVEND

FILES UPDATED: SOCRSH

Customer Returns Inquiry (SOI810)

Function

The program allows the FACTS user to inquire into the status of any return document. The inquiry is especially useful for locating orders for a given warehouse, customer, or item. The actual document may be displayed in detail through this program.

Summary Display

The **Return Inquiry** can toggle between past return information and open return information. The inquiry defaults the display to open returns in document number order, however the following orders are available:

- **Document order** displays all documents in sequential order by document number
- **Customer order** displays all documents in sequential order by customer number
- **Item order** displays all items referenced on all documents in sequential order
- **Past Invoice Order** displays all return documents in sequential order by past invoice

Summary display information includes:

Document Order	Customer Order	Item Order	Past Invoice
Document No.	Customer No.	Item No.	Invoice No.
Return Type	Document No.	Document No.	Item No.
Return Whse	Return Type	Line-item No.	Document No.
Authorized Date	Return Whse	Return Warehouse	Line No.
Return Date	Authorized Date	Return Quantity	Return Whse
Customer	Return Date	Return UM	Return Quantity
Ship-to	Ship-to	Customer No.	Return UM
Reference No.	Reference No.	Invoice No.	Customer No.
		Disposition Code	Disposition Code
		Return Line Status	Return Line Status

Detail Display

By selecting to view a particular line, the return detail screen will display. A message will display at the bottom right of the screen indicating the "TOP OF LINES" or "END OF LINES" for each document.

```
┌─ CRS Inquiry (SOI810) ──────────────────────────────── _ □ ✕ ┐
│ Help                                                           │
│                                                                │
│ 01-FACTS 7.5 Development      CUSTOMER RETURNS INQUIRY   SOI810 │
│                                                                │
│                                                                │
│   ┌─ Open CRS Document Search ──┐                              │
│   KEYWORDS None            AND None       STARTS WITH None      │
│   Warehouse All                                                │
│                                                                │
│   LN   Doc# Type   WH Authorized Returned   Customer Ship-To Reference # │
│    1 000161 Return 01             09/28/04   C113     SAME      │
│    2 000162 Return 01             09/28/04   C100     S100      │
│    3 000163 Return 01             09/28/04   C102     SAME Mark G. │
│    4 000164 Return 01             09/28/04   C104     SAME Inv 001710 │
│    5 000171 Return 01             08/13/04   C104     SAME      │
│    6 000174 Return 01             08/13/04   C104     SAME      │
│    7 000180 Return 01             09/11/04   C104     SAME      │
│    8 000187 Return 01             10/07/04   C104     SAME      │
│    9 000189 Return 01             10/07/04   C100     S100      │
│   10 000191 Return 01             10/16/04   C104     SAME      │
│   11 000192 Return 01             10/20/04   C104     SAME      │
│                                                                │
│ F2-Order: Document, Customer, Item, Past Invoice #             │
│ Enter beg document, F1-Set filters, !+F1-Options, F4-Backup ...... │
│ Arrows: Up=Prev, Down=Next, PgUp, PgDn, Home, End    First Line│
└────────────────────────────────────────────────────────────────┘
```

```
┌─ CRS Inquiry (SOI810) ──────────────────────────────── _ □ ✕ ┐
│ Help                                                           │
│                                                                │
│ 01-FACTS 7.5 Development    CUSTOMER RETURNS INQUIRY  CRS DOC 000161  SOE812 │
│                                BY DOCUMENT                      │
│ CUSTOMER      C113   PL 2   SHIP-TO   SAME          RETN WHSE 01│
│ Western Calif. Equip. Dist.    Western Calif. Equip. Dist.  AUTH DATE None │
│ REFERENCE #                 DOC TYPE Return         RETN DATE 09/28/04 │
│                                                                │
│  LN# ITEM            RSN DSP  QUANTITY UM    PRICE UM EXTENSION STATUS │
│  001 I113            DNL RR1      1 EA   499.95 EA    499.95 In VRS │
│  002 M               Will credit customer if vendor+           │
│                                                                │
│                                                                │
│                                                                │
│   ─────────────────────────                                    │
│  Rolling Stock Picking Ladder      Replacement, Approval, Warr (6) │
│  11 steps. 500lb capacity          DISCOUNT      %      RETN VEND Y │
│                                    VENDOR      V116     RETN STCK — │
│  VRS # 000002 LN 002 STATUS Entered  REPAIR            AWAIT APP Y │
│  INV # 001721 CM #      SO #      LN  RESTOCK FEE  0.00  WARRANTY  Y │
│                                                                │
│ ENTER LN # TO LIST, N-NEXT DOC, F2-DISPLAY HEADER, F3-DISPLAY END, F4-EXIT ... │
│ ARROWS: UP=PREVIOUS, DOWN=NEXT, LEFT=PGUP, RIGHT=PGDN    TOP OF LINES │
└────────────────────────────────────────────────────────────────┘
```

Technical Notes

FILES USED: SMCNTL, SOCRSH, SOCRSL, SOCRSM, SOCLOT, SOPCRH, SOPCRL, SOPCRM, SOPCLT, SOCRSH, SMUSED, SMCNTL, SOCRSL, SOPIND, SOCRSM, ICINTX, ICINTR, ICMAST, APVALX, APVEND, ICICAT, SOCTQB, SOCTRT, ARCUST, ICMAST, ICPRIC, SORCIT, ICIUOM, SOVRSL, SOVRSH, SOCLOT, SOPINH

CRS Status Report (SOR820)

Function

This report allows you to track returns currently on file in the CRS subsystem. It provides the user with information from the return document, as well as, information from any related sales order document, credit memo, and/or vendor return when applicable.

The user has the option to:

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

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

User inputs

1. Order

Enter whether to print in **D**ocument, **C**ustomer, or **I**tem order. **CR** defaults to **D**ocument order.

2. Beginning

Enter the beginning Document, Customer or Item to print, depending on the Order selected. **CR** defaults to **FIRST**.

3. Ending

Enter the ending Document, Customer or Item to print, depending on the Order selected. **CR** defaults to **LAST**.

4. Warehouse

Enter the return warehouse to print. Only valid warehouse codes are accepted. **CR** defaults to the warehouse assigned to the current terminal. **F3** defaults to **ALL**.

5. Reason Code

Enter the reason codes to include. This input is not available when printing in Document order. **CR** defaults to **ALL**.

6. Disposition Code

Enter the disposition codes to include. This input is not available when printing in Document order. **CR** defaults to **ALL**.

7. Status Code

Enter the document line status codes to include. This input is not available when printing in Document order. **CR** defaults to **ALL**.

8. Include Price

Enter whether to include pricing information.

9. Memo

Enter whether to include memo information.

10. VRS

Enter whether to include Vendor Return data.

11. Beginning Return Date

Enter the beginning return date to print. If one or two digits are entered, the system will assume the digits are the day of the current month and year, and will complete the date entry for the user. **CR** defaults to **FIRST**.

12. Ending Return Date

Enter the ending return date to print. If one or two digits are entered, the system will assume the digits are the day of the current month and year, and will complete the date entry for the user. **CR** defaults to **LAST**.

Technical Notes

FILES USED - SMCNTL, ARCUST, ICMAST, SOCRSL, SOCRSH, SOCRSM, SOCRVR, APVEND

Returns Analysis Report (SOR830)

Function

The program allows the FACTS user to obtain a report of all orders currently on file in the CRS subsystem. This report is designed to track returns. It provides the user with both information from the return document and information from the sales order, credit memo, and/or vendor return when these entries are generated.

The user has the option to:

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

Report information includes the following: document number, return entry date, customer number, return warehouse, document line number, item and description, reason code, disposition code, return quantity, unit of measure, line status, and credit memo or sales order document number when applicable. This report differs from the Customer Returns Status report in that it does not include pricing information.

User Inputs

1. Order

Enter whether to print in **D**ocument, **C**ustomer, or **I**tem order. **CR** defaults to **D**ocument order.

2. Beginning

Enter the beginning Document, Customer or Item to print, depending on the Order selected. **CR** defaults to **FIRST**.

3. Ending

Enter the ending Document, Customer or Item to print, depending on the Order selected. **CR** defaults to **LAST**.

4. Beginning Return Date

Enter the beginning return date to print. If one or two digits are entered, the system will assume the digits are the day of the current month and year, and will complete the date entry for the user. **CR** defaults to **FIRST**.

5. Ending Return Date

Enter the ending return date to print. If one or two digits are entered, the system will assume the digits are the day of the current month and year, and will complete the date entry for the user. **CR** defaults to **LAST**.

6. Warehouse

Enter up to twenty 2-character warehouse codes side by side for which documents are to be printed. Only valid warehouse codes are accepted. **CR** defaults to the warehouse assigned to the current terminal. **F3** defaults to **ALL**.

7. Subtotal

Enter the subtotal method: by **D**isposition code, **R**eason code or **N**either. **CR** defaults to **D**isposition code.

8. Disposition Code

Enter up to fourteen 3-character reason codes side by side for which documents are to be printed. Only valid reason codes are accepted. **CR** defaults to **ALL**.

9. Reason Code

Enter up to fourteen 3-character reason codes side by side for which documents are to be printed. Only valid reason codes are accepted. **CR** defaults to **ALL**.

```
┌─────────────────────────────────────────────────────────────────────────┐
│ ╲ Returns Analysis Report (SOR830)                              _ □ ✕    │
├─────────────────────────────────────────────────────────────────────────┤
│ Help                                                                      │
│                                                                           │
│                                                                           │
│ 01-FACTS 7.5 Development      Returns Analysis Report          SOR830     │
│                                                                           │
│ Order C Customer              Beginning  First                            │
│                                 Ending  Last                              │
│ ─ Properties ──────────────────────────────────────────────────          │
│                                                                           │
│ Beginning Return Date  First                                              │
│                                                                           │
│ Ending Return Date  Last                                                  │
│                                                                           │
│ Warehouse 01 Atlanta Warehouse                                            │
│                                                                           │
│ Disposition Code  All                                                     │
│                                                                           │
│ Reason Code  All                                                          │
│                                                                           │
│                                                                           │
│                                                                           │
│ ─ Template ────────────────────   ─ Printer ───────────────────          │
│   None                              WindX Laser                           │
│                                                                           │
│ CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit │.     │
│                                                                           │
│                                                                           │
└─────────────────────────────────────────────────────────────────────────┘
```
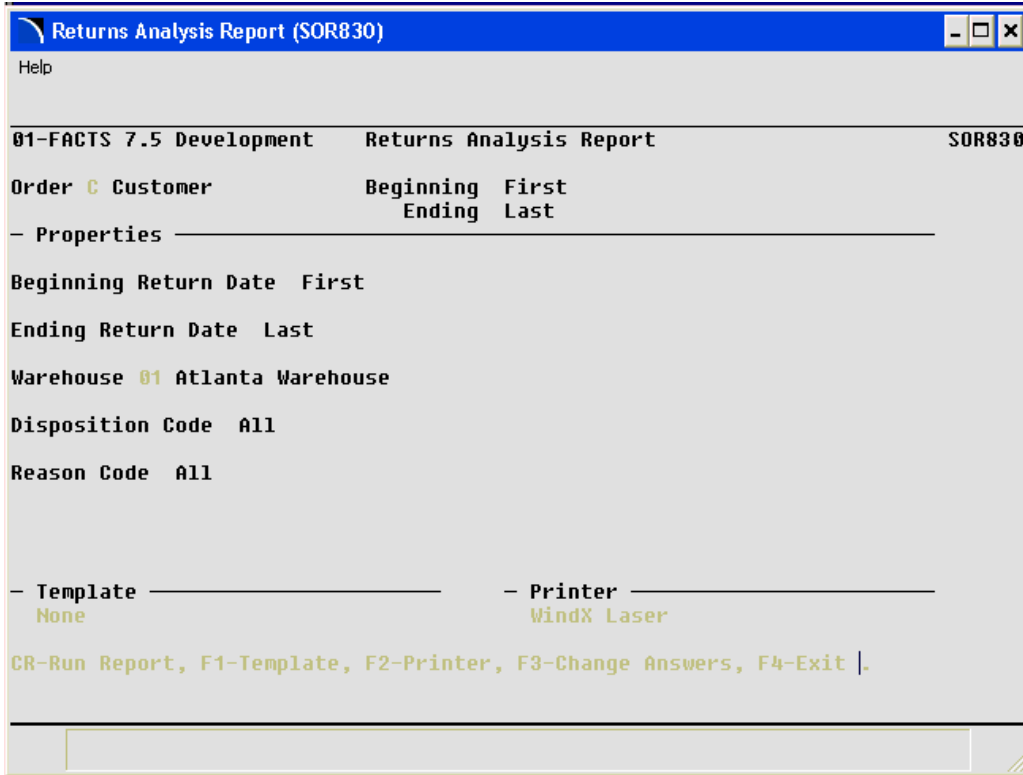
Technical Notes

FILES USED - SMCNTL, ARCUST, ICMAST, SOPCRL, SOPCRH, SOPCRM

CRS History Removal (SOU810)

Function

The program allows the FACTS user to automatically remove completed CR documents. This program is especially useful for removing large numbers of documents, e.g., all documents for a specific customer, or particular warehouse based upon document completion date.

The user has the option to:

- Select removal by customer
- Select removal by warehouse
- Select removal by completion date

User Inputs

1. Beginning Customer

Enter the beginning Customer number for which documents are to be removed. **CR** defaults to **FIRST**.

2. Ending Customer

Enter the ending Customer number for which documents are to be removed. **CR** defaults to **LAST**.

3. Warehouse

Enter the 2-character warehouse code for which documents are to be printed. Only valid a warehouse code is accepted. **CR** defaults to the warehouse assigned to the current terminal. **F3** defaults to **ALL**.

4. Cutoff Date

Enter the CRS document completion date. The system will remove documents up to the date specified. **CR** defaults to the system date.

Technical Notes

FILES USED - SMCNTL, SOPCRH, SOPCRL, SOPCRM, SOPCLT, ARCUST

```
CRS History Removal (SOU810)                                    _ □ ×
 Help

01-FACTS 7.5 Development         CRS HISTORY REMOVAL              SOU810

THIS PROGRAM WILL REMOVE CRS HISTORY BASED ON THE CRITERIA ENTERED BELOW.

BEGINNING CUSTOMER ...........

ENDING CUSTOMER

WAREHOUSE

CUTOFF DATE








ENTER BEGINNING CUSTOMER TO REMOVE (CR=FIRST), F4-END
```
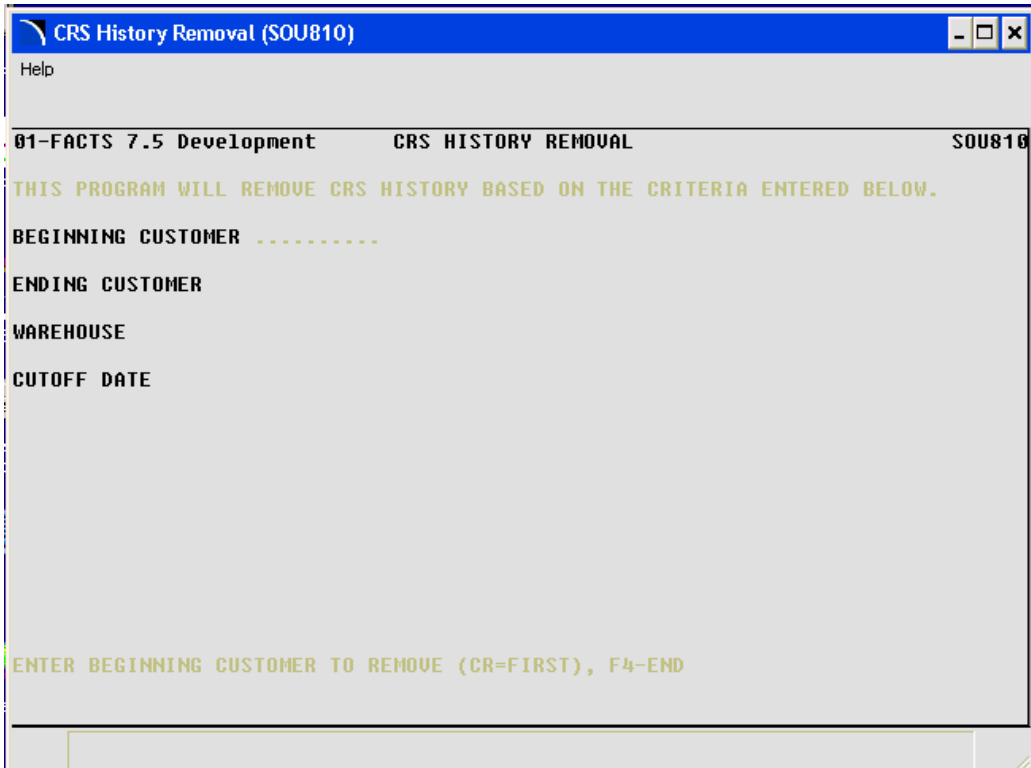
Returns Disposition Code F/M (SOF810)

Function

This program enables you to create and maintain the return disposition codes for the CRS subsystem. The disposition code determines how the returned merchandise is to be processed upon receipt for credit, repair, or replacement and defines whether a credit memo, sales order or both need to be created in order to complete processing.

The disposition code is a required field during Customer Returns document entry and is crucial in determining how the return will be processed. During setup of the disposition codes, some prompts may not be valid for a particular disposition type. For example, a disposition code type "Return for Credit" would automatically have the "Return to Stock", "Under Warranty", and "Print Repair Ticket" flags set to "N/A".

The three valid disposition code types, which classify the customer's requirements, are

- ♦ Return for credit

- ♦ Return for replacement

- ♦ Return for repair

```
X Win with ProvideX                                    _ □ ×
 Help

01- Demo Company           Returns Disposition Code F/M      SOF810

 *.  DISPOSITION CODE CST
 2.  DESCRIPTION        Credit, return to stock
 3.  VALID FOR          Customer Returns System
 4.  DISPOSITION TYPE Return for credit
       ——— Customer Returns ———
 5.  RETURN TO VENDOR          N
 6.  RETURN TO STOCK           Y
 7.  AWAIT VENDOR APPROVAL     N/A
 8.  UNDER WARRANTY            N/A
 9.  PRINT REPAIR TICKET       N/A
10.  CM RETURNS CODE (Return)   MG Money Back Guarantee Policy
11.  G/L # FOR RETURNED INVENTORY 175-01-0 Inventory
12.  G/L # FOR CUSTOMER RETURNS   410-01-1 Sales
13.  G/L # FOR COST OF GOODS SOLD 530-01-1 Cost of Goods Sold

Category 1
Goods returned for credit, then returned to stock


LINE # TO CHANGE (F2-CONTINUED), CR-NEXT, D-DELETE, F4-NEW ENTRY ..
```

The disposition code options for CRS, which determine the action taken by the WD, are

♦   Return to vendor Y/N/R

Y=Return to vendor for credit

N=Do not return to vendor

R=Return to vendor for repair or replacement

♦   If "Return to vendor" is "N", return to stock Y/N

♦   If "Return to vendor" is "Y" or "R", await vendor approval Y/N

♦   For selected cases, under warranty Y/N see details by type/option below

♦   If type "Return for repair", print repair ticket Y/N

The valid status codes for a CRS document line are, in logical order,

♦   A - Authorization entered, goods not returned

♦   R - Goods returned, acknowledgment not printed

♦   P - Acknowledgment printed

Note: If Acknowledgment Print not used, when goods are returned CR line goes immediately to this status.

♦   V - In process in VRS

♦   X - Ready for credit memo and/or sales order to be created

♦   C - Credit memo and/or sales order created indicating the line is complete

CRS Disposition Code Matrix

Disposition Code Type	Return to Vendor	Return to Stock	Await Approval	Under Warranty	Print Repair Ticket	CM Returns Code	CM Type	Create SO	Category
Credit	No	No	N/A	N/A	N/A	Yes	Allowance	No	0
Credit	No	Yes	N/A	N/A	N/A	Yes	Return	No	1

Disposition Code Type	Return to Vendor	Return to Stock	Await Approval	Under Warranty	Print Repair Ticket	CM Returns Code	CM Type	Create SO	Category
Credit	Yes	N/A	Yes	N/A	N/A	Yes	Allowance	No	2
Credit	Yes	N/A	No	N/A	N/A	Yes	Allowance	No	2
Credit	Replace	N/A	Yes	N/A	N/A	Yes	Allowance	No	3
Credit	Replace	N/A	No	N/A	N/A	Yes	Allowance	No	3
Replacement	No	No	N/A	Yes	N/A	N/A	N/A	Yes	4
Replacement	No	No	N/A	No	N/A	N/A	N/A	Yes	4
Replacement	No	Yes	N/A	N/A	N/A	Yes	Return	Yes	5
Replacement	Yes	N/A	Yes	Yes	N/A	N/A	N/A	Yes	6
Replacement	Yes	N/A	Yes	No	N/A	N/A	N/A	Yes	6
Replacement	Yes	N/A	No	Yes	N/A	N/A	N/A	Yes	6
Replacement	Yes	N/A	No	No	N/A	N/A	N/A	Yes	6
Replacement	Replace	N/A	Yes	Yes	N/A	N/A	N/A	Yes	7
Replacement	Replace	N/A	Yes	No	N/A	N/A	N/A	Yes	7
Replacement	Replace	N/A	No	Yes	N/A	N/A	N/A	Yes	7
Replacement	Replace	N/A	No	No	N/A	N/A	N/A	Yes	7
Repair	Yes	N/A	N/A	Yes	Yes	N/A	N/A	Yes	8
Repair	Yes	N/A	N/A	Yes	No	N/A	N/A	Yes	8
Repair	Yes	N/A	N/A	No	Yes	N/A	N/A	Yes	8
Repair	Yes	N/A	N/A	No	No	N/A	N/A	Yes	8

Disposition Code breakdown

The following is a breakdown of each disposition code category, what the user does in each case and what happens within CRS. The returns GL account numbers listed in the GL postings Restocking Fee GL #, Returned Inventory GL #, Customer Returns GL # and Returns COGS GL # are added to the SO to GL Posting F/M. All of these except the Restocking Fee GL # may optionally refer back to the Disposition Code F/M based on the disposition code of the CRS document line, allowing the user to post to a different GL account for each disposition code.

Disposition Category	Disposition options	Description
0 - return for credit, scrap	return to vendor = N return to stock = N await vend app = N/A under warranty = N/A	Customer returns goods for credit and WD scraps the goods.

Status flow:

- When the line is created, it is assigned status **Authorized** or **Returned** depending on the CRS document type. If **Authorized**, when the CRS Authorization document is converted into a CRS Return document, the line status is also updated to status **Returned**.

- If the CRS Control flag "Use Acknowledgment Print" is set to "N", the status is updated to **Create CM**. Otherwise, when the line is printed the status is updated to **Create CM**.

- When the credit memo is created for this line, the status is updated to **Complete**.

Procedure--Return for Credit, Scrap (Disposition Category 0):

1. The user creates a CRS Return document line using a disposition code setup as above. CRS sets the line to status **Returned**.

2. The user prints the Returns Acknowledgment, if applicable, which advances the line to status **Create CM**.

3. The user scraps the goods.

4. From Customer Returns Entry the user creates the credit memo for this CRS document line and other lines, if applicable, which advances the line to status **Complete**. The credit memo line item for this CRS document line is type "allowance". The restocking fee for this line item, if applicable, is included on a separate line item on the credit memo.

5. The credit memo is processed as any other FACTS credit memo.

6. When the invoice runs through the Daily Sales Register, the GL Postings are as follows:

+	-
Customer Returns GL # CRS price	**AR GL #** CRS price - restocking fee
Instead of Sales or Credit Memo GL #	*As normal except for amount*
	Returns Restocking Fee GL # restocking fee
	New posting

Disposition Category	Disposition options	Description
1 - return for credit	return to vendor = N return to stock = Y await vend app = N/A under warranty = N/A	Customer returns goods for credit and WD returns goods to stock

Status flow:

- When the line is created, it is assigned status **Authorized** or **Returned** depending on the CRS document type. If **Authorized**, when the CRS Authorization document is converted into a CRS Return document, the line status is also updated to status **Returned**.

- If the CRS Control flag "Use Acknowledgment Print" is set to "N", the status is updated to **Create CM**. Otherwise, when the line is printed the status is updated to **Create CM**.

- When the credit memo is created for this line, the status is updated to **Complete**.

Procedure—Return for Credit (Disposition Category 1):

1. The user creates a CRS Return document line using a disposition code setup as above. CRS sets the line to status **Returned**.

2. The user prints the Returns Acknowledgment, if applicable, which advances the line to status **Create CM**.

3. The user places the goods back into stock in the return warehouse.

4. From Customer Returns Entry the user creates the credit memo for this CRS document line and other lines, if applicable, which advances the line to status **Complete**. The credit memo line item for this CRS document line is type "return". The credit memo updates the warehouse with the returned quantity. The restocking fee for this line item, if applicable, is included on a separate line item on the credit memo.

5. The credit memo is processed as any other FACTS credit memo.

6. When the invoice runs through the Daily Sales Register, the GL Postings are as follows:

+	-
Customer Returns GL # CRS price	**AR GL #** CRS price - restocking fee
Instead of Sales or Credit Memo GL #	*As normal except for amount*
	Returns Restocking Fee GL # restocking fee
	New posting
Returned Inventory GL # CRS cost	**Returns Cost of Goods Sold GL #** CRS cost
Instead of Inventory GL #	*Instead of COGS GL #*

Disposition Category	Disposition options	Description
2 - return for credit	return to vendor = Y return to stock = N/A await vend app = Y/N under warranty = N/A	Customer returns goods for credit from WD and WD expects credit from the vendor.

Status flow:

•   When the line is created, it is assigned status **Authorized** or **Returned** depending on the CRS document type. If **Authorized**, when the CRS Authorization document is converted into a CRS Return document, the line status is also updated to status **Returned**.

- If the CRS Control flag "Use Acknowledgment Print" is set to "N", the status is updated to **Printed.** Otherwise, when the line is printed the status is updated to Printed.

- When the line status reaches **Printed**, the system will attempt to create a VRS record. If successful the status is updated to **In VRS**, or to **Create CM** if the disposition code flag "Await Vendor Approval" is set to "N".

- If the disposition code flag "Await Vendor Approval" is "Y", when the VRS status reaches "VR Received", VRS will update the CRS line status to **Create CM**.

- When the credit memo is created for this line, the status is updated to Complete.

Procedure—Return for Credit (Disposition Category 2):

1. The user creates a CRS Return document line using a disposition code setup as above. CRS sets the line to status **Returned**.

2. The user prints the Returns Acknowledgment, if applicable. After the print, CRS automatically generates a VR record and sets the CRS document line status to **In VRS**.

3. If the disposition code option "await vendor approval" is "N", the user may go ahead and create the credit memo as in step #7.

4. The user ships the goods back to the vendor and updates the VR status to **VR Shipment Confirmed**.

5. When the vendor notifies the user that credit has been approved, the user sets the VR status to **VR Receipt Confirmed**.

6. The user manually creates a negative AP document for the vendor credit. The amount of credit is the cost entered on the CRS document line. The expense GL account number entered on the document is the Returned Inventory GL #.

7. From Customer Returns Entry the user creates the credit memo for this CRS document line and other lines, if applicable, which advances the line to status **Complete**. The credit memo line item for this CRS document line is type "allowance". The restocking fee for this line item, if applicable, is included on a separate line item on the credit memo.

8. The credit memo is processed as any other FACTS credit memo.

9. When the invoice runs through the Daily Sales Register, the GL Postings are as follows:

+	-
Customer Returns GL # CRS price	**AR GL #** CRS price - restocking fee
Instead of Sales or Credit Memo GL #	*As normal except for amount*
	Returns Restocking Fee GL # restocking fee
	New posting

10. When the AP document runs through the AP Document Entry & Adjustments Register, the GL Posting is as follows:

+	-
AP GL # CRS cost	**Returned Inventory GL #** CRS cost
As normal - amount entered in AP Doc Entry	*As normal - GL # entered in AP Doc Entry*

Disposition Category	Disposition options	Description
3 - return for credit	return to vendor = R return to stock = N/A await vend app = Y/N under warranty = N/A	Customer returns goods to receive credit from WD and WD expects the vendor to replace goods and then put them back into stock.

Status flow:

- When the line is created, it is assigned status **Authorized** or **Returned** depending on the CRS document type. If **Authorized**, when the CRS Authorization document is converted into a CRS Return document, the line status is also updated to status **Returned**.

- If the CRS Control flag "Use Acknowledgment Print" is set to "N", the status is updated to **Printed**. Otherwise, when the line is printed the status is updated to Printed.

- When the line status reaches **Printed**, the system will attempt to create a VRS record. If successful the status is updated to **In VRS**, or to **Create CM** if the disposition code flag "Await Vendor Approval" is set to "N".

- If the disposition code flag "Await Vendor Approval" is "Y", when the VRS status reaches "VR Received", VRS will update the CRS line status to **Create CM**.

- When the credit memo is created for this line, the status is updated to **Complete**.

Procedure—Return for Credit (Disposition Category 3):

1. The user creates a CRS Return document line using a disposition code setup as above. CRS sets the line to status **Returned**.

2. The user prints the Returns Acknowledgment, if applicable. After the print, CRS automatically generates a VR record and sets the CRS document line status to **In VRS**.

3. If the disposition code option "await vendor approval" is "N", the user may go ahead and create the credit memo as in step #8.

4. The user ships the goods back to the vendor and updates the VR status to **VR Shipment Confirmed**.

5. When the replacement goods are received from the vendor, the user sets the VR status to **VR Receipt Confirmed**.

6. The user places the replacement goods back into stock in the return warehouse.

7. The user manually creates an IC adjustment for the quantity returned to stock. The adjustment code should be type "A" adjustment and the adjustments GL account number must be the Returned Inventory GL #. The cost entered in the adjustment is the cost entered on the CRS document line.

8. From Customer Returns Entry the user creates the credit memo for this CRS document line and other lines, if applicable, which advances the line to status **Complete**. The credit memo line item for this CRS document line is type "allowance". The restocking fee for this line item, if applicable, is included on a separate line item on the credit memo.

9. The credit memo is processed as any other FACTS credit memo.

10. When the invoice runs through the Daily Sales Register, the GL Postings are as follows:

+	-
Customer Returns GL # CRS price	**AR GL #** CRS price - restocking fee
Instead of Sales or Credit Memo GL #	*As normal except for amount*
	Returns Restocking Fee GL # restocking fee
	New posting

11. When the adjustment entry runs through the IC Adjustment Register, the GL Posting is as follows:

+	-
Inventory GL # CRS cost	**Returned Inventory GL #** CRS cost
As normal - cost entered in IC Adj Entry	*As normal - GL # for adjustment code*

Disposition Category	Disposition options	Description
4 - return for replacement	return to vendor = N return to stock = N await vend app = N/A under warranty = Y/N	Customer returns goods to receive replacement goods from WD and WD scraps returned goods.

Status flow:

- When the line is created, it is assigned status **Authorized** or **Returned** depending on the CRS document type. If **Authorized**, when the CRS Authorization document is converted into a CRS Return document, the line status is also updated to status **Returned**.

- If the CRS Control flag "Use Acknowledgment Print" is set to "N", the status is updated to **Create SO**. Otherwise, when the line is printed the status is updated to **Create SO**.

- When the sales order is created for this line, the status is updated to **Complete**.

Procedure—Return for Replacement (Disposition Category 4):

1. The user creates a CRS Return document line using a disposition code setup as above. CRS sets the line to status **Returned**.

2. The user prints the Returns Acknowledgment, if applicable, which advances the line to status **Create SO**.

3. The user scraps the returned goods.

4. From Customer Returns Entry the user creates the sales order for this CRS document line and other lines, if applicable to ship the replacement goods to the customer, which advances the line to status **Complete**. The sales order line item for this CRS document line uses the original item number. If the disposition code option "Under Warranty" is "Y" the user will enter the original price and either the replacement price or the percentage under warranty. If the item is under warranty the cost posted to GL will be split between Returned Inventory and Cost of Goods Sold based on the percentage under warranty. The restocking fee for this line item is defaulted to zero and, if a value > $0 is entered, is included on a separate line item on the sales order.

5. The sales order is processed as any other FACTS sales order.

6. When the invoice runs through the Daily Sales Register, the GL Postings are as follows:

+	-
AR GL # CRS price	**Sales GL #** CRS price
As normal	*As normal*
(If under warranty & replacement price > $0) **Cost of Goods Sold GL #** % of CRS cost not under warranty	**Inventory GL #** CRS cost
As normal except for cost	*As normal*
Returned Inventory GL # % of CRS cost under warranty	
New posting	

7. When posting the sales order invoice to Sales Analysis, if the SA Static Control flag "Post Prorated Warranty Replacements" is "Y" and this CRS document line is a warranty replacement with a replacement price > $0, the posting is done normally. Otherwise, the invoice line for the replacement from the sales order is skipped and this invoice header is adjusted accordingly before being posted, if necessary.

Disposition Category	Disposition options	Description
5 - return for replacement	return to vendor = N return to stock = Y await vend app = N/A under warranty = N/A	Customer returns goods to receive replacement goods from WD and WD returns the goods to stock.

Status flow:

- When the line is created, it is assigned status **Authorized** or **Returned** depending on the CRS document type. If **Authorized**, when the CRS Authorization document is converted into a CRS Return document, the line status is also updated to status **Returned**.

- If the CRS Control flag "Use Acknowledgment Print" is set to "N", the status is updated to Printed. Otherwise, when the line is printed the status is updated to **Printed**.

- If the CRS Control flag "Use Acknowledgment Print" is set to "N", the status is updated to **CM and SO**. Otherwise, when the line is printed the status is updated to **CM and SO**.

- If the credit memo is created but the sales order is not, the status is changed to **Create SO**.

- If the sales order is created but the credit memo is not, the status is changed to **Create CM**.

- When both the credit memo and sales order have been created for this line, the status is updated to **Complete**.

Procedure—Return for Replacement (Disposition Category 5):

1. The user creates a CRS Return document line using a disposition code setup as above. CRS sets the line to status **Returned**.

2. The user prints the Returns Acknowledgment, if applicable, which advances the line to status **Printed**.

3. The user places the returned goods back into the return warehouse.

4. From Customer Returns Entry the user creates the credit memo for this CRS document line and other lines, if applicable. If the sales order has already been created, this advances the line to status **Complete**. The credit memo line item for this CRS document line is type "return". The restocking fee for this line item, if applicable, is included on a separate line item on the credit memo.

5. From Customer Returns Entry the user creates the sales order for this CRS document line and other lines, if applicable to ship the replacement goods to the customer. If the credit memo has already been created, this advances the line to status **Complet**e. The sales order line item for this CRS document line uses the original item number. The user will enter the replacement price. The restocking fee for this line item is defaulted to zero and, if a value > $0 is entered, is included on a separate line item on the sales order.

6. The credit memo and sales order are processed as any other FACTS credit memo and sales order.

7. When the credit memo's invoice runs through the Daily Sales Register, the GL Postings are as follows:

+	-
Customer Returns GL # CRS price	**AR GL #** CRS price - restocking fee
Instead of Sales or Credit Memo GL #	*As normal except for amount*
	Returns Restocking Fee GL # restocking fee
	New posting
Returned Inventory GL # CRS cost	**Returns COGS GL #** CRS cost
Instead of Inventory GL #	*Instead of COGS GL #*

8. When the sales order's invoice runs through the Daily Sales Register, the GL Postings are as follows:

+	-
AR GL # CRS price	**Sales GL #** CRS price
As normal	*As normal*
COGS GL # CRS cost	**Inventory GL #** CRS cost
As normal	*As normal*

9. When posting the sales order invoice to Sales Analysis, if the SA Static Control flag "Post Prorated Warranty Replacements" is "Y" and this CRS document line is a warranty replacement with a replacement > $0, the posting is done normally. Otherwise, the invoice line for the replacement from the sales order is skipped and this invoice header is adjusted accordingly before being posted, if necessary.

Disposition Category	Disposition options	Description
6 - return for replacement	return to vendor = Y return to stock = N/A await vend app = Y/N under warranty = Y/N	Customer returns goods to receive replacement goods from WD and WD returns the goods to vendor for credit.

Status flow:

- When the line is created, it is assigned status **Authorized** or **Returned** depending on the CRS document type. If **Authorized**, when the CRS Authorization document is converted into a CRS Return document, the line status is also updated to status **Returned**.

- If the CRS Control flag "Use Acknowledgment Print" is set to "N", the status is updated to Printed. Otherwise, when the line is printed the status is updated to **Printed**.

- When the line status reaches Printed, the system will attempt to create a VRS record. If successful the status is updated to **In VRS**, or to **Create SO** if the disposition code flag "Await Vendor Approval" is set to "N".

- If the disposition code flag "Await Vendor Approval" is "Y", when the VRS status reaches "VR Received", VRS will update the CRS line status to **Create SO**.

- When the sales order is created for this line, the status is updated to **Complete**.

Procedure—Return for Replacement (Disposition Category 6):

1. The user creates a CRS Return document line using a disposition code setup as above. CRS sets the line to status **Returned**.

2. The user prints the Returns Acknowledgment, if applicable. After the print, CRS automatically generates a VR record and sets the CRS document line status to **In VRS**.

3. If the disposition code option "await vendor approval" is "N", the user may go ahead and create the sales order as in step #7.

4. The user ships the goods back to the vendor and updates the VR status to **VR Shipment Confirmed**.

5. When the vendor notifies the user that credit has been approved, the user sets the VR status to **VR Receipt Confirmed**.

6. The user manually creates a negative AP document for the vendor credit. If the item is under warranty and a replacement price was entered, the amount of credit is figured by multiplying the cost entered on the CRS document line by the percentage of warranty coverage, otherwise the full cost entered on the CRS document line is used. The expense GL account number entered on the document is the Returned Inventory GL #.

7. From Customer Returns Entry the user creates the sales order for this CRS document line and other lines, if applicable, which advances the line to status **Complete**. The sales order line item for this CRS document line uses the original item number. The user will enter the replacement price. If the disposition code option "Under Warranty" is "Y" the user will enter the original price and either the replacement price or the percentage under warranty. If the item is under warranty the cost posted to GL will be split between Returned Inventory and Cost of Goods Sold based on the percentage under warranty. The restocking fee for this line item is defaulted to zero and, if a value > $0 is entered, is included on a separate line item on the sales order.

8. The sales order is processed as any other FACTS sales order.

9. When the invoice runs through the Daily Sales Register, the GL Postings are as follows:

+	-
AR GL # CRS price	**Sales GL #** CRS price
As normal	*As normal*
If under warranty & replacement price > $0 **Cost of Goods Sold GL #** % of CRS cost not under warranty	**Inventory GL #** CRS cost
As normal except for amount	*As normal*
Returned Inventory GL # % of CRS cost under warranty	
New posting	

10. When the AP document runs through the AP Document Entry & Adjustments Register, the GL Posting is as follows:

+	-
AP GL # CRS cost	**Returned Inventory GL #** CRS cost
As normal - amount entered in AP Doc Entry	*As normal - GL # entered in AP Doc Entry*

11. When posting the sales order invoice to Sales Analysis, if the SA Static Control flag "Post Prorated Warranty Replacements" is "Y" and this CRS document line is a warranty replacement with a replacement > $0, the posting is done normally. Otherwise, the invoice line for the replacement from the sales order is skipped and this invoice header is adjusted accordingly before being posted, if necessary.

Disposition Category	Disposition options	Description
7 - return for replacement	return to vendor = R return to stock = N/A await vend app = Y/N under warranty = Y/N	Customer returns goods for replacement, WD returns goods to the vendor for replacement and replaces goods out of the warehouse. The goods may or may not be the same goods that are replaced by the vendor.

Status flow:

- When the line is created, it is assigned status **Authorized** or **Returned** depending on the CRS document type. If **Authorized**, when the CRS Authorization document is converted into a CRS Return document, the line status is also updated to status **Returned**.

- If the CRS Control flag "Use Acknowledgment Print" is set to "N", the status is updated to **Printed**. Otherwise, when the line is printed the status is updated to Printed.

- When the line status reaches **Printed**, the system will attempt to create a VRS record. If successful the status is updated to **In VRS**, or to **Create SO** if the disposition code flag "Await Vendor Approval" is set to "N".

- If the disposition code flag "Await Vendor Approval" is "Y", when the VRS status reaches "VR Received", VRS will update the CRS line status to **Create SO**.

- When the sales order is created for this line, the status is updated to **Complete**.

Procedure—Return for Replacement (Disposition Category 7):

1. The user creates a CRS Return document line using a disposition code setup as above. CRS sets the line to status **Returned**.

2. The user prints the Returns Acknowledgment, if applicable. After the print, CRS automatically generates a VR record and sets the CRS document line status to **In VRS**.

3. If the disposition code option "await vendor approval" is "N", the user may go ahead and create the sales order as in step #8.

4. The user ships the goods back to the vendor and updates the VR status to **VR Shipment Confirmed**.

5. When the replacement goods are received from the vendor, the user sets the VR status to **VR Receipt Confirmed**.

6. The user places the replacement goods back into stock in the return warehouse.

7. The user manually creates an IC adjustment for the quantity returned to stock. The adjustment code should be type "A" adjustment and the adjustments GL account number entered in IC Adjustment Entry must be the Returned Inventory GL #. If the item is under warranty and a replacement price was entered, the cost entered on the adjustment is figured by multiplying the cost entered on the CRS document line by the percentage of warranty coverage, otherwise the full cost entered on the CRS document line is used.

8. From Customer Returns Entry the user creates the sales order for this CRS document line and other lines, if applicable, which advances the line to status **Complete**. The sales order line item for this CRS document line uses the original item number. The user will enter the replacement price. If the disposition code option "Under Warranty" is "Y" the user will enter the original price and either the replacement price or the percentage under warranty. If the item is under warranty the cost posted to GL will be split between Returned Inventory and Cost of Goods Sold based on the percentage under warranty. The restocking fee for this line item is defaulted to zero and, if a value > $0 is entered, is included on a separate line item on the credit memo.

9. The sales order is processed as any other FACTS sales order.

10. When the sales order invoice runs through the Daily Sales Register, the GL Postings are as follows:

+	-
AR GL # CRS price	**Sales GL #** CRS price
As normal	*As normal*
If under warranty & replacement price > $0 **Cost of Goods Sold GL #** % of CRS cost not under warranty	**Inventory GL #** CRS cost
As normal	*As normal*
Returned Inventory GL # % of CRS cost under warranty	
New posting	

11. When the adjustment entry runs through the IC Adjustment Register, the GL Posting is as follows:

+	-
Inventory GL # CRS cost	**Returned Inventory GL #** - CRS cost
As normal - cost entered in IC Adj Entry	*As normal - GL for adjustment code*

12. When posting the sales order invoice to Sales Analysis, if the SA Static Control flag "Post Prorated Warranty Replacements" is "Y" and this CRS document line is a warranty replacement with a replacement > $0, the posting is done normally. Otherwise, the invoice line for the replacement from the sales order is skipped and this invoice header is adjusted accordingly before being posted, if necessary.

Disposition Category	Disposition options	Description
8 - return for repair	return to vendor = Y* return to stock = N/A await vend app = N/A under warranty = Y/N *cannot be changed	Customer returns goods for repair. WD either repairs the goods, sends the goods back to the vendor to be repaired or sends the goods to a third party repair shop, then returns repaired goods to the customer.

Status flow:

- When the line is created, it is assigned status **Authorized** or **Returned** depending on the CRS document type. If **Authorized**, when the CRS Authorization document is converted into a CRS Return document, the line status is also updated to status **Returned**.

- If the disposition code flag "Print Repair Ticket" is set to "N", the status is updated to **Printed**. Otherwise, when the line is printed the status is updated to **Printed**.

- When the line status reaches **Printed**, the system will attempt to create a VRS record. If successful the status is updated to **In VRS**.

- When the VRS status reaches "VR Received", VRS will update the CRS line status to **Create SO**.

- When the sales order is created for this line, the status is updated to **Complete**.

Procedure—Return for Repair (Disposition Category 8):

1. The user creates a CRS Return document line using a disposition code setup as above. CRS sets the line to status **Returned**.

2. The user prints the Returns Acknowledgment, if applicable. After the print, CRS automatically generates a VR record and sets the CRS document line status to **In VRS**.

3. The user transports the goods to the correct location vendor, internal repair shop or outside repair shop and updates the VR status to **VR Shipment Confirmed**.

4. When the repaired goods have been returned to the WD, the user sets the VR status to **VR Receipt Confirmed**.

5. From Customer Returns Entry the user creates the sales order for this CRS document line and other lines, if applicable, which advances the line to status **Complete**. The sales order line item for this CRS document line uses the repaired item number. The cost on the sales order cost to repair and price on the sales order price to repair are entered by the user. There is no restocking fee for this line item.

6. The sales order is processed as any other FACTS sales order.

7. When the invoice runs through the Daily Sales Register, the GL Postings are as follows:

+	-
AR GL # CRS repair price	**Sales GL #** CRS repair price
As normal	*As normal*
COGS GL # CRS repair cost	**Inventory GL #** CRS repair cost
As normal	*As normal*

8. When posting Sales Order invoices to Sales Analysis, if the disposition code option "Under Warranty" is "N" for this disposition code the invoice line for the repaired item from the sales order is skipped and the invoice header is adjusted accordingly before being posted, if necessary.

Technical Notes

FILES USED: SMCNTL, SNAME, GLMSTR, GLALPX

```
  Returns Disposition Code F/M (SOF810)                              [-][□][×]

 Help

 01-FACTS 7.5 Development        Returns Disposition Code F/M            SOF810

  *. DISPOSITION CODE  CFA
  2. DESCRIPTION       Credit, vendor credit, app req
  3. VALID FOR         Customer Returns System
  4. DISPOSITION TYPE  Return for credit
          ——— Customer Returns ———
  5. RETURN TO VENDOR            Y
  6. RETURN TO STOCK             N/A
  7. AWAIT VENDOR APPROVAL       N
  8. UNDER WARRANTY              N/A
  9. PRINT REPAIR TICKET         N/A
 10. CM RETURNS CODE (Allowance)  AL Allowance for poor quality
 11. G/L # FOR RETURNED INVENTORY 175-01-0      Inventory
 12. G/L # FOR CUSTOMER RETURNS   410-01-1      Sales
 13. G/L # FOR COST OF GOODS SOLD 530-01-1      Cost of Goods Sold

 Category 2
 Goods returned for credit, expect credit from vendor



 LINE # TO CHANGE (F2-CONTINUED), CR-NEXT, D-DELETE, F4-NEW ENTRY ..
```

Returns Reason Code F/M (SOF820)

Function

This program enables you to create and maintain the reason codes for the CRS subsystem. The reason code is used to classify why merchandise is to be returned and to determine whether to charge a restocking fee based on that return.

User Inputs

The following information is required in the header of a customer return document:

1. Reason Code

Enter the three-character reason code. This code is used to describe why the merchandise is to be returned.

2. Description

Enter up to 30 characters to create a description of the reason code.

3. Apply fee?

Indicate whether a restocking fee is normally charged for this reason code.

Technical Notes

FILES USED: SMCNTL, SOVRSH, SOVRSL, SOCRSH, APVEND, PORDER, SMNAME, SOPIND

FILES UPDATED: SOVRSH, SOVRSL

CRS Control F/M (SOF890)

Function

The CRS Control F/M provides you with static and non-static controls for the Customer Return Subsystem. The static controls are flags and default entries that effect certain inputs in CRS Entry and Authorization print. The flags you set in this F/M should reflect your company's return policy.

FACTS updates the non-static data on a continual basis.

```
CRS Control F/M (SOF890)                                                    _ □ ✕

 Help

01-FACTS 7.5 Development      CRS Control F/M                           SOF890
                         ───────── Acknowledgement ─────────
─1. Form                   N
 2. Memo                   We are presently processing your returns

 3. Authorization File   C:\FACTS731_DEMO\CRS_AUTH
 4. CRS Password         APM
 5. Last CRS Document #  000222

General, Forms
Enter Line #, D-Delete, F10-Menu, F4-End .
```

```
CRS Control F/M (SOF890)                                                _ □ ✕

          ┌──────── General ────────┐        ┌──── Forms ────┐

       ┌─Acknowledgement──────────────────────────────────────────┐
       │  Form   │N - Use Non-Preprinted CRS Acknowledgment Form ▼│  │
       │  Memo   │We are presently processing your returns      │ ⊘ │
       └──────────────────────────────────────────────────────────┘

      Authorization File  │M:\70\HAROLD\CRS_AUTH              │  ⊘

      CRS Password  │SSI     │  ⊘        Last CRS Document #  │000236│


                            💾 Save    ✕ Delete   □ New    🚪 Exit
```

```
 CRS Control F/M (SOF890)                                    _ □ ✕
Help

01-FACTS 7.5 Development      CRS Control F/M                    SOF890

  1. Require Past Invoice    N
  2. Allow Temporary Items   Y
  3. Credit Denial Override  N
  ──────────────────── Default ────────────────────
  4. Returns History         Y
  5. Authorization           Y
  6. Acknowledgment          Y

  7. Reason Code             DG Goods were damaged on d
  8. Restocking Fee          5.00 $

  9. Restocking Fee Item #   RESTOCK RESTOCKING FEE
 10. Repair Item #           REPAIR CRS Repair Item




General, Forms
Enter Line #, D-Delete, F10-Menu, F4-End |..
```

User Inputs

Inputs 1 through 14 are static controls. Input 15 is a non-static control.

1. Require Past Invoice

Customer Returns Entry includes an input in which you can tie a line item to an invoice number so that you can verify that the merchandise was actually purchased from your company. This flag lets you determine whether or not a past invoice number is required for customer returns, and it can help reinforce your company's policy on returns without receipts. From the pick-list, select N - Do not require a past invoice, Y- Require a past invoice or P - Require a password if no invoice.

2. Allow Nonstocked Items

If company policy states nonstock items are non-returnable, set this flag to N - Do not allow nonstock item returns; if it's up to a manager's discretion, set this flag to P - Require password for nonstock item return. Otherwise, set the flag to Y - Allow nonstock item returns.

3. Credit Denial Override

If this flag is set to Y, users can override the system if it denies a credit. Set this flag to N if you don't want credit denials overridden.

4. Use Returns History

In Customer Returns Entry, users can review other returns made by the customer entered on the document. This can be a helpful customer service tool, enabling you to look up other returns if a customer has a question. Returns

History can also be a helpful management tool in by allowing you to review the nature and number of this customer's past returns.

5. Use Authorization

Set this flag to Yes to use the authorization print in FACTS. This enables you to print authorization documents for returns that have been pre-approved. The documents can also be used as return packing slips.

6. Use Acknowledgement

Set this flag to Yes to use the acknowledgment print in FACTS. This enables you to print a document that can be used as a receipt of the returned goods that can be given or sent to your customers.

7. Default Reason Code

If the majority of customer returns use a particular reason code, use this input to set that code as the default in the line-item section of Customer Return Entry.

8. Default Restocking Fee

Restocking fees can be assigned to items to cover the cost of returning them to inventory (labor, time, etc.). Enter the amount of the default restocking fee here so it appears in the Customer Return Entry program.

9. Restocking Fee Item #

In FACTS, a "Restocking Fee" item should be created in Item F/M (Inventory Control). The item number assigned to that item should be entered at this input.

10. Repair Item #

In FACTS, a "Repair " item should be created in Item F/M (Inventory Control). Enter the corresponding item number at this input.

11. Acknowledgment Form

The system can print acknowledgments on the Sales Order Invoice form. If invoices are set to use preprinted forms (check the SO Print Control F/M), CSR acknowledgments will print to these. If acknowledgements can't be printed on Invoice forms (i.e., they use a different format), select N - Use non-preprinted CRS acknowledgement form from the pick list.

12. Acknowledgment Memo

You can use this static control to create a standard memo for all CSR documents. The memo can be changed on a document-by-document basis in Customer Return Entry. Maximum length is 30 characters.

13. Authorization File

Enter the name of the text file that was created to print authorization documents. See the Technical Notes for Returns Authorization on page 20.

14. CRS Password

If the system is setup to require a password to override past invoices and allow nonstocked items to be returned, enter no more than six characters in this field. For greater security, use an alphanumeric mix.

15. Last CRS Document

This is non-static data, which FACTS automatically updates. This data cannot be edited.

Quick Vendor Returns Entry (SOE820)

Function

The Vendor Returns Entry program gives you the ability to view and maintain the status of vendor returns that are tied to customer returns. Entries to this module are automatic when customer returns, with the disposition of return to vendor for credit, replacement or repair, are processed. When appropriate, this program will update the status codes of CR document lines. A VR record cannot be removed until all ties to the CR document are no longer on file. When a CR document line is complete or deleted, any tied VR records are also removed.

User Inputs

The following information is available during vendor return data entry:

1. VRS Document Number

Enter the 6-digit document number.

2. VRS Line Number

Enter the 3-digit line number.

3. VRS Status

Enter the status of the line: Line **E**ntered, **S**hipment to Vendor Confirmed, or **R**eceipt from Vendor.

4. PO Document Number

Enter the purchase order document number.

5. PO Line Number

Enter the purchase order line number.

6. Vendor

Enter the valid vendor number.

Technical Notes

FILES USED: SMCNTL, SOVRSH, SOVRSL, SOCRSH, APVEND, PORDER, SMNAME, SOPIND

FILES UPDATED: SOVRSH, SOVRSL

VRS Control F/M (POF490)

Function

Use this program to view and maintain the non-static controls for Vendor Returns data.

User Inputs

The following information is required:

1. Last VRS Document Number

Enter the last VRS document number used, up to 6 digits.

Technical Notes

FILES USED: SMCNTL
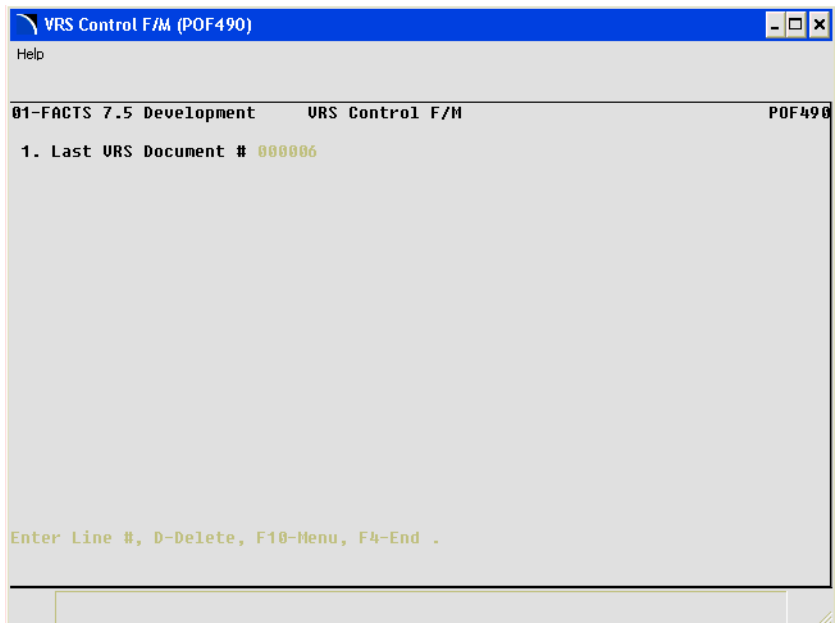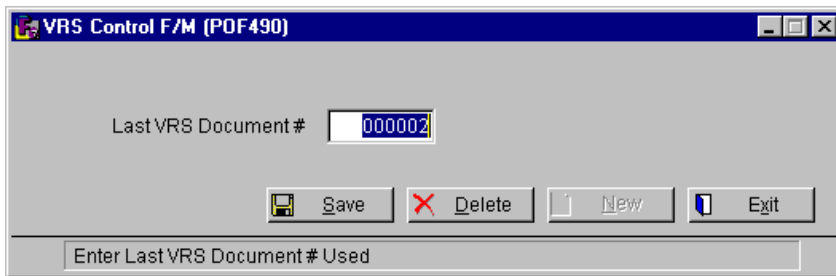
Recurring Invoices (SOS320)

This subsystem is utilized if the user has any invoices that need to be sent on a recurring basis (e.g., service contracts or blanket orders). It allows the user to set up the document one time and to have the system automatically post it to the sales orders document file each month designated. It also allows the user to set up a cutoff so that the monthly posting stops at a predetermined time.

As with regular invoicing all recurring documents are entered using the customer number and item number, etc. Changes are made in the entry program. The listing provides the user with options to print out the different types of recurring invoices (expired, unexpired, etc.). The Post Recurring Documents Program must be run to update any recurring documents.
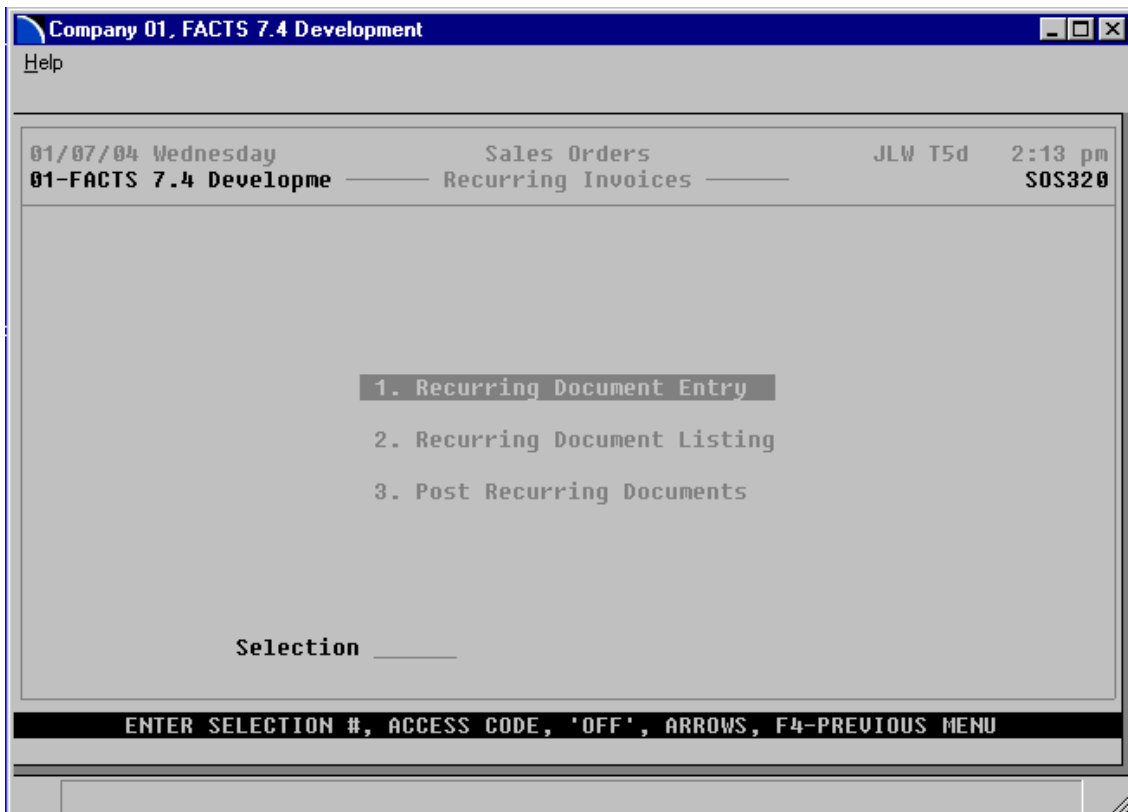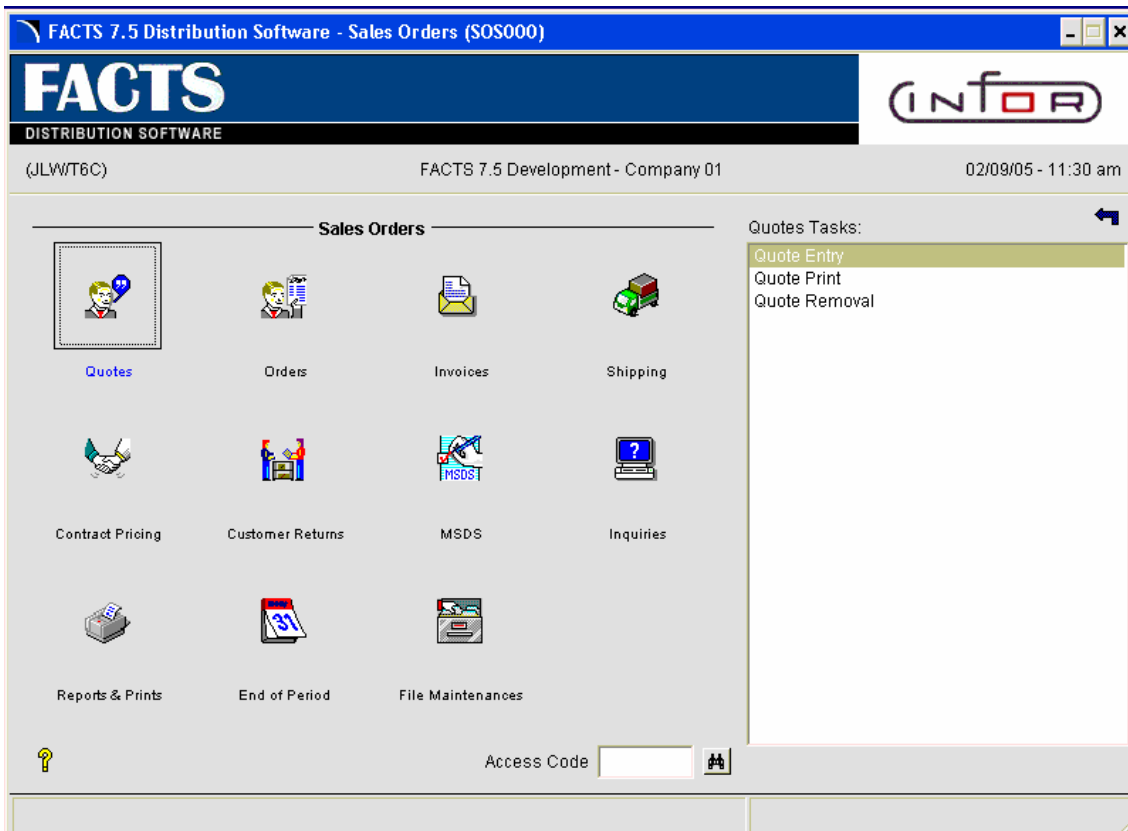
Recurring Document Entry (SOE350)

Function

This program allows the user to enter recurring customer invoices to post into the sales orders processing cycle.

The Recurring Document Entry Screen consists of three sections. The upper portion of the screen is called the header portion where the customer number, ship date, etc. are entered. The middle portion is called the line-item portion where each item, price, quantity, etc. is entered. The lower portion, which shows up after line-items are entered, is called the ending routine and consists of the final inputs prior to completion of the document. The screen is designed to look like a printed invoice.

The user has the option of changing, adding to, removing line-items from or deleting the recurring invoice at any time.

A number of additional features are available in the Recurring Invoice Entry Program:

- A customer search may be performed, displaying customer numbers and names in name order.
- An item search may be performed.
- A customer item search may be performed.
- Catalog items may be searched.
- Applicable taxes may be computed.
- Freight charges may be entered and taxed, along with handling charges.
- Memos may be entered to print, not print, or total on invoices.
- Cost and price figures may be displayed.
- Line and document discounts may be entered.
- A credit limit check may be performed.
- Temporary items may be entered.
- An inquiry of past sales may be performed.
- Split commissions may be entered.
- Item information may be displayed including class, on hand quantities, on order quantities and committed quantities.
- Customer information may be displayed including balance, credit limit,
- last sale date, phone number and contact.
- Various searches may be performed.
- Add an item to the item file during line-item entry.

- During processing, the system automatically displays urgent notes for customers and items based on your settings on the Notes tab of SO Entry Options F/M. Refer to the Viewing/Entering Notes from Sales Order Programs topic in the SO Overview section for additional details.

```
Recurring Document Entry (SOE350)                              _ □ ×
Help

01-Specialty Distributors, I  RECURRING DOCUMENT ENTRY          SOE350
CUSTOMER      C110 4  SEQ 01  SHIP-TO   SAME          WHSE 01 T W PO
Texas Material Handling Co.    Texas Material Handling Co.  POST DAY 30
1130 Rochelle Drive S.W.       1130 Rochelle Drive S.W.     CUTOFF D 01/02
                                                            SLSP  40 Daniel Simm
Dallas, TX 75224               Dallas, TX 75224             TERMS 01 1% 10th Net
FREIGHT P  SHIP VIA FED EX P1                               DEPT 1 Wholesale....
REF# 12345                           PRINT WO N  IN N  MEMO
MONTHS 010203040506070809101112 UNITS       100 WT    17000.0 TOTAL   24495.10

LN#                   ITEM DESCRIPTION         QUANTITY UM    PRICE UM EXTENSION
001                   I110 Steel Storage Cabin    100 EA   249.950 EA  24495.10




MEMO We appreciate your business!                      <
DISCOUNT    2.00%  AMOUNT $      489.90
FREIGHT      .00                                            NEW TOTAL
TAX CODE NOTAX     RT X   .000%  TAXABLE   24005.20 TAX$      .00   24005.20
ENTER MEMO, F4-BACKUP
```

User Inputs

The following inputs and features are involved in entering a recurring document (invoice):

Header Entry

1. Customer Number

Enter the customer number of the customer who the invoice is to be sent to for payment (ref. 8). F2 allows a customer search (ref. 9). F3 allows a document search for recurring documents already on file (ref. 30).

Credit Check Note: The system performs a customer credit check for each customer during Sales Order entry programs based on the Credit Limit value and the number of Credit Check Days entered on the Accounting tab of Customer F/M. For additional credit check processing details, such as disputed invoice processing, adding customers on-the-fly, or displaying customer aging, refer to the Customer Credit Check topic in *Chapter 4 Orders* of this document.

2. Sequence Number

Enter the sequence number (0-99) for the document to be created. The sequence number is a counter that allows a given customer to have multiple recurring documents. Sequence 01 for example, can be considered the first recurring document for the customer. CR initially defaults to 01.

3. Ship-To Number

This input is initially skipped and the customer's assigned ship-to number is automatically displayed. Enter the ship-to number. F2 allows a search (ref. 30).

4. Warehouse

Enter a valid warehouse code from which the items are to be shipped. CR defaults to the warehouse assigned to the terminal. F2 allows a search (ref. 30).

The user also has the option to enter a display code:

> **A** - Aging. Displays the customer's credit limit and outstanding balance for the last number of periods (set in the Accounts Receivable Aging Control Record).

> **Q** - Quotes. Displays any quotes on file for the selected customer and warehouse. Displayed are: quote number, type, ship-to, date quoted, expiration date, salesperson, to whom the quote was made, who made the quote, and the total of the quote. CR continues listing. F4 backs up to input #4.

> **N** - Notes. Displays the customer notes on file. CR continues listing. F4 backs up to the input #4.

> **TIP**: You cannot access the Customer Notes feature (View→Customer Notes) while you are working in the line-item portion of the screen. When you finish with line items, pace the cursor in the header portion of the screen and then select View→Customer Notes. Character Users: Press F10 to display menu options for this screen.

5. Type

Enter **W**-document is filled from warehouse stock or **D**-document is a direct shipment. CR defaults to W.

Entering a D forces the user to enter the vendor from whom the direct shipment is being sent. Depending on the **POs for Direct Ships** flag in the sales orders static control, the purchase order may be automatically created by the system.

6. Purchase Order

Enter the purchase order number if applicable (up to six characters). CR defaults to blanks. F2 allows an item price search (ref. 28).

7. Post Day

Enter the day of the month (1-31) the recurring document is to post to the sales orders processing cycle. If 31 is entered, the system always posts the invoice on the last day of each month.

8. Cutoff Basis

Enter whether the cutoff basis for the recurring invoice is based on **D**-date, **N**-number of invoices or **A**-dollar amount. The cutoff determines the point at which invoices are to be no longer generated. CR defaults to D.

Depending on the cutoff basis selected, the program proceeds to the appropriate **Cutoff Period, Number Of Invoices** or **Amount** inputs.

9. Cutoff Period

If date is selected as the cutoff basis, enter the last period in which this recurring invoice is to post to the sales orders processing cycle.

10. Cutoff Number Of Invoices

If number of invoices is selected as the cutoff basis, enter the number of invoices to be posted to the sales orders processing cycle (0-99).

11. Cutoff Amount

If amount is selected as the cutoff basis, enter the total dollar amount to be posted to the sales orders processing cycle (1-9,999,999.99).

12. Salesperson/Territory

Enter the salesperson/territory code for this customer. The entry must be a valid salesperson/territory. CR defaults to the value already displayed (initially the salesperson/ territory code assigned to the ship-to number). F2 allows a search (ref. 30). F3 allows a split commission entry (ref. 32).

When the salesperson code changes, the system recalculates the commission percentage for all lines that are NOT flagged as commission user override.

At any point during the following inputs through **Reference Number**, the user can select F3-header defaults. Selecting F3 causes the program to display the defaults on file from that input forward and skip to **Reference Number**. If entering a direct invoice and values for inputs #13-17, have not been entered then the default values are the same as if the user hit CR through the same inputs. If the user has entered values on the new document or elected to change or correct the header portion of an existing document, then the default values are the same as if the user selected F1-to skip at each input. **NOTE**: If the program does not skip to **Reference Number** and instead stops at an earlier input, the system could not find a valid default value for that input, and the user must enter a valid value before continuing.

13. Terms Code

Enter a valid payment terms code. Entering a valid terms code displays a partial description. CR defaults to the value already displayed (initially the terms code assigned to the customer). F2 allows a search (ref. 30).

14. Freight Code

Enter whether the freight code is **P**-prepaid, **C**-collect freight, **B**-bill later or **A** - Prepay/Add. Press Enter (CR) to default to **P**.

15. Ship Via

Enter the ship via or carrier (up to 15 characters). This code is maintained in the Ship Via F/M. CR defaults to the value already displayed (initially the ship via assigned to the ship-to number). F2 allows a search.

16. Route

Enter a valid route. Entering a valid route displays a partial description. CR defaults to the value already displayed (initially the route assigned to the ship-to number) (ref. 29). F2 allows a search (ref. 30).

17. Department

Enter a valid general ledger department number. Entering a valid general ledger department number displays a partial description. CR defaults to the displayed value (initially the department assigned to the terminal) (ref. 11). F2 allows a search (ref. 30).

18. Reference Number

The reference number can be as long as 15 characters, and it doesn't necessarily need to be a number. You can enter the purchase order number created on the customer's system or the name of the person placing this order. If the **PO Required** flag in the Customer F/M is set to Y, something must be entered in this field.

The next two inputs establish the stage in the sales orders processing cycle that the document posts to.

If these inputs are set to:

- YY the document posts as an order with the work order and invoice printed.
- NY the document posts as a confirmed order with the invoice printed and the work order not printed.
- NN the document posts as a printed invoice and neither the work order nor the invoice is printed.

19. Work Order

Enter **Y** or **N** to indicate whether to print a work order when this document is posted. CR defaults to N.

20. Print Invoice

If the work order input is set to Y, the invoice input is also set to Y and this input is skipped. If the work order input is set to N, enter **Y** or **N** to indicate whether to print an invoice when this document is posted. CR defaults to N.

21. Memo

Enter any memo concerning this recurring document (up to 20 characters).

22. Months to Post

Enter the months of the year in which, the system is to post this recurring invoice. When entering the months, enter them in two digit numbers side by side; e.g., January is entered as 01, June and July are entered as 0607. CR defaults to every month of the year.

23. Ship Complete

Enter the default ship complete status for the initiating warehouses on the recurring document, or press F4-Backup to return to the preceding input. Refer to the Ship Complete Feature Overview topic in *Chapter 1 – System Overview* for details.

You can select from the following options:

N Allow Partial--Indicates you want to allow the shipped quantity to be less than the ordered quantity for the initiating warehouses for this recurring document.

Y Ship Complete--Indicates you want to allow the quantity ordered must be the same as the quantity shipped for the initiating warehouses, all lines must ship complete for the specified customer.

B Balance Complete—Indicates you want to allow all lines to ship partial in the first shipment for the initiating warehouses, but the backordered quantities must be shipped complete. Once the warehouse is processed through the DSR, the status is changed to ship complete.

24. Order Priority

Enter the default order priority, or press F4-Backup to return to the preceding input. You can select from the following options:

N Normal—Indicates that orders for this customer have no special priority.

R Rush—Indicates that you want to advise the warehouse, via the pick ticket, that this customers orders are rush orders.

H Service Hold—Indicates that you want orders for this customer not to be shipped due to a non-credit-related reason.

This concludes the header portion of the Recurring Invoice Entry Program. After the header record is created, all the header inputs except #1, #2, and #4 are accessible through the change header routine to preserve data integrity. Inputs #1, #2, and #4 cannot be changed by the user except by deleting and reentering the recurring document.

Line-Item Entry

The line-item portion of the program allows entry of up to 999 line-item and message lines to complete the recurring invoice.

Line number

Line numbers are assigned automatically beginning with 001 and incremented by one for each additional line-item up to 999. In the extremely rare case where 999 line-items have been entered on a single invoice, the program jumps to the **selection prompt** and refuses further entries.

25. Item Number

The user has several options for this entry:

        I - Allow an item interchange search

        A - Search catalog items

        L - Allow a lost sales entry

        P - Display past sales

        C - Search customer/item numbers

- Enter an item number or an interchange number

M - Enter a memo

F1 - Enables Quick Item Add

F2 - Allows a search

F3 - Ends line-item entries

Item number

Enter the item number (ref. 19).

Memo

Select **M** to enter a memo line (ref. 24).

Quick Item Add

Select **F1** if you need to enter a new item quickly. FACTS opens the Quick Item Add program (ICF020). See the "Additional Features" section in Chapter 1 for more information about the Quick Item Add program.

Search

Enter F2 to allow an item search (ref. 20).

End entries

Enter F3 to end entry of line-items.

The program then proceeds to the **selection prompt**. After entering a valid item the program displays item description 1 and 2, the item class, package size, item weight and its unit of measure, available quantity, on hand quantity, on order quantity and bin location.

Interchange

Select **I** to display items and their corresponding interchange (ref. 18).

Catalog

Select **A** to search catalog items (ref. 53).

Past sales

Select **P** to display the past sales of all items in the selected warehouse. Item number, date sold, invoice number, quantity sold, price, and unit of measure. Enter the line number to select. Entering a line number sets the quantity default to the same amount sold the last time (displayed in the units column). Price is not affected. CR displays more sales, if any.

Customer Item Search

Select **C** to search customer/item numbers (ref. 52).

After entering a valid item, the program displays the item class, package size, item weight and its unit of measure, available quantity, on hand quantity, on order quantity and bin location.

Temporary Item Entry

Temporary, Vendor, Item Class, U of M, and **Weight** inputs are only displayed if the item is a temporary item.

24. Temporary

If the item is a valid item, this input is skipped and the program proceeds to **Sold Quantity**. If the entered item number is not in the item file, the prompt **Temporary item?** is displayed. Enter **N**-return to the **Item Number** input or **YES** for temporary. CR defaults to N.

26. Vendor

This input is skipped except for temporary items. If the document is a direct shipment, the input is skipped and the vendor is set to the direct shipment vendor. If the document is a warehouse shipment enter the valid vendor from whom this item was purchased. Entering a valid vendor displays the vendor name. CR defaults to the vendor of the last item entered (if any). F2 allows a search (ref. 30).

27. Item Class

This input is skipped except for temporary items. Enter a valid item class for the item. Entering a valid item class displays its description. F2 allows a search (ref. 30).

28. U of M

This input is skipped except for temporary items. Enter the a valid unit of measure for the temporary item (up to 2 characters). CR defaults to EA.

29. Weight

This input is skipped except for temporary items. Enter the per unit weight of the temporary item (0-9999.999). CR defaults to 0.

30. Description

This input is initially skipped, unless the item is a temporary item or a memo. Enter the item description or message (up to 30 characters). Entry of a memo line causes inputs the system to skip to the **selection prompt**. CR defaults to item description 1 on file, or if the item is a temporary item CR defaults to TEMPORARY.

Enter the item description 2. CR defaults to item description 2 on file.

Regular Item Entry

31. Sold Quantity

Enter the quantity of the item to be sold per displayed unit of measure or select a display code (ref. 25). If this is a BOM finished item that can be assembled in SO, you may be able to enter component items (ref. 35). If this item has multiple selling units of measure press F2 to change the unit of measure (ref. 36).

32. Cost

This input is available if the **Change by Ln Cost** flag in the SO Static Control Record is set to **Y** or **B**. If the **Change by Ln Cost** flag is set to B, F4 allows you to back up to this input. This input is also available if the item is temporary. Enter the cost per displayed costing unit of measure (ref. 6).

32. Price

Enter the price per displayed pricing unit of measure (ref. 26). CR defaults to the default price per the pricing hierarchy. Select the following (if available): **S**-Standard Price, **C**-Contract, **T**-List, **L**-Last, or enter **L** and a level number for a price level or enter **Q** and a quantity break level for a quantity break price. Press F2 to change the unit of measure for pricing if more than one is set up for this item (ref. 38). Press F3 to select another price via the price search (ref. 44). This input defaults to the pricing default UM for this item.

33. Change Selling UM To Match Pricing UM

This prompt only displays if the pricing unit of measure entered in the previous input does not match the selling unit of measure. Enter Y or N to change the selling UM to match the pricing UM. CR defaults to Y. If Y is entered, the value in the **Quantity** input may change.

At this point, headings for the line-item fields used are displayed, and if the **Display G.M.%** flag in the sales orders static control is set to A, the gross margin percentage is also displayed.

34. Line Discount

This input is only available if the **Use Line Discount** flag in the SO Static Control Record is set to % or $. Enter the discount amount or percent for this line (ref. 22).

35. Commission %

This input is only available if the **Change by Ln Comm%** flag in the SO Static Control Record is set to Y or B. Enter the percent of commission. CR defaults to 0 (ref. 4). Press **F1** to set this input to **Use Default** when the user override flag is set.

Calculating Commissions: There are five commission percent sources: customer, salesperson, item, price and current line commission. The system contains a user override flag and a price type to designate if the user overrode the line's commission during order entry. Refer to the Calculating Commissions topic for processing details.

36. Taxable

Enter **Y** or **N** to indicate whether to charge tax for this line-item. CR defaults to Y (ref. 33).

37. GL Posting Table

This input is only available if the **Change by Ln GL Table** flag in the SO Static Control Record is set to Y or B. If B is entered at **Change by Ln GL Table**, F4 to backup to this input. Enter the general ledger posting table to use in the Daily Sales Register to post this line to general ledger (ref. 17). F2 allows a search (ref. 30).

Extension

The line-item extension is calculated (price less any discounts multiplied by the quantity ordered multiplied by the conversion factor) and displayed. If the extension is greater than $999,999.99 the message EXTENSION TOO LARGE is displayed and the input is not accepted. If the user has a line-item with sales up to one million dollars, enter the item on more than one line.

38. CR-Accept Line, F4-Backup

If the line is correct CR to continue. If the line is not correct, select F4 to back up to change the input that is not correct.

This concludes entry in the line-item portion of the Recurring Invoice Entry Program. The running total is updated and displayed. The line number is incremented by one, displayed and the program returns to the item input for the next line-item entry.

Following the entry of the last line-item, the **selection prompt** allows the user to perform a number of functions:

> **#** - Changes a line-item
>
> **L** - Lists line-items
>
> **A** - Adds a line-item
>
> **D** - Deletes the order
>
> **F2** - Changes header information
>
> **F3** - Accesses the ending routine (ref. 27)

Ending Routine

The ending routine consists of the final inputs prior to completion of the recurring invoice document. The ending routine is not accessible if no line-items have been entered. Ending routine information is displayed on the lower portion of the screen.

39. Memo

Enter the memo to print on the recurring invoice (ref. 23). CR defaults to the displayed value (initially the standard memo set up in the Document Print Control Record). If no memo is desired, the user may press the space bar before entering CR. F4 backs up to the **selection prompt**.

40. Discount

This input only appears if % or $ was entered at the **Use Invoice Discounts** flag in the SO Static Control Record and is initially skipped if the total for the recurring invoice is zero. Enter the discount percent (maximum of 100) or dollar discount (maximum equals merchandise total) of the merchandise total. CR initially defaults to the invoice discount set in the customer file (ref. 12).

41. UPS Zone

If UPS was entered in the ship via input, enter the UPS zone here; otherwise, this input is skipped. The entry must be a valid zone as set up in the UPS Zone F/M. CR defaults to the zone of the ship-to's zip code.

42. COM/RES

This input is skipped if the UPS zone is greater than 8. Enter whether this delivery is a **C**-commercial or **R**-residential UPS ground delivery. UPS charges different rates for commercial and residential deliveries. CR defaults to the default for the ship-to address.

43. Weight

If UPS was entered in the ship via input, enter the UPS zone here; otherwise, this input is skipped. Enter the weight of this package. CR defaults to the next highest whole pound from the weight entered in the IC Item F/M for this item.

44. Freight

Enter the freight amount (+/-9999.99). CR defaults to 0, or if the ship via is UPS, to the freight calculated for the UPS zone (ref. 15).

45. Tax Code

This input is not available if the **Charge Tax** flag in the SO Static Control F/M is set to N. This input is initially skipped if the recurring invoice total is zero. Enter the tax code for this ship-to customer. The entry must be a valid tax code. CR defaults to the currently displayed value, initially the customer's tax code (ref. 34).

NOTE: If the user backs up to this prompt after changing the tax rate or the tax amount and does not select F1 - skip, the system recalculates the charges to reflect the tax code and the changes to the **Tax Rate** and **Amount** inputs are lost.

46. Tax Rate

This input is initially skipped. If the **Charge Tax** flag in the Sales Orders Static Control Record is not set to O, the user is not able to override the tax code and this input is unavailable. Enter **H**-to use the high rate, **L**-to use the low rate, or **X**-to change tax status of this document to exempt. The rates are set up by the user in the accounts receivable Tax Table F/M. CR defaults to the displayed value.

47. Tax Amount

This input is initially skipped. If the **Charge Tax** flag in the Sales Orders Static Control Record is not set to O, the user is not able to override the tax amount and this input is unavailable. Enter the amount of sales tax to charge for this invoice (+/-99999.99). CR defaults to the displayed value.

This concludes the ending routine of the Recurring Invoice Entry Program. Upon completion of the update, the screen is cleared of all input information and the program returns to the **Customer Number** input to await further entries.

Technical Notes

Upon completion of the header portion, a record is created in the Recurring Document File (SORECR). At the conclusion of each line-item entry, a record is created in the Recurring Document File (SORECR).

FILES USED - ARCUST, ICMAST, ARTAXT, SOCTRT, SOCTQB, ICPRIC, ICPRQB, ICALPX, SORDER, AROPEN, ARCALX, ARPHOX, ICWHSE, ARSHIP, SOITMX, ICINTR, ICCOST, ICFUCT, SOCSTX, SOQUIX, APVEND, APVALX, SOQUOT, SOQCSX, ARNOTE, MCBOMS, ICCLSX, ICNOTE, ICINTX, ICWHSX, SMCNTL, SOTABL, SOZONE

FILES UPDATED -SORECR, SORBOM

How to enter recurring document header information

1. Open the Recurring Document Entry program. You can access this program by selecting Sales Orders -> Recurring Invoices->Recurring Document Entry.

2. Enter the customer number for the customer receiving the invoice. Press F2 to perform a customer search or F3 to perform a document search for recurring documents already on file.

    Credit Check Note: When you enter a customer, a credit check is performed if the number of Credit Check Days on the Accounting tab of Customer F/M is less than 999. For additional credit check processing details, such as disputed invoice processing, adding customers on-the-fly, or displaying customer aging, refer to the Customer Credit Check topic in *Chapter 4 Orders* of this document.

3. Enter the sequence number (0-99) for the document to be created. The sequence number is a counter that allows a given customer to have multiple recurring documents. Sequence 01 for example, can be considered the first recurring document for the customer. Press Enter (CR) to initially default to 01.

4. The system populates the remaining recurring document header fields with default information. At any point during the header inputs through Reference Number, you can press F3-header defaults. Pressing F3 causes the program to display the defaults on file from that input forward and skip to Reference Number. Refer to the Recurring Document Header topic for field definitions.

    NOTE: If the program does not skip to Reference Number and instead stops at an earlier input, the system could not find a valid default value for that input, and the user must enter a valid value before continuing.

5. When you complete the recurring document invoice header information, the system displays the system displays the line-item detail screen. Refer to the How to enter line items on recurring document invoices procedure for step-by-step instructions.

How to enter or edit line items on recurring document invoices

1. Once the required header information is complete, the system displays the command prompt at the bottom of the screen, you can perform the following functions:

   Line # Enter the line number to change.   Enter the line number to select. Entering a line number sets the quantity default to the same amount sold the last time (displayed in the units column). Price is not affected. Press Enter (CR) displays more sales, if any.

L	List
A	Add a line
D	Delete the highlighted line.
F2	Change header information.
F3	End line-item entry.

2. (Optional) To add an item to the recurring document invoice, complete the following:

   In the Item Number input, you can enter the item number or perform the following functions:

I	-	To display items and their corresponding interchange.
A	-	Search catalog items
L	-	Allow a lost sales entry

   P   -   Display past sales of all items in the selected warehouse. Item number, date sold, invoice number, quantity sold, price, and unit of measure.

C	-	Search customer/item numbers
#	-	Enter an item number or an interchange number
M	-	Enter a memo
F1	-	Enables the Quick Item Add (ICF020) program.
F2	-	Allows an item search
F3	-	Ends line-item entries

3. After entering a valid item the program displays item description 1 and 2, the item class, package size, item weight and its unit of measure, available quantity, on hand quantity, on order quantity and bin location. The program displays the Temporary, Vendor, Item Class, U of M, Weight, and Commission Percent inputs are only displayed if the item is a temporary item.

4. Enter the quantity of the item to be sold per displayed unit of measure or select a display code. If this is a BOM finished item that can be assembled

in SO, you may be able to enter component items. If this item has multiple selling units of measure, press F2 to change the unit of measure.

5. Enter the cost per displayed costing unit of measure. The Cost input is available if the Change by Ln Cost flag in the SO Static Control Record is set to Y or B. If the Change by Ln Cost flag is set to B, press F4 to back up to this input. This input is also available if the item is temporary.

6. Enter the price per displayed pricing unit of measure. Press Enter (CR) to default to the default price per the pricing hierarchy. Select the following (if available): S-Standard Price, C-Contract, T-List, L-Last, or enter L and a level number for a price level or enter Q and a quantity break level for a quantity break price. Press F2 to change the unit of measure for pricing if more than one is set up for this item. Press F3 to select another price via the price search. This input defaults to the pricing default UM for this item.

7. (Optional) The system displays the Change Selling UM To Match Pricing UM prompt only displays if the pricing unit of measure entered in the previous input does not match the selling unit of measure. Enter Y or N to change the selling UM to match the pricing UM. Press Enter (CR) to default to Y. If Y is entered, the value in the Quantity input may change.

8. At this point, headings for the line-item fields used are displayed, and if the Display g.M.% flag in the sales orders static control is set to A, the gross margin percentage is also displayed.

9. The line-item extension is calculated (price less any discounts multiplied by the quantity ordered multiplied by the conversion factor) and displayed. If the extension is greater than $999,999.99 the message EXTENSION TOO LARGE is displayed and the input is not accepted. If you have a line item with sales up to one million dollars, enter the item on more than one line.

10. (Optional) Enter the discount amount or percent for this line. This input is only available if the Use Line Discount flag in the SO Static Control Record is set to % or $.

11. (Optional) Enter the percent of commission. Press Enter (CR) to default to 0. This input is only available if the Change by Ln Comm% flag in the SO Static Control Record is set to Y or B. Press **F1** to set this input to **Use Default** when the user override flag is set.

    Calculating Commissions: There are five commission percent sources: customer, salesperson, item, price and current line commission. The system contains a user override flag and a price type to designate if the user overrode the line's commission during order entry. Refer to the Calculating Commissions topic in *Chapter 1* for processing details.

12. (Optional) For the Taxable input, enter Y or N to indicate whether to charge tax for this line item. Press Enter (CR) to default to Y.

13. (Optional) Enter the general ledger posting table to use in the Daily Sales Register to post this line to general ledger. Press F2 to perform a search. This input is only available if the Change by Ln GL Table flag in the SO

Static Control Record is set to Y or B. If B is entered at Change by Ln GL Table , press F4 to backup to this input.

14. If the line is correct, press Enter (CR) to continue. If the line is not correct, select F4 to back up to change the input that is not correct.

15. Repeat this process for each line item you want to add to the recurring document invoice, then press F3-End Entries to end line-item entry. Refer to the procedure, How to enter recurring document invoice footer information for step-by-step instructions.

How to enter recurring document invoice footer information

1. Once the recurring document invoice line item information is complete and you press F3-End, the system displays the Memo input. Enter the memo to print on the recurring invoice. Press Enter (CR) to default to the displayed value (initially the standard memo set up in the Document Print Control Record). If no memo is desired, the user may press the space bar before pressing Enter (CR). Press F4 to back up to the selection prompt.

2. (Optional) Enter the discount percent (maximum of 100) or dollar discount (maximum equals merchandise total) of the merchandise total. Press Enter (CR) to initially default to the invoice discount set in the customer file. This input only appears if % or $ was entered at the Use Invoice Discounts flag in the SO Static Control Record and is initially skipped if the total for the recurring invoice is zero.

3. (Optional) If UPS was entered in the ship via input, enter the UPS zone here; otherwise, this input is skipped. The entry must be a valid zone as set up in the UPS Zone F/M. Press Enter (CR) to default to the zone of the ship-to's zip code.

4. (Optional) The COM/RES input is skipped if the UPS zone is greater than 8. Enter whether this delivery is a C-commercial or R-residential UPS ground delivery. UPS charges different rates for commercial and residential deliveries. Press Enter (CR) to default to the default for the ship-to address.

5. (Optional) If UPS was entered in the ship via input, enter the UPS zone here; otherwise, this input is skipped.

6. Enter the weight of this package. Press Enter (CR) to default to the next highest whole pound from the weight entered in the IC Item F/M for this item.

7   Enter the freight amount (+/-9999.99). Press Enter (CR) to default to 0, or if the ship via is UPS, to the freight calculated for the UPS zone.

8. Enter the tax code for this ship-to customer. The entry must be a valid tax code. Press Enter (CR) to default to the currently displayed value, initially the customer's tax code. This input is not available if the Charge Tax flag in the SO Static Control F/M is set to N. This input is initially skipped if the recurring invoice total is zero.

NOTE: If you back up to this prompt after changing the tax rate or the tax amount and do not select F1 - skip, the system recalculates the charges to reflect the tax code and the changes to the Tax Rate and Amount inputs are lost.

9. (Optional) For the Tax Rate input, enter H-to use the high rate, L-to use the low rate, or X -to change tax status of this document to exempt. The rates are set up in the Accounts Receivable Tax Table F/M. Press Enter (CR) to default to the displayed value. This input is initially skipped. If

the Charge Tax flag in the Sales Orders Static Control Record is not set to O, you are not able to override the tax code and this input is unavailable.

10. (Optional) For the Tax Amount input, enter the amount of sales tax to charge for this invoice (+/-99999.99). Press Enter (CR) to default to the displayed value. This input is initially skipped. If the Charge Tax flag in the Sales Orders Static Control Record is not set to O, you are not able to override the tax amount and this input is unavailable.

11. This concludes the ending routine of the Recurring Invoice Entry Program. Upon completion of the update, the screen is cleared of all input information and the program returns to the Customer Number input so you can enter more recurring documents or press F4 to exit the program.

Recurring Document Listing (SOR320)

Function

This program enables you to obtain a listing of all recurring documents on file. An optional update allows removal of expired documents.

You have the option to:

- Select the beginning and ending customer to print.
- Select the ending posting day to print.
- Select the status (posted this period, completed this period, expired, unexpired, or all) of the recurring documents to print.

If only expired documents are selected, an optional update which follows the following printing of the listing, allows the removal of all expired documents just printed.

Report information includes the following: customer number, name, sequence number, ship-to number, warehouse to be shipped from, salesperson/territory, terms code, tax code, whether to print the document as a work order and/or an invoice, day of month to post, months to post, total document amount, total number of documents and dollars posted, memo and status.

User Inputs

 The following inputs are involved in printing the recurring document listing:

1. Beginning Customer

Enter the beginning customer to print. CR defaults to FIRST.

2. Ending Customer

Enter the ending customer to print. CR defaults to LAST.

3. Post Date

Enter the ending post date to print (ref. 10). The date entered must be within 30 days and not overlap next periods posting days (overlapping could allow some documents to print twice). CR defaults to the system date.

4. Status

Enter whether the status of the recurring documents to print is **A**-all documents, **P**-documents which post this period, **C**-documents which post and are to be completed this period (last post), **E**-expired documents (no more postings) or **U**-unexpired documents. CR defaults to A.

Recurring Document Listing (SOR320)

Template   Print Options

CP=09/1997 SEP

Recurring Documents Have Been Posted Through 08/15/1997

Beginning Customer [   ] |◄| |🔍| First

Ending Customer [   ] |►| |🔍| Last

Post Date [05/28/1999] **System Date**

Status [A - All Documents ▼]

OK

Cancel

Template ————————————— Printer —————————————
None   Genicom Line Printer

Enter Beginning Customer, F1-First, F2-Search

Recurring Document Listing (SOR320)

Help

```
01-Demo Company           Recurring Document Listing            SOR320
                                                           CP=09/2002 SEP

Recurring Documents Have Been Posted Through 09/10/2002

Beginning Customer  First

Ending Customer  Last

Post Date  System Date

Status A All Documents




— Template ————————————     — Printer ————————————
  None                          Print to file

CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit .
```

Technical Notes

Printing proceeds by reading through the Recurring Documents File (SORECR) based on the criteria selected. If only expired documents are printed, an optional update allows removal of the documents that printed.

FILES USED - SMCNTL, ARCUST

FILES UPDATED - SORECR

Post Recurring Documents (SOU320)

Function

This program allows FACTS System users to post recurring documents into the sales order processing cycle based upon the post month and day for the current period. The user selects the day through which, recurring documents are to post. The program recalculates all commission percentages on lines not flagged as commission user override as the SO document is created. The Post Recurring Documents processes any Rush orders before any normal or service hold.

If this program is not run, the recurring documents entered are never posted, and customers are never billed.
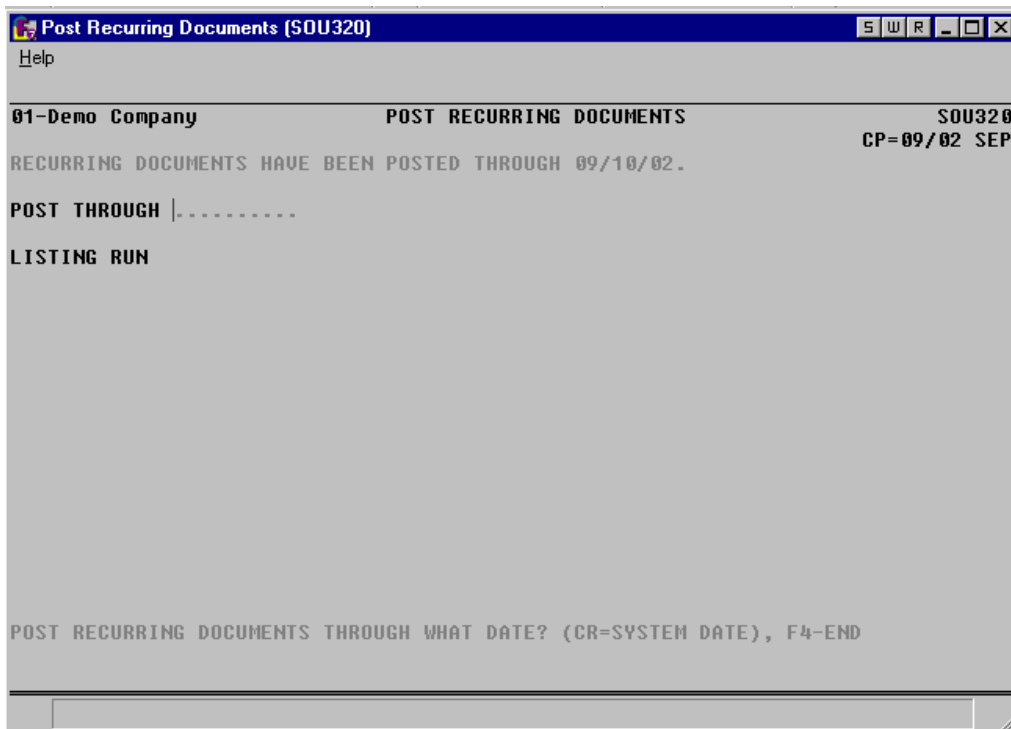
User Inputs

The following inputs are involved in posting recurring documents:

1. Post Through

Enter the date through which recurring documents are to be posted (ref. 10). The day entered must be greater than the day the recurring documents have already posted through; e.g., if recurring documents have already posted through the 10th of the month, and the 15th is entered, all recurring documents with post dates between the 10th and the 15th are to post. CR defaults to the system date.

2. Listing Run

Enter **N** or **YES** to indicate whether or not a recurring document list has been run and checked. CR defaults to N.

Technical Notes

Updating proceeds by reading through the Recurring Documents File (SORECR) and posting the appropriate documents to the Sales Orders Document File (SORDER). Recurring documents will post only if they are of the correct month, between the last day posted and the day to post through and not past their cutoff. Documents with dollar amount cutoffs will not post if posting would cause the total posted amount to be greater than the cutoff amount. Creating the (SORDER) records involves assigning the next available document number from the Orders Control Record, setting the point in the processing cycle based upon the print work order and print invoice flags in the recurring document header, and updating either the committed or on hand inventory accordingly. The recurring document posted to date totals are then updated.

For those documents that do not need to have the work order or invoice printed, an invoice number is written to the Ready-For-Register File (SOREGX) unless the **Use routes** flag is set to **Y**. If the Daily Sales Register is in process, the invoice number is written to the temporary Ready-For-Register File (SOTMPX) instead of SOREGX.

FILES USED - ICMAST, ICCOST, ARTAXT, ARCUST, SORBOM, SOPINV, PORDER, ICFUCT

FILES UPDATED - SORECR, SORDER, SOCSTX, SOITMX, SMCNTL, ICWHSE, SOREGX, SOIPRX, SOOPRX, SOBOMS, SOBITX, SOTMPX

Shipping (SOS400)

The Shipping Menu allows the user to take advantage of computerized shipping, which maintains accurate shipping records and retains a complete history of shipments. This is the default FACTS shipping system for systems that are not integrated with Clippership (see the "Additional Features" section in Chapter 1 for more details on the Clippership shipping package).

The Shipping Subsystem is a complete manifest system, which can handle any carrier, but is geared towards UPS. This system is not a UPS-approved package, however.

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

If the entry on the manifest does not stem from an invoice, the user can enter an order number that is not on file. The program perceives the uninvoiced entry, and it appears on the same manifest as the sales orders shipments. This allows shipments from departments other than sales.

The Freight Inquiry Program displays past and present shipments for UPS and regular carriers. If the shipment is a past manifest order, the user can view the shipped date. This inquiry is warehouse specific.

The Shipping system provides two programs to print shipping labels. The first prints shipping labels for general mail use: envelopes, pamphlets, etc. The second prints the label required by UPS to appear on its packages. The shipper number (as stored by warehouse in the Warehouse F/M) must appear on the UPS label.

Also required by UPS is the C.O.D. Label Print. The UPS C.O.D. Label Print Program prints preprinted labels supplied by UPS. The user can elect to use

the number on the label or an alternate control number (the user's invoice number) by setting the **Use UPS Alt Ctl #** flag in the Shipping Control Record to Y.

The Manifest Print Program prints the manifest that is required by the carrier. It can print all the manifest orders for UPS 1st Day Air, 2nd Day Air, 2nd Day Air A.M., Next Day Air Saver, all UPS manifest orders, or orders for another carrier. As the shipping system handles multiple carriers, this program is designed to print separate manifests by ship via. This program can also print manifests by warehouse, and display the UPS shipper number it uses.

The Freight History Report prints a listing of all manifest shipments for a range of dates. This should make it easier when reconciling carrier bills. This also provides a hard copy of past manifests (which UPS requires to be on file for one year).

The UPS Chart Print provides a cross-reference for rate by weight charges to a given to zone, as well as a zip code to zone conversion chart.
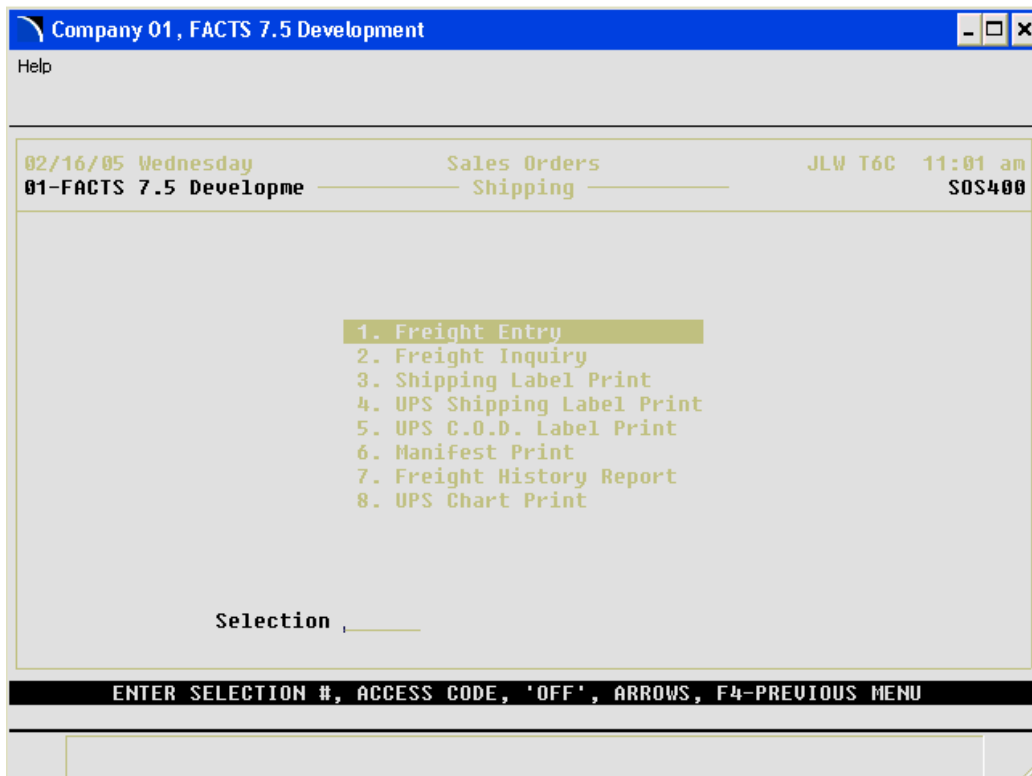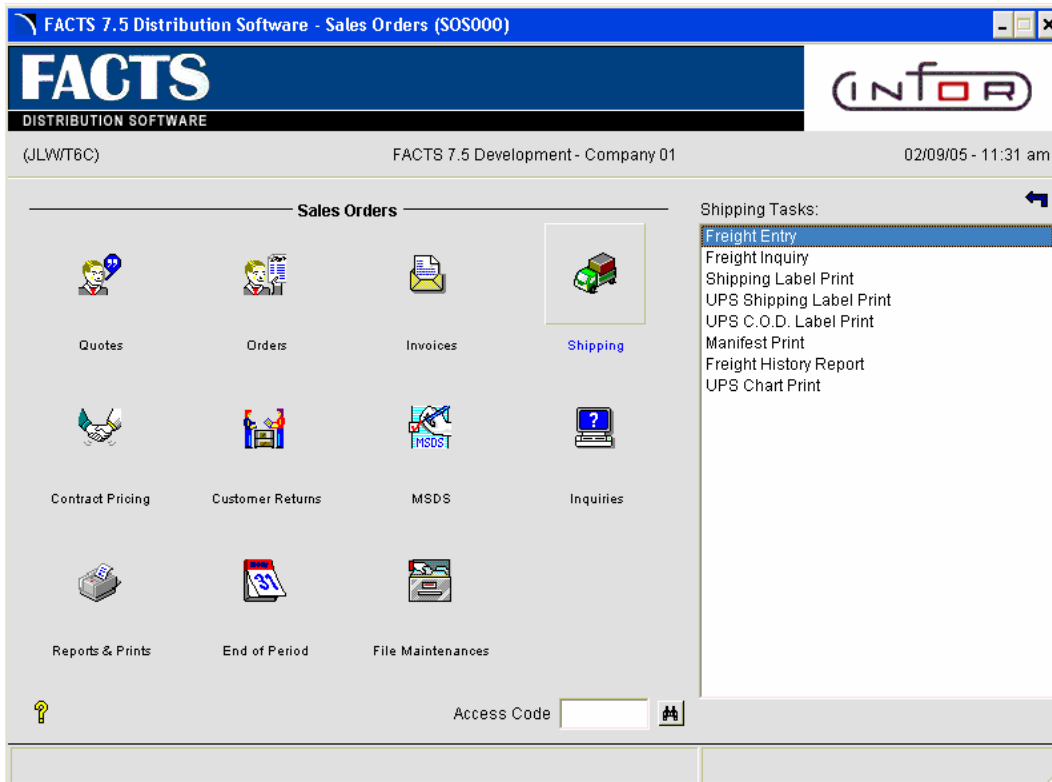
Freight Entry (SOE410)

Function

This program enables you to enter orders into the freight manifest system.

Each order entered appears on the manifest when printed. Orders should be entered by sales order number or consignee and ship via. In other words, the user should enter all the packages to the same address using the same ship via on the same freight entry (this saves time and reduces errors in entering header information).

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

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

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

- A customer search may be performed.
- A department search may be performed.
- A customer ship-to search may be performed.
- Automatic zone calculation.
- Default values for each line allow identical multiple packages to be entered once; thereafter, the program only requires a CR to accept the line.
- Running totals for weight and packages are displayed.
- Allows overnight letters.
- Able to utilize bulk pricing.
- Dimensional weight calculation.
- Freight for multiple warehouses can be entered.

```
┌─┐ Freight Entry (SOE410)                                          [_][□][✕]
  Help


 01-FACTS 7.5 Development       FREIGHT ENTRY      WH 01     ORDER 009000    SOE410
 CUSTOMER       C100 Southeastern Industrial Supply
 SHIP-TO    S100
       Southeastern Industrial Supply     SHIP VIA UPS GROUND
       1145-A Fulton Industrial Park          ZONE   2  COM/RES C      DEPT 1

       Atlanta, GA 30223               PACKAGES  2   WEIGHT  120  CHARGES    36.58

 PACKAGE                      FREIGHT DECLR INSURE A O C ----C.O.D.----    TOTAL
  #  CD WGT TRACKING/ID#      CHARGE VALUE CHARGE H S T  CHRG    AMOUNT    CHARGE
 01     100 TRS               32.15   100   .00 N N N                      32.15
 02      20 TRS                4.43   100   .00 N N N                       4.43







 LINE # TO CHANGE, L-LIST, A-ADD, D-DELETE, F2-CHANGE HEADER, F3-END │..
```

User Inputs

Header Entry

1. Order Number

Enter the order number for this shipment.

Entering a valid sales order number displays the header information for that sales order. The sales order must be for the selected warehouse, an order or invoice, pick ticket must be printed, and can't be deleted, voided, or on hold.

Entering a valid freight order number displays the document. If the document was created from a sales order that was subsequently changed, the program displays a message informing the user of the change, and corrects the freight document accordingly (the user should print new labels in this case).

If the freight document does not exist and is not a sales order, the program does not set default values and proceeds to **Customer**. Entering an order number that is not on file is used when shipping packages that do not appear on sales orders. F2 allows a search (ref. 30). F3 changes the current warehouse.

If the user selects F2, the program displays all freight entries for the current warehouse. If the user elects to view documents for other warehouses, simply change the warehouse before selecting the search. Displayed are document number, ship-to, number of packages, and the ship via. Enter the line number of the document to select. CR continues listing documents.

If this order is a multi-warehouse order, the Freight Totals Display window will display. This displays each warehouse that is on this order with the warehouse code, description, ship via and freight amount, as well as the total amount of freight for all warehouses on this order. Press CR to select the warehouse for which to enter freight.

NOTE: If this order is a multi-warehouse order, freight has to be entered for each warehouse. Therefore, there may be two or more different freight entries for the same order.

2. Warehouse

This input is skipped unless the user selects F3 at **Order Number**. The program displays the current warehouse code and its description. The warehouse displayed is the warehouse that determines the zone, and UPS shipper number. Enter a valid warehouse code. F2 allows a search (ref. 30).

3. Customer

This input is skipped unless the order number from **Order Number** was not on file. Enter the customer number to whom the package(s) are to be sent. If the customer number is invalid, the program displays a description of **not on file**, sets the ship-to number to TEMP, and proceeds to the temporary ship-to routine. After the temporary address is input, the program proceeds to **Ship Via**. Entering a valid customer number displays its description, sets and displays the ship-to number as the default ship-to from the Customer File, and proceeds to **Ship Via**. F2 allows a search (ref. 30).

4. Ship-To Number

This input is initially skipped and the customer's assigned ship-to number is automatically displayed. F2 allows a search (ref. 30).

5. Ship Via

Enter the ship via for this shipment. This code is set up and maintained in the Ship Via F/M. F2 allows a search. If the carrier is to be UPS, the user must enter **UPS** in the first three spaces. For services from UPS, enter **UPS** and **Select** or **3RD** for 3rd day, **BLU** or **2ND** for 2nd day air, **UPS** and **RED** or **1ST** for next day air, or **UPS** for ground service and **COD** for C.O.D. orders. If this document was created from a sales order, CR initially defaults to the ship via from the sales order, otherwise CR defaults to the ship via in the Ship-To Record; if the ship-to was TEMP, then CR defaults to the ship via in the Customer Record, if the customer is on file.

6. Zone

Enter the zone to send this shipment to. If the first three characters of the ship via are UPS, then the zone entered must be a valid zone (as set up in the UPS Weight F/M). Displayed are the calculated and default zones. The calculated zone is the result of the ship via and zip code. The default zone is the default from the Ship-To Record, if on file. If the ship-to is not on file, the default zone is the zone from the Customer Record, if on file.

7. COM/RES

This input is skipped if the zone entered in the previous input is greater than 8. Enter whether this delivery is a **C**-commercial or **R**-residential UPS ground delivery. UPS charges different rates for commercial and residential deliveries. CR defaults to the default for the ship-to address.

8. Department

This input is initially skipped. Enter the valid general ledger department number that is approving this shipment. CR initially defaults to the general ledger department number assigned to the terminal. F2 allows a search (ref. 30).

This concludes the header portion of the Freight Entry Program. After the header record is created, all header inputs except #1-2 are accessible through the change header routine. If the order was created from a sales order, inputs #1-5 can only be changed by changing the sales order. The line-item portion of the program allows entry of up to 99 packages to complete the order.

Line-Item Entry

Line number

Line numbers are assigned automatically beginning with 001 and incremented by one for each additional package up to 99. If 99 packages have been entered on a single order, the program proceeds to the **selection prompt** and refuses further entries.

9. Weight

Enter the weight of the package to be shipped (1-70). The user can also enter **L** for letter service if the ship via is **UPS RED**, **UPS 1ST**, **UPS BLU**, or **UPS 2ND** or if the zone contains a Canadian air zone (87-89) or international zone (900-912, 921-932). CR initially defaults to the weight set up as the **Default Weight** in the Shipping Control Record.

If this package corresponds to a sales order, F2 allows you to display its line-items. A window is displayed, allowing you to designate which quantities of the item(s) go into the box for this shipment. You will be asked to enter the number of the item(s) to ship. As you go through each line-item, the total weight and total quantity in this box are displayed at the bottom of the window. Note that box designations are stored only while you are in the Freight Entry Program; they are not saved once you leave the program.

10. Tracking/ID#

Enter **the tracking/id number**. CR defaults to blanks.

11. Freight Charge

If UPS is the carrier for this shipment, this input is initially skipped and calculated by the system. Enter the charge (0-9999.99) to ship the weight in input #8 to the zone in input #6 by the carrier in input #5. F2 allows you to display the UPS rate chart for the UPS zone of the order being entered.

12. Declared Value

Enter the amount (0-99999.99) the user wants to declare as the value for the package. This amount is used to calculate insurance charges. If the carrier is UPS, there is no insurance charge for any value less than $100.00.

13. Insurance Charge

This input is initially skipped. Enter the amount (0-999.99) the carrier charges to insure the declared value of the package. CR defaults to the displayed value (initially the declared value rounded up to the next hundred dollar amount times the value of the **Insurance per $100** field in the Shipping Control Record).

14. Oversize

This input is initially skipped. Enter **N** or **Y** to indicate whether the package is oversize. If the carrier is UPS, the package is oversize if it measures over 84 inches in length and girth combined. The charge for an oversize package is the same as a package weighing twenty-five pounds. CR initially defaults to N.

15. Call Tag

This input is initially skipped. Enter **N** or **Y** to indicate whether a call tag was issued. The charge for a call tag is the value set for **UPS Call Tag Charge** in the Shipping Control Record. CR initially defaults to N.

16. C.O.D. Charge

This input is skipped unless C.O.D. was part of the ship via and initially skipped if C.O.D. and UPS were part of the ship via. Enter the cash on delivery charge (0-99.99). CR initially defaults to the value set up as the **UPS C.O.D. Charge** in the Shipping Control Record.

17. C.O.D. Amount

This input is skipped unless C.O.D. was part of the ship via. Enter the amount to be collected by the carrier upon arrival of the shipment (0-99999.99).

18. Accept Line

If the line is correct press CR to continue. If the line is not correct, select F4 to back up to change the input that is not correct.

19. Print Shipping Label for This Line?

Print UPS C.O.D. label for this line?

One of these prompts is displayed only if the **Label at Each Line Item** flag of the Shipping Control F/M is set to M (maybe). Enter **Y** or **N** to indicate whether a shipping label is to be immediately printed for this line-item. If you enter Y, the program prints a shipping label, UPS shipping label, or a UPS C.O.D. label, depending on the ship via. The printer is defined in the SM Program F/M for the Shipping Label Print Program (SOP410), UPS Shipping Label Print Program (SOP450), or UPS C.O.D. Label Print Program (SOP420). CR defaults to Y.

This concludes an entry of a package in the line-item portion of the Freight Entry. The running totals for packages, weight, and charges are updated and displayed. The line number is incremented by one, displayed, and the program returns to the item input for the next line-item entry.

F3 ends entries of line-items and goes to the **selection prompt** which allows the user to perform a number of functions (ref. 27):

      #   -   Changes a line-item

      L   -   Lists line-items

      A   -   Adds a line-item

      D   -   Deletes the order (if created from a sales order, the sales order is not affected)

      F2 -   Changes the header

      F3 -   Ends entries and proceeds to the ending routine

Ending Routine

The ending routine consists of the final input prior to completion of the freight order document.

20. Update freight on order?

This input is skipped if the freight entry order number is not a current sales order. The total freight charge for the order is displayed in the bottom right of the header. The current freight charge for the sales order is displayed. Enter whether this amount should be updated to the freight field on the actual order. You can enter **N**-no, do not update the sales order, **A**-add the total freight charge to the existing amount on the sales order, or **R**-replace the current freight amount on the sales order with the total freight charge. CR defaults to N.

21. Print Shipping Labels Now?

Enter **N** or **Y** to indicate whether to print the shipping labels for this order now. If the user enters a Y, the program prints one label for each package. If the ship via is UPS the label printed is a UPS shipping label otherwise it is a general mail shipping label. CR defaults to N.

This concludes the ending routine of the Freight Entry Program. Upon completion of the update, the screen is cleared of input information, and the program returns to the order number input to await further entries.

Technical Notes

At the conclusion of the header portion, the header record is updated in the Sales Orders Freight Manifest File (SOFRTM). At the end of each line-item entry, the line-item records are updated in the same file. The update following the ending routine updates the header record as to whether labels have been printed or not, and the line-items to the bulk rate if so desired.

Inventory quantities or weights are not affected.

FILES USED - SMCNTL, ARCUST, SOFRTM, ARSHIP, SOTABL, SOZONE, SORDER, ARTAXT, ARPHOX, ARCALX, ICWHSE

FILES UPDATED – SOFRTM

How to enter orders into the freight manifest system

1. Open the Freight Entry program. You can access this program by selecting Sales Orders -> Shipping ->Freight Entry.

2. Enter the order number for this shipment.

    You can enter 3 types of documents on this screen:

    -a valid sales order number displays the header information for that sales order.

    -a valid freight order number displays the document.

    -a new freight document that is not a sales order. You enter a new order number that is not on file when shipping packages that do not appear on sales orders.

    You can press F2 to perform a search and display all freight entries for the current warehouse or F3 to change the current warehouse.

    Tip: If this order is a multi-warehouse order, the Freight Totals Display window will display. This displays each warehouse that is on this order with the warehouse code, description, ship via and freight amount, as well as the total amount of freight for all warehouses on this order. Press Enter (CR).

3. (Optional) If you enter an existing sales order or freight document, the system displays the document header information, such as the customer, ship via, zone, package total, charge information and freight line items for each package. For new freight documents complete steps 4-9. For existing fright or sales order documents, go to step 10.

4. (Optional) For new freight documents, enter the customer code. The system displays the customer's assigned ship-to number, the ship via in the Ship-To Record, the default zone from the Ship-To Record; you can modify these values.

5. (Optional--For new freight documents) In the Com/Res input indicate whether this delivery is a C-commercial or R-residential UPS ground delivery. The system displays the default value for the ship-to address.

6. (Optional--For new freight documents) In the Dept enter the valid general ledger department number that is approving this shipment as necessary. This input is initially skipped. Press Enter (CR) initially default to the general ledger department number assigned to the terminal. Press F2 to perform a search.

7. (Optional--For new freight documents) In the line-item portion of the screen:

    In the WGT input, enter the weight of the package to be shipped (1-70). You can also enter L for letter service if the ship via is UPS RED, UPS 1ST, UPS BLU, or UPS 2ND or if the zone contains a Canadian air zone (87-89) or international zone (900-912, 921-932). Press Enter (CR) to initially default to the weight set up as the Default Weight in the Shipping Control Record.

    In the Tracking/ID# input, enter the tracking/id number. Press Enter (CR) to default to blanks.

    In the DCLRD VALUE input, enter the amount (0-99999.99) the user wants to declare as the value for the package. This amount is used to calculate insurance charges. If the carrier is UPS, there is no insurance charge for any value less than $100.00.

8. (Optional--For new freight documents) Press Enter (CR) to accept the new line on the freight manifest.

    The system displays the messages: Print Shipping Label for This Line? or Print UPS C.O.D. label for this line? only if the Label at Each Line Item flag of the Shipping Control F/M is set to M (maybe). Enter Y or N to indicate whether a shipping label is to be immediately printed for this line-item. If you enter Y, the program prints a shipping label, UPS shipping label, or a UPS C.O.D. label, depending on the ship via. The printer is defined in the SM Program F/M for the Shipping Label Print Program (SOP410), UPS Shipping Label Print Program (SOP450), or UPS C.O.D. Label Print Program (SOP420).

    Press Enter (CR) to default to Y.

9. (Optional--For new freight documents) You can repeat steps 7 and 8 to enter more lines on the freight manifest then press F3 to end line items entry and go to the selection prompt.

10. At the selection prompt in the lower portion of the screen, you can perform the following functions:

    # - Changes a line-item

    L - Lists line-items

    A - Adds a line-item

    D - Deletes the order (if created from a sales order, the sales order is not affected)

    F2 - Changes the header

    F3 - Ends entries and proceeds to the ending routine

11. The system displays the message: Update freight on order? if the freight entry order number is a current sales order. The total freight charge for the order is displayed in the bottom right of the header. The current freight charge for the sales order is displayed. Enter whether this amount should be up dated to the freight field on the actual order. You can enter N-no, do not update the sales order, A-add the total freight charge to the existing amount on the sales order, or R -replace the current freight amount on the sales order with the total freight charge. Press Enter (CR) to default to N.

12. The system displays the message: Print Shipping Labels Now? Enter N or Y to indicate whether to print the shipping labels for this order now. If you enter a Y, the program prints one label for each package. If the ship via is UPS the label printed is a UPS shipping label otherwise it is a general mail-shipping label. Press Enter (CR) to default to N.

13. The system returns you to the Order input so you can enter freight or press F4 to exit the program.

Freight Inquiry (SOI410)

Function

This program allows you to view any shipment in process or any past shipment.

Open freight orders (in process) can be viewed by a warehouse, or customer. Past freight orders are also customer and warehouse specific, as well as date sensitive.

The inquiry displays the documents as they appeared in Freight Entry, with two exceptions: when the current warehouse is set to ALL, the warehouse for the freight order is displayed, and if viewing the past freight orders, the date of shipment appears.

The Freight Inquiry is helpful in tracking shipments for customers and/or warehouses. It also enables user to find out exactly what date a sales order or package was shipped.

User Inputs

The following inputs are involved in displaying freight document inquiry information:

1. Document Type

Enter whether to display **O-**open freight orders or **P-**past freight orders. After the user selects a document type the appropriate display (OPEN or PAST) appears in the top center of the screen. Open documents are freight orders that have not been updated in the Manifest Print Program; past documents have been updated. CR defaults to O.

2. Date

If O was entered in input #1, this input is skipped. Enter the date of shipment, before which, no shipment is displayed. For example, if June 1, 1989 were entered, only documents that were shipped on or after June 1, 1989 are listed for display. CR skips to input #5, and allows the user to view documents for a selected customer. F1 defaults to the first date on file for the company and warehouse and displays the warehouse, date shipped, customer number, order number, ship-to number, ship via and address 1. F3 selects warehouse.

3. Order

If P was entered in input #1, this input is skipped. Enter the freight order number to display. Entering a valid freight order number displays the document. F2 allows a search (ref. 30). F3 selects warehouse.

If the user selects F2, the program prompts the user for the beginning document number to search from. Displayed are the warehouse, the order number, the customer number, the ship-to number, the ship via, address 1, and the number of packages on the order. Enter a freight order number that serves as a beginning point to list from, or enter the line number that contains the desired

document to be displayed. CR defaults to the next screen of documents (if at the end of the file or at the beginning of the file CR lists from the first on file).

4. Warehouse

This input is skipped unless the user selects F3 at input #2 or 3. The program displays the current warehouse code and its description. The current warehouse is the warehouse that determines which documents are displayed. If a document was not shipped from the current warehouse, the user is only able to view the document after changing the current warehouse to match that of the document. Enter a valid warehouse code. F2 allows a search (ref. 30). F3 selects ALL warehouses, and all documents are displayed.

5. Customer

Enter the customer number of the customer for which documents are to be displayed. Any document that was not shipped to the selected customer is not displayed. Entering a valid customer number displays the customer name, and prompts the user for a beginning document number to search from. Displayed are the warehouse, the order number, the ship-to number, the ship via, address 1, and the number of packages on the order. Enter a freight order number that serves as a beginning point to list from, or enter the line number that contains the desired document to be displayed. CR defaults to the next screen of documents (if at the end of the file or at the beginning of the file CR lists from the first on file).

After selecting a document to display, the user can enter another document number to display or CR displays the next document on file meeting the selected criteria (open/past, warehouse, and/or customer), or enter the beginning date from which to list.

Technical Notes

If the user selects open the program reads through the Sales Orders Freight Manifest File (SOFRTM) or if past orders are selected, the program reads through the Sales Orders Freight History File (SOFRTH). Any freight order that meets the criteria is listed for selection. The Accounts Receivable Customer File is accessed as needed for customer descriptions and searches.

FILES USED - SMCNTL, ARCUST, SOFRTM, ARPHOX, ARCALX , SOFRTH

FILES UPDATED - NONE

```
┌──────────────────────────────────────────────────────────────────────────┐
│ ▓ Freight Inquiry (SOI410)                           │S│W│R│_│□│X│         │
│ Help                                                                       │
│                                                                            │
│                                                                            │
│ 01-Demo Company            OPEN FREIGHT INQUIRY   WH 01   ORDER    SOI410  │
│ CUSTOMER                                                                   │
│ SHIP-TO                                                                    │
│                                    SHIP VIA                                │
│                                       ZONE                    DEPT         │
│                                                                            │
│                                                                            │
│ LN WH  ORDER   CUSTOMER SHIP-TO PKGS SHIP VIA      ADDRESS                 │
│  1 01 009000      C100    S100    2 UPS GROUND     Atlanta, GA 30223       │
│  2 01 009999      C100    S100    2                                        │
│                                                                            │
│                                                                            │
│                                                                            │
│                                                                            │
│                                                                            │
│                                                                            │
│ END OF FILE FOR THIS WAREHOUSE                                             │
│ ENTER BEGINNING DOCUMENT, LN# TO SELECT, CR-NEXT, F4-BACKUP ......         │
│                                                                            │
│ ┌────────────────────────────────────────────────────────────────┐       │
│ └────────────────────────────────────────────────────────────────┘       │
└──────────────────────────────────────────────────────────────────────────┘
```

Shipping Label Print (SOP410)

Function

This program allows you to print general mail shipping labels for sales orders and freight orders.

The Shipping Label Print Program is identical to the UPS Shipping Label Print Program in the way each works. The difference between the two is the output. This program prints a label 4 1/8 x 2 15/16 inches. The UPS shipping label is 2 15/16 x 5 3/4 and subscribes to UPS regulations.

This program is also called by the Freight Entry Program when printing freight orders with a ship via other than UPS.

The user is able to print up to 99 labels for each document entered. The user is also able to print shipping labels for freight and sales orders by warehouse.

```
┌─────────────────────────────────────────────────────────────────────────┐
│  ◥ Shipping Label Print (SOP410)                              _ □ ✕     │
├─────────────────────────────────────────────────────────────────────────┤
│  Help                                                                     │
│                                                                           │
│  01-FACTS 7.5 Development        SHIPPING LABEL PRINT              SOP410  │
│                                                                           │
│  ALIGNMENT  N                                                             │
│                                                                           │
│  WAREHOUSE  | . .                                                         │
│                                                                           │
│  DOCUMENT          # LABELS                                               │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│  ENTER WAREHOUSE TO PRINT (CR=01), F4-BACKUP                              │
│                                                                           │
├─────────────────────────────────────────────────────────────────────────┤
│  ┌─────────────────────────────────────────────────────────────────┐    │
│  └─────────────────────────────────────────────────────────────────┘    │
└─────────────────────────────────────────────────────────────────────────┘
```

User Inputs

The following inputs are involved in the printing of shipping label orders:

1. Alignment

(Ref. 1)

2. Warehouse

Enter the valid warehouse code that shipped the freight orders or sold the sales orders. Entering a valid warehouse code displays the warehouse description. CR defaults to the warehouse assigned to the terminal.

3. Document Number

Enter the document number(s) for which to print labels. The entry must be a valid document number. If the document entered is deleted or voided, a message to this effect is displayed and the entry is not accepted. CR defaults to ALL, and prints one label for each package on every freight order for the selected warehouse.

4. Number Of Labels

If ALL is entered in input #3, this input is skipped. Enter the number of labels to print for the order number entered in input #3. If the order number is a valid freight order number CR defaults to the number of packages entered for the order in the Freight Entry Program.

Technical Notes

Printing labels proceeds by reading through the Sales Orders Freight Manifest File (SOFRTM) beginning with the first order number entered. If the warehouse is improper, the freight order is skipped. If the order is not a valid freight order, the program accesses it in the Sales Orders Order File (SORDER).

FILES USED - SMCNTL, ARCUST, ARSHIP, SORDER

FILES UPDATED - SOFRTM

UPS Shipping Label Print (SOP450)

Function

This program allows you to print regulation UPS shipping labels for sales orders and freight orders.

The UPS Shipping Label Print Program is identical to the Shipping Label Print Program in the way each works. The difference between the two is the output. This program prints a UPS shipping label of 2 15/16 x 5 3/4 inches that subscribes to UPS regulations. The Shipping Label Print Program prints a general mailing label 4 1/8 x 2 15/16 inches.

This program is also called by the Freight Entry Program when printing freight orders with a ship via that is UPS.

The user is able to print up to 99 labels for each document entered. The user is also able to print shipping labels for freight and sales orders by warehouse.

User Inputs

The following inputs are involved in the printing of shipping label orders:

1. Alignment

(Ref. 1)

2. Warehouse

Enter the valid warehouse code that shipped the freight orders or sold the sales orders. Entering a valid warehouse code displays the warehouse description. CR defaults to the warehouse assigned to the terminal.

3. Document Number

Enter the document number(s) for which to print labels. The entry must be a valid document number. If the document entered is deleted or voided, a message to this effect is displayed and the entry is not accepted. CR defaults to ALL, and prints one label for each package on every freight order for the selected warehouse.

4. Number Of Labels

If ALL is entered in input #3, this input is skipped. Enter the number of labels to print for the order number entered in input #3. If the order number is a valid freight order number CR defaults to the number of packages entered for the order in the Freight Entry Program.

Technical Notes

Printing labels proceeds by reading through the Sales Orders Freight Manifest File (SOFRTM) beginning with the first order number entered. If the warehouse is improper, the freight order is skipped. If the order is not a valid freight order, the program accesses it in the Sales Orders Order File (SORDER).

FILES USED - SMCNTL, ARCUST, ARSHIP, SORDER

FILES UPDATED - SOFRTM

UPS C.O.D. Label Print (SOP420)

Function

This program allows you to print regulation UPS C.O.D. labels for sales orders and freight orders.

Even if the user is not using a computerized manifest system, this program can be run to print multiple C.O.D. labels. Enter the information in Freight Entry or pull over the sales order, and enter the C.O.D. amount for each package. Then, by running this program, labels are printed for each individual package; or enter the invoice number and C.O.D. amount through this program. The UPS C.O.D. Label Print Program prints all the required data on the preprinted UPS C.O.D. label.

According to the **Use Alt Ctl #** flag in the Shipping Control Record, the system prints the invoice or freight order number on the label as well as the preprinted UPS number. If the alternate control number is used, UPS tracks the C.O.D. package through the number, and does not track it by the preprinted number. What this means to the user: any time UPS documents pick-up, delivery, or transfer of a package, the alternate control number is used. Therefore, if the user wants to trace a package given to UPS, the number UPS needs the sales or freight order number.

The user is also able to print C.O.D. labels for freight and sales orders by warehouse.

User Inputs

The following inputs are involved in printing a C.O.D. label:

1. Alignment

(Ref. 1)

2. Date

Enter the date of shipment that is to print on the C.O.D. label (ref. 10). If using the manifest system, this date must match the manifest date. CR defaults to the system date.

3. Warehouse

Enter the valid warehouse code that shipped the freight orders or sold the sales orders. Entering a valid warehouse code displays the warehouse description. CR defaults to the warehouse assigned to the terminal.

```
┌─────────────────────────────────────────────────────────────────────────┐
│ 🖳 UPS C.O.D. Label Print (SOP420)                        S W R _ □ ✕    │
│ H̲elp                                                                      │
├─────────────────────────────────────────────────────────────────────────┤
│ 01-Demo Company              UPS C.O.D. LABEL PRINT             SOP420    │
│                                                                           │
│ ALIGNMENT N                                                               │
│                                                                           │
│ DATE SYSTEM DATE 06/14/02                                                 │
│                                                                           │
│ WAREHOUSE 01 Atlanta Warehouse                                            │
│                                                                           │
│ DOCUMENT |......   C.O.D. AMOUNT                                          │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│ ENTER WAREHOUSE TO PRINT (CR=01), F4-BACKUP                               │
│                                                                           │
└─────────────────────────────────────────────────────────────────────────┘
```
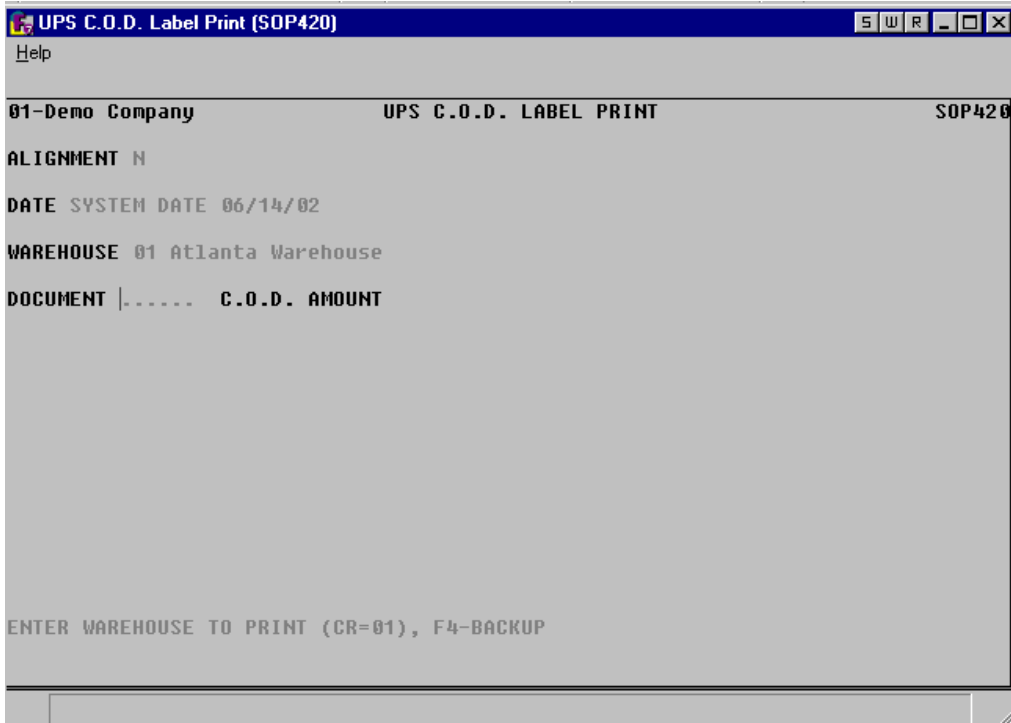
4. Document Number

Enter the document number(s) for which you need to print labels If the document entered is deleted or voided, a message appears to this effect and the entry is rejected. CR defaults to ALL, and prints one label for each package on every freight order for the selected warehouse.

5. C.O.D. Amount

If a valid freight order number is entered at input #4 this input is skipped and MANIFEST appears on the screen, which indicates that the amount comes from the line-items on the order. Enter the dollar amount that should appear on the label; this is the amount the UPS delivery person needs to collect upon delivery. If the document is an invoice, CR defaults to the document total.

Technical Notes

Printing labels proceeds by reading through the Sales Orders Freight Manifest File (SOFRTM) beginning with the first order number entered. If the warehouse is improper, the freight order is skipped. If the order is not a valid freight order, the program accesses it in the Sales Orders Order File (SORDER).

FILES USED - SMCNTL, ARCUST, ARSHIP, SORDER

FILES UPDATED - SOFRTM

Freight Manifest Print (SOP430)

Function

This program enables you to print manifests for computerized shipping systems and when complete, remove the manifest and post to a history file.

This program prints a summary of all line-items (packages) in the Sales Orders Freight Order File that possess the required criteria.

UPS asks that the manifest be printed on 8 1/2 x 11 inch paper, and since the manifest is 132 columns wide, it is recommended that compressed print be used.

Manifest information includes the following: manifest date, shipper's address and number, invoice number, consignee and the consignee's address, UPS zone, package weight, freight charge, C.O.D. amount, declared value, and if the package uses the GroundTrac service, if it is oversized or if a call tag has been issued. The manifest also sub-totals every one hundred packages. A summary is printed for each zone, including the number of letters, number of packages, total weight, total freight charge, number of C.O.D. packages, total C.O.D. charges, total insurance charge, and total number of call tags. The summary concludes with the total number of GroundTrac packages on the manifest, total number of C.O.D. packages, total C.O.D. charges, and total UPS revenue.

The user is also able to print manifest by warehouse and multiple warehouse. If printing by multiple warehouse, the program uses the shipper number from the first warehouse code entered.

User Inputs

The following inputs are involved in printing a shipping manifest:

1. Date

Enter the date of the shipment that is to print on the manifest (ref. 10). This is the date the manifest was picked up by UPS. F1 defaults to the system date.

2. Ship Via

Enter the ship via that the manifest is supposed to print for. Ship Via codes are set up and maintained in the Ship Via F/M. **NOTE:** The program reads through the Freight Orders File and gets the ship via from the document. If any of the letters in the document ship via are in the same order as all the letters in the entered ship via, the manifest prints. For example, if the user enters UPS1ST, the system would print all freight orders with UPS1ST or UPSRED in the ship via. Also, if the user enters UPS, the system prints all freight orders with UPS in the ship via. F2 allows a search.

3. Warehouse

Enter the valid warehouse code that shipped the freight orders. Entering a valid warehouse code displays the warehouse description and the UPS shipper number that prints on the manifest. CR defaults to the warehouse assigned to

the terminal. F3 defaults to ALL and uses the shipper number of the first warehouse code on file. F2 allows a search.

4. Post manifest just printed to history file?

Upon completion of printing enter **N** or **YES** to indicate whether to remove the manifest and its packages from the Sales Orders Freight Orders File, and to create the history for this manifest in the Sales Orders Freight History File. **NOTE:** It is recommended that the manifest is removed after all the boxes for that shipment have been entered. Otherwise, freight orders will continue to be added to the manifest.

Technical Notes

Printing a manifests proceeds by reading through the Sales Orders Freight Manifest File (SOFRTM). If the warehouse is improper, the freight order is skipped.

As the program finds manifests that meet the criteria, they are printed and their information accumulated in order to print a recap at the end.

The optional update removes the records from the Sales Orders Freight Orders File (SOFRTM) and writes out the summary to the Sales Orders Freight History File (SOFRTH).

FILES USED - SMCNTL, SOFRTM, SOFRTH, SORDER

FILES UPDATED - SOFRTM, SOFRTH

Manifest Print (SOP430)

Template   Print Options

Date	07/15/1997
Ship Via	UPS
Warehouse	01
Pickup Record #	000000000

Atlanta Warehouse

UPS Shipper #: GA 293-104

Template
None

Printer
Genicom Line Printer

OK

Cancel

Enter Date of Manifest to Print, F1-System Date

Manifest Print (SOP430)

Help

```
01-FACTS 7.5 Development        Manifest Print               SOP430

Date   System Date

Ship Via  UPS

Warehouse  01 Atlanta Ware

Pickup Record #      000000000

UPS Shipper Number: GA 293-104




- Template ─────────────    - Printer ───────────────
  None                        WindX Laser

CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit
```

Freight History Report (SOR410)

Function

This program enables you to print a history of the manifests that have been shipped.

The report shows the manifest as it appeared the day the carrier picked up the shipment. This is helpful in finding out when an order was shipped, what day it went out, etc.

Report information includes the following: manifest date; shipper's address and number; invoice number; consignee and the consignee's city, state, and zip code; UPS zone; package weight; freight charge; C.O.D. charge and amount; declared value; insurance charge; the total charge; whether the order uses the GroundTrac service; and whether the package is oversize or a call tag has been issued.

The user has the option to:

- Print the history for a certain time period.
- Select warehouse to print.
- Select ship via to print.

User Inputs

 The following inputs are involved in printing a Freight History Report:

1. Beginning Date

Enter the earliest date of shipment on a manifest to be included on the report (ref. 10). Manifests that were shipped before this date do not print. F1 defaults to FIRST.

2. Ending Date

Enter the last date of shipment on a manifest to be included (ref. 10). Manifests shipped after this date do not print. F1 defaults to LAST.

3. Ship Via

Enter the ship via that manifest used. Ship Via codes are set up and maintained in the Ship Via F/M. **NOTE:** The program reads through the Freight Orders File and gets the ship via from the document. If any of the letters in the document ship via are in the same order as all the letters in the entered ship via, the manifest prints. For example, if the user enters UPS1ST, the system prints all manifest packages with UPS1ST or UPSRED in the ship via. Also, if the user enters UPS, the system prints all manifest packages with UPS in the ship via. F2 allows a search. F1 defaults to all.

4. Warehouse

Enter the valid warehouse code that shipped the manifests. Entering a valid warehouse code displays the warehouse description. CR defaults to the warehouse assigned to the terminal. F3 defaults to ALL. F2 allows a search.

5. Department

Enter the GL department for which to print. Only manifests assigned to the GL department entered will print on the report. The entry must be a valid GL department. F1 defaults to all GL departments. F2 allows a search.

6. Remove documents just printed?

Upon completion of printing enter **N** or **Y** to indicate whether to remove the documents from the sales orders freight history.

 NOTE: UPS requires that these records be kept on file for one year.

```
Freight History Report (SOR410)                         _ □ ×
Help

01-FACTS 7.5 Development     Freight History Report           SOR410

Beginning Date  First

Ending Date  Last

Ship Via  All

Warehouse  01 Atlanta Wareh

Department  All




— Template ──────────        — Printer ──────────────
   None                         WindX Laser

CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit |.
```

Technical Notes

Printing a manifest proceeds by reading through the Sales Orders Freight History File (SOFRTH). If the warehouse or ship via is improper, or if the manifest was shipped before the beginning date or after the ending date the freight order is skipped. As the program finds manifest histories that meet the criteria, they are printed.

The optional update removes the records from the Sales Orders Freight History File (SOFRTH).

FILES USED - SMCNTL, SOFRTM, SORDER

FILES UPDATED - SOFRTH

UPS Chart Print (SOP440)

Function

This program allows you to print a zip code to zone conversion chart or a rate chart based on weight and zone.

Both of these charts are required by UPS, when using their computerized manifest system.

The Zone Chart prints a listing of each warehouse's zip-zone conversion. It shows the zip code prefix and the zone for that prefix.

The Weight Chart prints the rates for one pound to seventy pounds for the zones selected. Printed are the zone, the pounds, and the rate.

User Inputs

The following inputs are involved in the printing of a UPS chart:

1. Chart

Enter whether to print **Z** -a zip to zone conversion or **W-**a rate chart for each weight in a selected zone. CR defaults to Z.

2. Warehouse

If W was entered at input #1, this input is skipped. Enter a valid warehouse code for which to print. Entering a valid warehouse code displays its description. The zones for different zip codes differ depending on the location of the shipping warehouse. In this way, UPS can publish a rate chart for each zone that is good throughout the continental United States. CR defaults to the warehouse assigned to the terminal. F2 allows a search.

After entering a valid warehouse code the program proceeds to input #5.

3. Beginning Zone

Enter the beginning UPS zone to include on the chart. F1 defaults to FIRST.

4. Ending Zone

Enter the ending UPS zone to include on the chart. F1 defaults to LAST.

5. Ground Delivery Type

This input is applicable only to zones 2-8, both commercial and residential ground deliveries; otherwise, it is skipped. Indicate whether to print weight charts for **C**-commercial, **R**-residential, or **B**-both types of ground delivery zones. CR defaults to B.

UPS Chart Print (SOP440)

Template   Print Options

Chart   Z - Zone

Warehouse   01   Atlanta Warehouse

Beginning Zone

Ending Zone

Ground Delivery Type   B - Both

Template   Printer   OK
None   Genicom Line Printer   Cancel

Print Zone or Weight Chart? (Z/W)

UPS Chart Print (SOP440)

Help

```
01-FACTS 7.5 Development        UPS Chart Print                    SOP440

Chart  Z  Zone

Warehouse  01  Atlanta Warehouse

Beginning Zone

Ending Zone

Ground Delivery Type




— Template ——————————        — Printer ——————————
   None                              WindX Laser

CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit .
```

Technical Notes

Depending on the chart desired, the system runs one of two overlays.

If a Zone Chart is needed, printing begins by reading through the Sales Orders Zone File (SOZONE). All zip code prefixes on file for the selected warehouse are printed.

If a Weight Chart is needed, printing begins by reading through the Sales Orders Weight Table File (SOTABL). If the zone is the same or after the beginning zone and the same or before the ending zone, it is printed.

FILES USED - SMCNTL, SOTABL, SOZONE

FILES UPDATED - NONE

Contract Pricing

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

The programs available in this subsystem are:

Contract Entry (SOE560), which is used to enter and/or maintain contract prices. You can also access a delete option for active contracts.

Contract Listing (SOR510), which is used to obtain a listing of selected existing contracts entered through the Contract Entry program.

Expired Contract Removal (SOU520), which is used to automatically remove expired contracts entered through the Contract Entry program.

Contract Hierarchy F/M (SOF550), which is used to set the hierarchy for contract prices.

Contract Pricing Processing Notes

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

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

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

Contract Scope

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

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

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

Contract Pricing

You can setup contract prices for a customer, customer price class, or all customers by an item, item price class, vendor or all items by pricing unit of measure. For example, you may give a specific customer a special price on an item or class of items, or may give all wholesale customers (one customer price class) a discount off the standard price on a specific item or a class of items. You can set up any one of the combinations.

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

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

minimum quantity of the item to sell along with the price per UM for that item. For example, if three quantity breaks are set up as follows:

Qty Break 1	10 ea. for $2.75 ea.
Qty Break 2	15 ea. for $2.50 ea.
Qty Break 3	20 ea. for $2.25 ea.

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

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

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

Suggested contract pricing makes the transition from expired contracts to new contracts smoother. Suggested contracts allow the user to create the new pricing contracts ahead of the day the old ones expire. The user runs the Update Suggested Contracts Program (after already having entered suggested contract prices through the Suggested Contract Entry). This is preferable to having a number of contracts expire on the same day and having to re-enter each of them before the next workday (so there are contracts the next day),). This update converts the suggested contracts that are entered at any point during the period, to contract prices.

Contracts Under Review

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

How FACTS determines when to use contract prices

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

- If the basis price level is lower than the entered level, the contract price is used.

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

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

Level	Actual Price	Basis/Multiplier	Which price used/how calculated
1	$25.00	Level 3/ 1.1000	Level 3 actual is basis - calculated price is 23.00 x 1.1 = 25.30
2	$24.00	Level 2/ 1.1000	Level 2 actual is basis - calculated price is 24.00 x 1.1 = 26.40
3	$23.00	Level 1/ .9500	Level 1 contract is basis - calculated price is 25.30 x .9500 = 24.04
4	$22.00	Level 3/ 1.0500	Level 1 contract is basis - calculated price is 24.04 x 1.0500 = 25.24
5	$21.00	Level 2/ 1.0500	Level 2 contract is basis - calculated price is 26.40 x 1.0500 = 27.72
6	$20.00	Level 6/ 1.000	Level 6 actual is basis - calculated price is 20.00 x 1.000 = 20.00

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

1) Using a basis and multiplier

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

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

2) Using a dollar amount

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

3) Using a change % (percent)

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

Commission Percentages

In addition to the three set up options for the standard price, price levels and quantity breaks, users may also enter a commission %. A sales order static record flag determines whether this commission flag is used throughout the costing/pricing subsystem. If the flag is turned off, the option to enter the commission % is never available. If the flag is turned on, each contract price that is set up will require the input of a commission %. When entering the commission %, the user may set the commission % to "no priority" (blank) indicating that commission is not generated based on the price being set up. (If the item is set to "no priority", any commission % entered in the contract pricing system will be ignored). (For more information on commissions, refer to the commission basis flag set in the Company Control F/M program in the *System Management* Manual.)

Contract Hierarchy

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

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

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

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

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

Highest Priority	Customer/Item
	Customer/Item Price Class
	Customer/Vendor
	Customer/All Items
	Customer Price Class/Item
	Customer Price Class/Item Price Class
	Customer Price Class/Vendor
	Customer Price Class/All Items
	All Customers/Item
	All Customers/Item Price Class
	All Customers/Vendor
Lowest Priority	All Customers/All Items

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

If the system should use the lowest contract price available regardless of the
hierarchy, there is an option to have the system always select the lowest price.
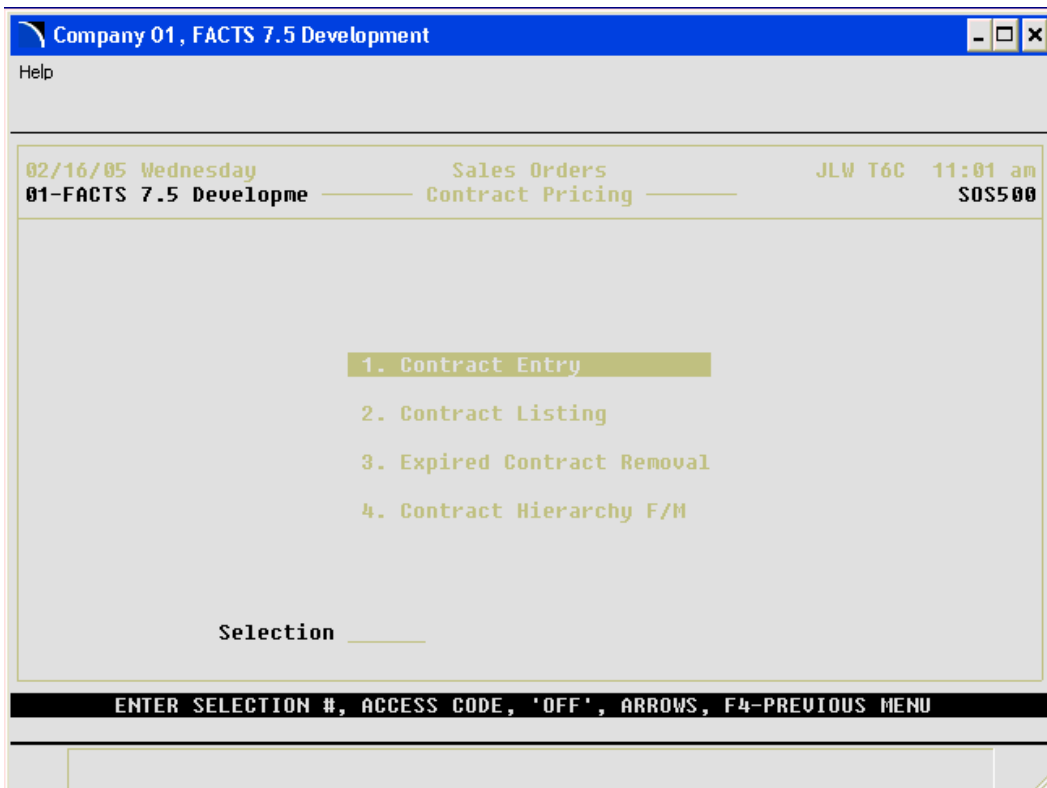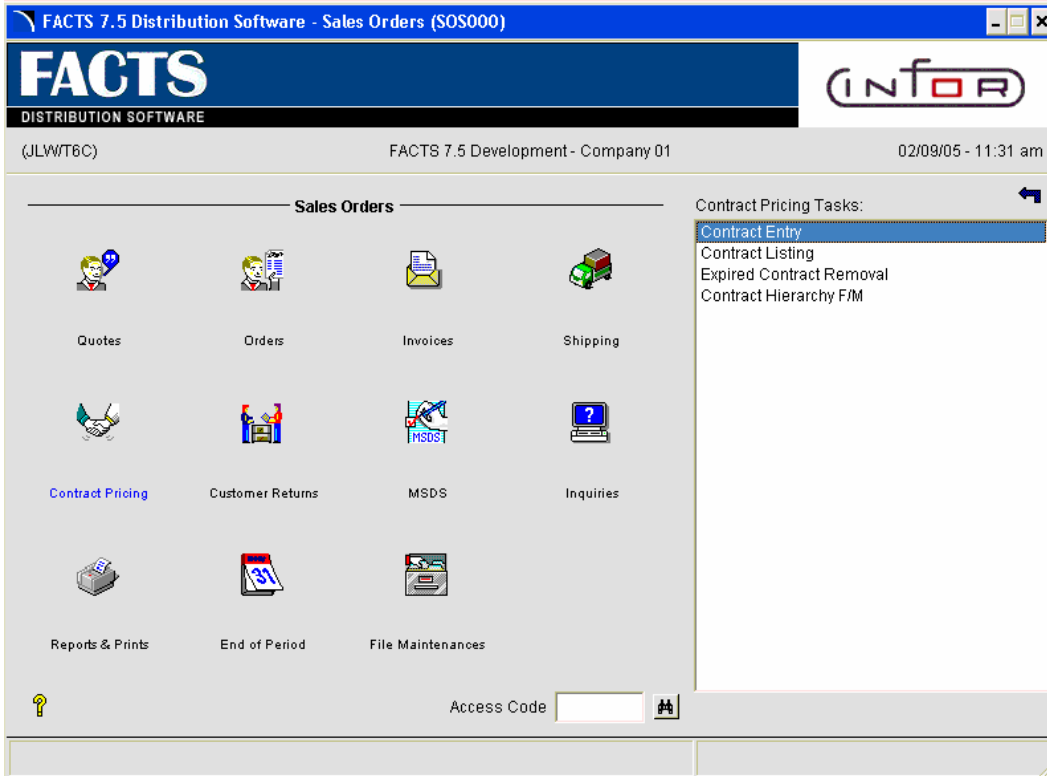
Contract Entry (SOE560)

FUNCTION

The Contract Entry program allows users to enter and/or maintain contract prices. The entry screen consists of four sections:

- header, where you enter the customer scope, item scope, pricing UM, effective date and expiration date.
- standard pricing, where you enter contract standard pricing and commission information for the customer/item scope selected.
- price level pricing information, where you enter contract price level and commission information for the customer/item scope selected.
- quantity break pricing information, where you enter contract quantity breaks, prices and commission information for the customer/item scope selected.

Processing Details

The following functionality is available:

- Contract Price by Ship-To: You can specify that a contract is valid for all customer ship-to addresses or for only designated ship-to addresses.
- Copy Contract: Any new contract can be copied from an existing contract.
- Contract Price by Warehouse: Any contract can be valid for all shipping warehouses or only the warehouses you specify.
- Shipment Type Designation: For each contract, you can specify whether the pricing is valid for warehouse shipments, direct shipments or both.
- Multiple Scopes for One Contract: Instead of creating the same contract more than once for a few customers or items, you can simply create the contract and then assign which customers/ship-tos, items, warehouses, and vendors the contract applies to.
- "Under Review" Flag: Instead of having suggested contracts, you can enter contracts in Contract Entry with an effective date. If you want to ensure that the contract does not take effect until it's been reviewed even after the effective date, select the Under review this flag to prevent the contract from taking effect. Fields for Review Date and Reviewer are also available.
- Rounding Codes: Each contract can be assigned a flexible rounding code, which can round prices up or down to a specified cents (i.e., to .99) and/or dollar increment (i.e., the nearest $5.00). The rounding codes are completely user-defined.
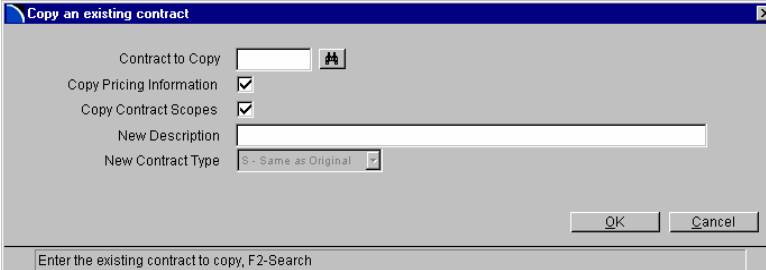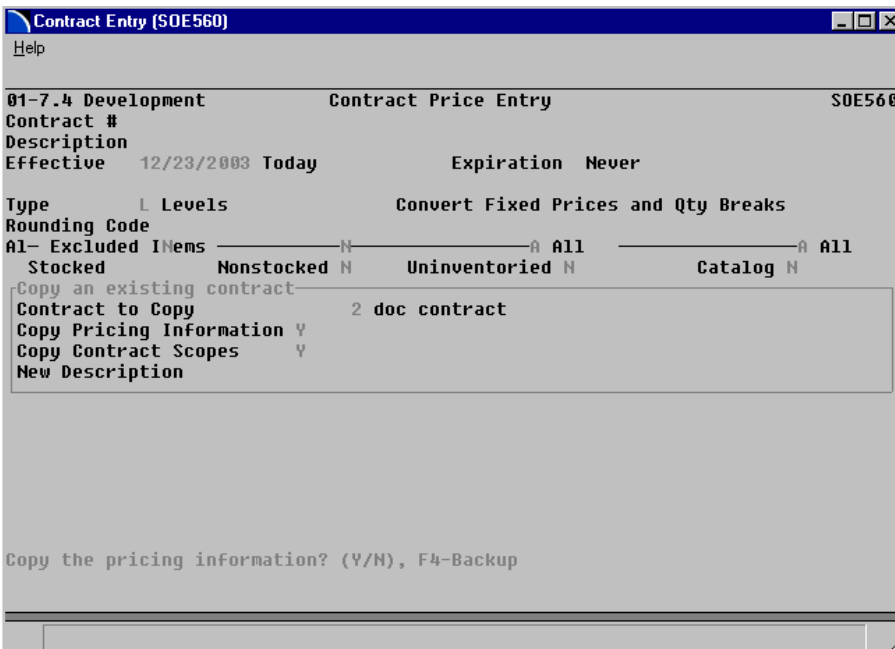
User inputs

1.   Contract #

Enter the contract number to assign to this document. Press F1 or ▶ to use the next contract number on file. Press F2 or ⛏ to search.

To copy a contract, press F3 or [icon].

The system displays a copy dialog box where you can select the contract to copy, and enter a new description. The system loads the new contract for the user to edit. When you create a contract by copying it will force the Awaiting Review flag to default to Yes.

2.   Description

Enter the contract description.

3.   Effective Date

Enter the effective date of this suggested contract price record. Press [icon] to default to Always. Press **Enter** to default to the system date. When running the Update Suggested Contracts program, a cutoff date is entered and effective dates up to that cutoff date are updated.

4.   Expiration Date

Enter the expiration date of this suggested contract price. Press ▶| to default to
Never. Press **Enter** to default to the system date. When running this Remove
Contracts program, a cutoff date is entered and expiration dates up to that
cutoff are removed. On any date after the expiration date, the contract price is
not eligible for the price search program in the sales order entry programs.

5.   Type

Select a contract price type--Levels or Quantity Breaks. Refer to the Contract
Pricing topic for details about contract price types.

6.   Convert Fixed Prices and Qty Breaks

If the contract is for a specific item and a specific UM, indicate whether the fixed prices and/or
quantity break prices for this item and UM should be used as the default to calculate prices for other
quantity break and/or fixed price UMs that do not have contract prices set up. For example, a
quantity break price is set up for $5.00 EA for a minimum of 10 (10 EA /BX). If on the sales order 1 BX
is sold the system would calculate a price of $50.00 BX. Or, a fixed price is set for $1.00 EA , if there
are 10 each per box, and a line is entered on a sales order with a UM of 'boxes' the system would
calculate a price of $10.00 BX.

7.   All Customers

Indicate whether this contract is for all customers.

If the contract is marked as valid for all customers, the Customers button is
disabled. If you enter any information on the Customer Scope screen, then the
system changes the All Customers prompt to selected (flag to "Yes)", and the
system displays a message prompting for whether to remove all entries from
the Customer Scope screen. If you select to not remove the Customer Scope
information, the All Customers prompt will remain selected.

If you don't select the All Customers prompt and do not enter any information
on the Customer Scope screen, the system will not allow you to exit.

8.   All Items

Indicate whether this contract is for all items.

OR

Press the Item button or press F1 to access Item Scope Entry (SOE563) to define
the customers for the contract.

If the contract is marked as valid for all items, the Items button is disabled. If
you enter any information on the Item Scope screen, then the system changes
the All Items prompt to selected (flag to "Yes)", and the system displays a

message prompting for whether to remove all entries from the Item Scope screen. If you select not to remove the Item Scope information, the All Items prompt will remain selected.

If you don't select the All Items prompt and do not enter any information on the Item Scope screen, the system will not allow you to exit.

9.   Whse Ships

Indicate if the contract is valid for warehouse ships. If the Whse Ships prompt is set to Yes, you must enter the shipping warehouses that the contract applies to on the Shipment Scope screen. If it is set to No or All, individual warehouses cannot be entered on the Shipment Scope screen.

To access the Shipment Scope Entry (SOE565) screen, press the Shipment button.

If you enter any warehouse information on the Shipment Scope screen, then the system changes the Whse Ships prompt to Yes, and the system displays a message prompting for whether to remove all warehouses from the Shipment Scope screen. If you select not to remove the Shipment Scope information, the Whse Ships prompt will remain selected.

10.   Direct Ships

Indicate if the contract is valid for direct shipments from vendors. If the Direct Ships prompt is set to Yes, you must enter the direct ship vendors that the contract applies to on the Shipment Scope screen. If it is set to No or All, individual vendors cannot be entered on the Shipment Scope screen.

To access the Shipment Scope Entry (SOE565) screen, press the Shipment button.

If you enter any vendor information on the Shipment Scope screen, then the system changes the Direct Ships prompt to Yes, and the system displays a message prompting for whether to remove all vendors from the Shipment Scope screen. If you select not to remove the Shipment Scope information, the Direct Ships prompt will remain selected.

Note: The system will not allow you to select No for both the valid for Direct Ships and the valid for Whse Ships prompts.

11.   Rounding Code

(Optional) Enter the rounding code to establish rounding rules for contract prices.

Note: The rounding code must setup in System Management→Files Maintenances→Rounding Code F/M.

12. Excluded Items:

In the Excluded Items section of the screen you can select to exclude the following item types from the contract scope: Stocked, NonStocked, Uninventoried, and Catalog

Highlight a contract price (for L-price level contract types) or break line (for Q-quantity contract types) and select to add pricing information. For L-price level contract types you can enter a standard price and price levels 1-6. For Q-quantity contract types you can enter break levels 1-6.

For Std Pr or Level 1-6:-

13.   Std Pr (Standard Price)

The standard price may be entered as a basis and multiplier, a set price or a change %.

Basis: The valid options for basis for standard price are as follows: list price, manual cost, sales order entry cost, standard price, any price level.

Mult: The multiplier for the standard price.

-OR-

Price: The set price for the contract price line. (If you select N/A as the basis you can enter a set price in this input.)

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

14.   Level 1-6 (Level Price)

The level price may be entered as a basis and multiplier, a set price or a change %.

Basis: The valid options for basis for level price are list price, manual cost, sales order entry cost, standard price, any level price or quantity break price (entered in Costing and Pricing programs located in the Inventory Control module).

Mult: The multiplier for the level price.

-OR-
Price: The set price for the contract price line. (If you select N/A as the basis you can enter a set price in this input.)

Commission %: In addition to the three set up options for the price levels, you can also enter a commission %. A Inventory Control static record flag determines whether this commission flag is used throughout the costing/pricing subsystem. If the flag is turned off, the option to enter the commission % is never available. If the flag is turned on, each contract price that is set up will require the input of a commission %. When entering the commission %, you can set the commission % to "no priority" (blank) indicating that commission is not generated based on the price being set up. (If the item is set to "no priority", any commission % entered in the contract pricing system will be ignored). (For more information on commissions, refer to the commission basis flag set in the Company Control F/M program in the System Management module.)

-OR-
For Break 1-6:-

15.   Break Qty

Enter the minimum quantity that must be sold on a sales order document in order to utilize the price from the level. Quantity break is always defined in the selling unit of measure.

For example, the standard price of I100 is $10.00 ea., the break 1 price is $9.75 and the break 2 price is $9.50. In order to receive a price of $9.75 the customer must purchase a minimum of 50. In order to receive a price of $9.50 the customer must purchase a minimum of 100. Therefore break 1's quantity is 50 and break 2's quantity is 100.

If the contract is for a non-specific item, i.e., item price class, vendor or all items, the quantity break will apply to any item in that group of items regardless of UM. For example, if 10 is set as the quantity for quantity break 1, it would apply to 10 boxes of widgets as well as 10 cases of wickets (as long as widgets and wickets were within the same item scope defined on the contract).

16.   (Quantity Break) Price

If the contract is for a specific item, the quantity break price may be entered as a basis and multiplier, a set price or a change %. If the contract is for a non-specific item (i.e., item price class, vendor or all items), the quantity break price may be entered as a basis and multiplier. The valid options for basis for quantity break prices are as follows: list price, manual cost, sales order entry cost, standard price, quantity break price (up to the level being entered, e.g., if quantity break 3 is being entered, you may enter 1 - 3 as the basis for quantity break 3).

Basis: The valid options for basis for quantity break price are list price, manual cost, sales order entry cost, standard price, any quantity break price or level price(up to the level being entered, e.g., if quantity break 3 is being entered, you may enter 1 - 3 as the basis for quantity break 3), entered in Costing and Pricing programs located in the Inventory Control module.

Mult: The multiplier for the quantity break price.

-OR-

Price: The set price for the contract quantity break price line. (If you select N/A as the basis you can enter a set price in this input.)

Commission %: In addition to the three set up options for the quantity break prices, you can also enter a commission %. An Inventory Control static record flag determines whether this commission flag is used throughout the costing/pricing subsystem. If the flag is turned off, the option to enter the commission % is never available. If the flag is turned on, each contract price that is set up will require the input of a commission %. When entering the commission %, you can set the commission % to "no priority" (blank) indicating that commission is not generated based on the price being set up. (If the item is set to "no priority", any commission % entered in the contract pricing system will be ignored). (For more information on commissions, refer to the commission basis flag set in the Company Control F/M program in the System Management module.)

Select 🖫 to save your contract pricing line.

You can highlight a pricing line and select:

D el or ✖   Delete. Deletes a highlighted pricing contact line

F3 or ⊗   Stop Stops adding contract pricing lines.

The following options are available; when a contract price record exists for the entered customer, item shipment and UM scopes:

V--Review   Accesses the Price Contract Review screen where you can mark/unmark a contract as awaiting review. Contracts awaiting review are not active.

U--Customers   Accesses Customer Scope Entry (SOE561) to enter any number of individual customers (with or without ship-tos) and any number of customer classes.

I--Items   Accesses Item Scope Entry (SOE563) to enter any number of specific items (with or without UM specifications), any number of item classes, and any number of primary vendors for a contract..

S--Shipping   Accesses Shipment Scope Entry (SOE565) to specify whether the contract is valid for drop ship lines.

R--Header   Accesses Price Contract Header Detail to allow you to modify contract information such as description, effective dates or contract scope details.

D—Done or F3   Completes the contract and returns you to the Contract # input so you can enter or modify additional contracts.

Menu Options

File➔Delete Contract

CUI Users: Press F10 to access menu options.

Use the Delete Contract option to delete active contracts. You must display the contract in the Contract Entry program and then select File➔Delete from the menu. The system displays the Delete Document screen asking whether to:

Delete the entire document? Select Yes to delete the document. Select No to
exit the screen and leave the document unchanged.

You can delete expired contracts using the Expired Contract Removal (SOU520)
program.

See Also

How to enter contract header information (customer scope, item scope, pricing UM, effective date and
expiration date)

How to add pricing information to contracts

How to add quantity break price information to contracts

How to edit existing contracts

01-FACTS 7.4 Development, Contract Price Entry (SOE560)

File　Help

Contract #　　10　　　　　　　　　　　　　　　　　***Awaiting Review***

Description　CWE specific cust test

Effective　01/06/2004　　|◄　　　　Expiration　　　　　　►|　Never

Type　L - Price Levels　　　　Convert Fixed Prices and Qty Breaks　☐

All Customers　☐　All Items　☑　　Whse Ships　A - All　　Direct Ships　A - All

Rounding Code　　　　🔍　None

Excluded Items

Stocked　☐　　　Nonstocked　☐　　　Uninventoried　☐　　　Catalog　☐

Break Qty　　　　　Basis　L - List Price　　Price

Mult　1.0000　　Comm %

Type	Basis	Mult	Price	UM	Comm%
Std Pr	List Price	1.0000			
Level 1					
Level 2					
Level 3					
Level 4					
Level 5					
Level 6					

[Review]　[Customers]　[Items]　[Shipping]　[Header]　[Done]

Contract Entry (SOE560)

Help

```
01-7.4 Development          Contract Price Entry                   SOE560
Contract #    5                        ***Awaiting Review***
Description  another doc contract
Effective    Always                    Expiration  Never

Type         L  Levels                 Convert Fixed Prices and Qty Breaks Y
Rounding Code  None
Al- Excluded IYems ————————N————————A All ——————————A All
  Stocked          Nonstocked N    Uninventoried N      Catalog N

  Break QtN                  Basis                    Price
                             Mult                     Comm %

Type    Basis          Mult     Price UM     Comm%
Std Pr
Level 1
Level 2
Level 3
Level 4
Level 5
Level 6
Header Detail, Review, Items
CR-Edit, F3-Done, F10-Menu .
Arrows: Up=Prev, Down=Next, Left/Right=Lines, PgUp, PgDn, Home, End   First line
```

Price Contract Review

Use the Price Contract Review screen to make contract inactive despite the effective dates.

To review a contract, select the Review option in Contract Entry to access the Price Contract Review screen. On the Price Contract Review when you select the Contract Inactive; Awaiting Review input, the system records the user id and date in the Review By and Review On inputs. You can toggle the Contract Inactive; Awaiting Review setting on and off to activate and deactivate a contract.
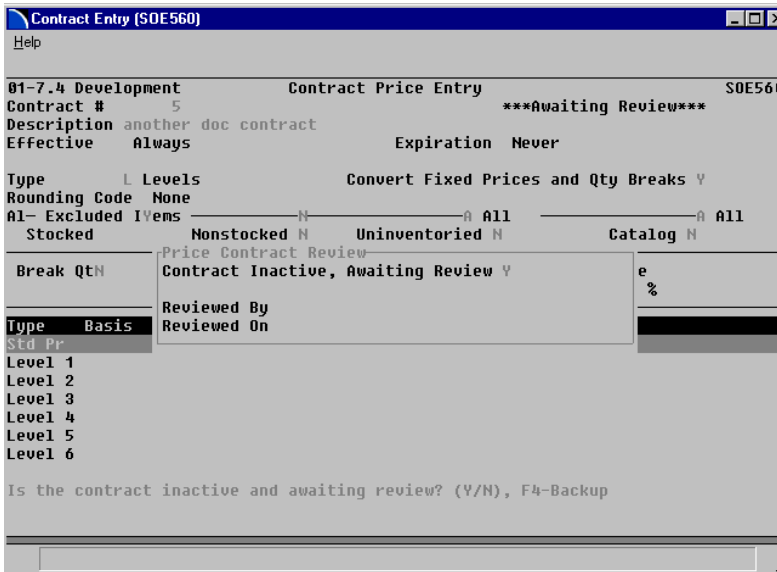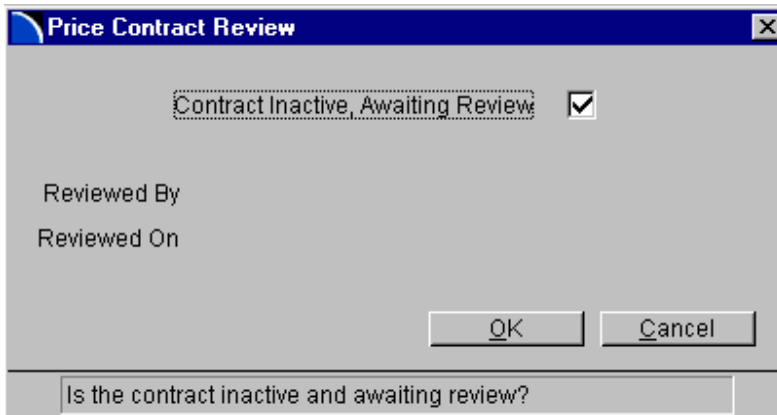
Price Contract Header Detail

Use the Price Contract Header Detail screen to modify contract pricing header information entered in Contract Entry (SOE560). You access the Price Contract Header Details screen by selecting the Header button on Contract Entry (SOE560).

General tab inputs

Input	Entry
Description	Enter the contract description.
Note	If the contract is waiting for review, the system displays Awaiting Review in the upper left portion of the screen.
Effective Date	Enter the effective date of this contract price record. Press to default to the system date. When running the Update Suggested Contracts program, a cutoff date is entered and effective dates up to that cutoff date are updated.
Expiration Date	Enter the expiration date of this contract price. Press to default to None. When running this Remove Contracts program, a cutoff date is entered and expiration dates up to that cutoff are removed. On any date after the expiration date, the contract price is not eligible for the price search program in the sales order entry programs.
Type	Select a contract price type--Levels or Quantity Breaks. Refer to the Contract Pricing topic for details about contract price types
Convert Fixed Prices and Qty Breaks	This input is only available is you selected Quantity Breaks for the contract price type and if the contract is for a specific item and a specific UM. For all other quantity break contract types (non-specific) the flag is automatically set to Y and this input is skipped. Enter N or Y to indicate whether the quantity break prices for this item and UM should be used as the default to calculate prices for other quantity break UMs that do not have contract prices set up. For example, a quantity break price is set up for $5.00 EA for a minimum of 10 (10 EA /BX). If on the sales order 1 BX is sold and this Use as default flag is set to Y, the system would calculate a price of $50.00 BX.
All Customers	Indicate whether this contract is for all customers.

Input	Entry
All Items	Indicate whether this contract is for all items.
Whse Ships	Indicate if the contract is valid for warehouse ships. If the Whse Ships prompt is set to Yes, you must enter the shipping warehouses that the contract applies to on the Shipment Scope screen. If it is set to No or All, individual warehouses cannot be entered on the Shipment Scope screen

If you enter any warehouse information on the Shipment Scope screen, then the system changes the Whse Ships prompt to Yes, and the system displays a message prompting for whether to remove all warehouses from the Shipment Scope screen. If you select not to remove the Shipment Scope information, the Whse Ships prompt will remain selected. |
| Direct Ships | Indicate if the contract is valid for direct shipments from vendors. If the Direct Ships prompt is set to Yes, you must enter the direct ship vendors that the contract applies to on the Shipment Scope screen. If it is set to No or All, individual vendors cannot be entered on the Shipment Scope screen

If you enter any vendor information on the Shipment Scope screen, then the system changes the Direct Ships prompt to Yes, and the system displays a message prompting for whether to remove all vendors from the Shipment Scope screen. If you select not to remove the Shipment Scope information, the Direct Ships prompt will remain selected. Note: The system will not allow you to select No for both the valid for Direct Ships and the valid for Whse Ships prompts. |
| Rounding Code | (Optional) Enter the rounding code to establish rounding rules for contract prices. Note: The rounding code must setup in System Management→Files Maintenances→Rounding Code F/M. |
| Excluded Items: | In the Excluded Items section of the screen you can select to exclude the following item types from the contract scope: Stocked, NonStocked, Uninventoried, and Catalog. |

Price Contract Header Detail   ⊠

                                    General

Description   [CWE specific cust test]   **Awaiting Review**

Effective   [01/06/2004]   ◄| Expiration   [   ] ►| **Never**
Type   [L - Price Levels   ▼]   Convert Fixed Prices and Qty Breaks ☐

   All Customers ☐   Warehouse Ships [A - All   ▼]
   All Items   ☑   Direct Ships   [A - All   ▼]

   Rounding Code [   ] 🔍 None

Excluded Items
  Stocked ☐   Nonstocked ☐   Uninventoried ☐   Catalog ☐

                                                              [OK]

Enter the description of the contract

Contract Entry (SOE560)   _ ▢ ✕

Help

```
01-7.4 Development          Contract Price Entry              SOE560
Contract #      5                          ***Awaiting Review***
Description another doc contract
Effective    Always                 Expiration  Never

┌Price Contract Header Detail───────────────────────────────────
│
│ Description another doc contract                  Awaiting Review
│ Effective    Always                 Expiration  Never
│
│ Type L Levels              Convert Fixed Prices and Qty Breaks Y
│
│ All Customers Y                        Warehouse Ships A All
│ All Items     N                         Direct Ships A All
│
│ Rounding Code  None
│
│  ─ Excluded Items ─────────────────────────────────────────
│   Stocked N        Nonstocked N     Uninventoried N        Catalog N
│
└
General
F2-Edit, F3-Exit .
```

Item Scope Entry (SOE563)

Use Item Scope Entry (SOE563) to enter any number of specific items, any number of item classes, and any number of primary vendors (with or without UM specifications) for a contract. Alternatively, you can specify that that a contract applies to all items selecting the **All Items** prompt on the Contract Entry or Suggested Contract Entry screens.

The system displays the contract number and description at the top of the screen. In the browser in the lower portion of the screen, the system displays any current **S**pecific item, **I**tem price Class, **V**endor information for the item scope. You can add or edit scope information. You can add an item class or primary vendor to item scopes that are valid for a specific UM or for all UMs

If there are any specific prices entered (as opposed to basis/multipliers), only specific item scopes are allowed.

When you enter a specific item, primary vendor, or item price class, the system enables the **Valid for all UMs** prompt. If you select "No", the system displays the Item UM Entry (SOE564) program so you can enter the UMs that are valid for the item on the contract. When you are creating the line, the system accesses this screen automatically.

If you edit an item scope line with specific UMs and you change the **Valid for all UMs** prompt to "Yes", the system displays a message prompting for whether to remove all specific UMs from the Item Scope Entry screen. If you select *not* to remove the specific UMs, the **Valid for all UMs** prompt will remain selected.

When you highlight a specific item line and the **Valid for all UMs** prompt is "No", the system enables a button will be enabled to bring them to Item UM Entry (SOE564) to select the UMs.

If the Valid for all UMs prompt is set to No, at least one UM must be selected, or the record will not be saved.

```
01-FACTS 7.4 Development, Item Scope Entry (SOE563)
Help

        Scope    I - Specific Item  ▼
  Item/Class/Vend  I100                    ⊞  Pallet Loading Hand Truck
              ☑ All UMs

  Type    Item/Class/Vend      Description              UM's
  Item    I100                 Pallet Loading Hand Truck   All
  add

                                            UMs        Done
```

```
Contract Entry (SOE560)
Help

01-7.4 Development          Contract Price Entry              SOE560
Contract #      5                          ***Awaiting Review***
Description another doc contract
Effective    Always                Expiration  Never
┌Item Scope Entry (SOE563)──────────────────────────
│
│   Scope           I  Specific Item
│   Item/Class/Vend
│   All UMs          Y
│
│   Type    Item/Class/Vend     Description              UM's
│   add
│
│
│
│
│
│
│
│
│
│
CR-Add line, F3-Done .
Arrows: Up=Prev, Down=Next, Left/Right=Lines, PgUp, PgDn, Home, End   First line
```

Item UM Entry (SOE564)

Use Item UM Entry to select the item's units of measure that are valid for the contract pricing.
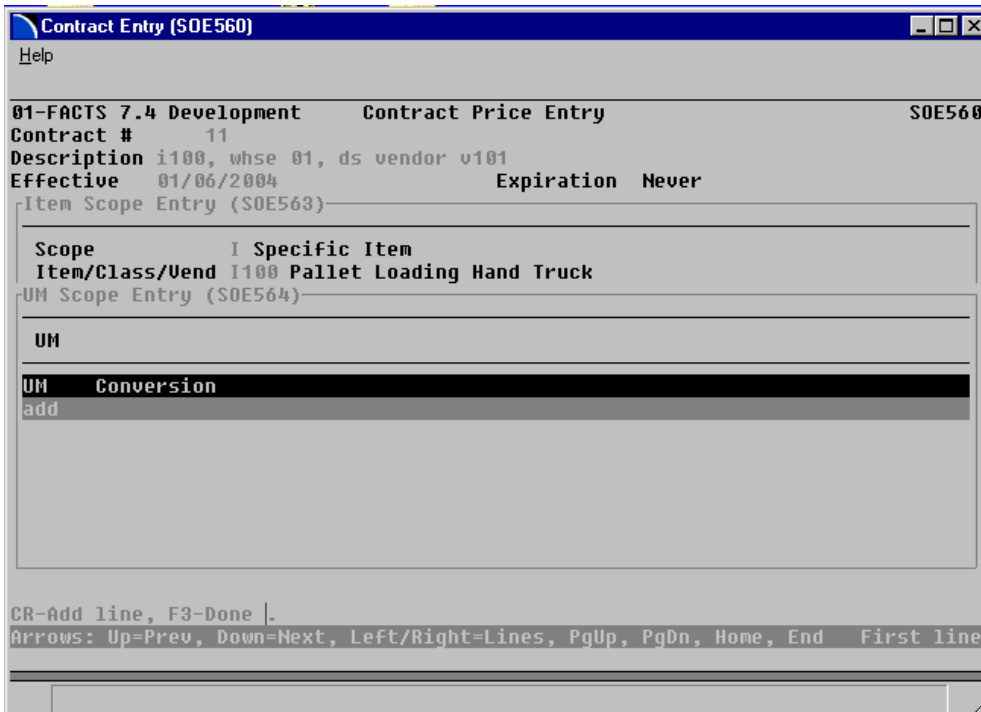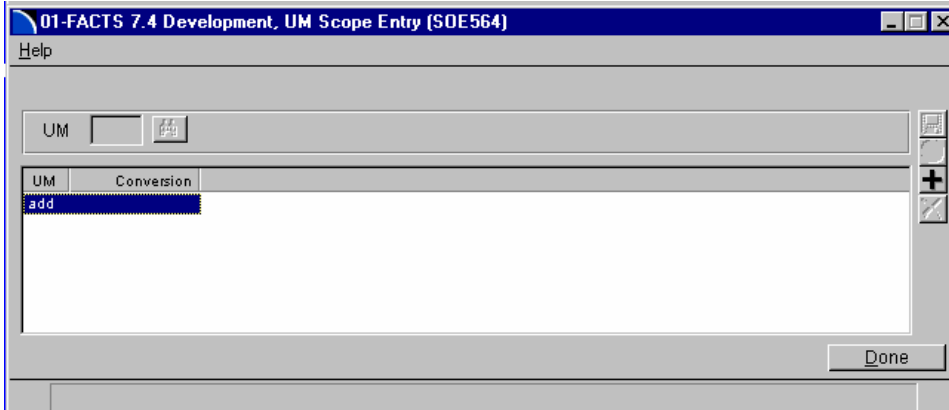
Shipment Scope Entry (SOE565)

Use Shipment Scope Entry (SOE565) to specify whether the contract is valid for drop ship lines. The Shipment Scope options are **Y** (for the Vendors entered), **N** (doesn't apply to drop ship lines) and **A** (applies to all drop ship lines, regardless of vendor). If you select **Y** (for the Vendors entered), you can enter any number of drop ship vendors. You can also specify whether the contract is valid for warehouse ship lines, with the options being **Y** (for the warehouses entered), **N** (doesn't apply to warehouse ship lines) and **A** (applies to all warehouse ship lines, regardless of shipping warehouse). If you select Y (for the warehouses entered), you can enter any number of shipping warehouse.

The system displays the contract number and the valid for direct ship and valid for warehouse ship settings at the top of the screen. In the browser in the lower portion of the screen, the system displays any current information for the warehouse ship and direct ship scopes. You can add or delete lines only. When adding a line, you can search for the warehouse or vendor.

If the **Whse Ships** prompt is not set to **Yes** in Suggested Contract Entry (SOE550), you cannot enter warehouses on this screen If the **Direct Ships** prompt is not set to **Yes** in Suggested Contract Entry (SOE550), you cannot enter vendors on this screen.

Only active, permanent vendors are valid for entry. Only warehouses that are valid for Sales Orders are valid for entry.

```
01-FACTS 7.4 Development, Shipment Scope Entry (SOE565)          _ □ ✕
Help

        Scope   [D - Shipping Vendor    ▼]
    Whse/Vend   [        V101  🔳]  Industrial Supply Distributors

  Type          Whse/Vend   Description                          ╔═╗
  Vendor              V101 Industrial Supply Distributors        ╚═╝
  Warehouse            01 Atlanta Warehouse                       ✚
  add                                                             ✕




                                                       [ Done ]
```

```
Contract Entry (SOE560)                                         _ □ ✕
Help

01-FACTS 7.4 Development     Contract Price Entry           SOE560
Contract #     11
Description i100, whse 01, ds vendor v101
Effective   01/06/2004               Expiration  Never
┌Shipment Scope Entry (SOE565)──────────────────────────────

  Scope      D Direct Ship Vendor
  Whse/Vend       V101 Industrial Supply Distributors

  Type       Whse/Vend Description
  Vendor          V101 Industrial Supply Distributors
  Warehouse        01 Atlanta Warehouse
  add




DEL, F3-Done .
Arrows: Up=Prev, Down=Next, Left/Right=Lines, PgUp, PgDn, Home, End   First line
```

Customer Scope Entry (SOE561)

Use Customer Scope Entry (SOE561) to enter any number of individual customers (with or without ship-tos) and any number of customer classes. Alternatively, you can specify that that a contract applies to all customers by selecting the **All Customers** prompt on the Contract Entry or Suggested Contract Entry screens.

The system displays the contract number at the top of the screen. In the browser in the lower portion of the screen, the system displays any current information for specific customers or customer prices classes as well as ship-tos selected for the contract. You can add or edit scope information.

When you enter a specific customer, the system enables the **Valid for all Ship-tos** prompt. If you select "No", the system displays the Customer Ship-To Entry (SOE562) program so you can enter the ship-to locations that are valid for the customer on the contract. When you are creating the line, the system accesses this screen automatically.

If you editing a customer scope line with specific ship-tos and you change the **Valid for Ship-tos** prompt to "Yes", the system displays a message prompting for whether to remove all specific ship-tos from the Customer Scope Entry screen. If you select *not* to remove the specific ship-to locations, the **Valid for all Ship-tos** prompt will remain selected.

When you highlight a specific customer line and the **Valid for all Ship-tos** prompt is "No", the system enables a button will be enabled to bring them to Customer Ship-To Entry (SOE562) to select the ship-to locations.

If the **Valid for all Ship-tos** prompt is set to No, at least one ship-to must be selected, or the record will not be saved.

01-FACTS 7.4 Development, Customer Scope Entry (SOE561)

Help

Scope | C - Specific Customer |

Cust/Class | C100 | 🔍 Southeastern Industrial Supply

☑ All Ship-Tos

Type	Cust/Class	Description	Ship-To's
Customer	C100	Southeastern Industrial Supply	All
add			

Ship-To's | Done

Contract Entry (SOE560)

Help

01-7.4 Development   Contract Price Entry   SOE560
Contract # 2   ***Awaiting Review***
Description doc contract
Effective 12/22/2003   Expiration 12/22/2004

┌Customer Scope Entry (SOE561)──────────────────

Scope   C Specific Customer
Cust/Class   C110 Texas Material Handling Co.
All Ship-Tos Y

Type	Cust/Class	Description	Ship-To's
Customer	C110	Texas Material Handling Co.	All
add			

CR-Edit, DEL, F3-Done .
Arrows: Up=Prev, Down=Next, Left/Right=Lines, PgUp, PgDn, Home, End   First line

Customer Ship-To Entry (SOE562)

Use Customer Ship-To Entry to select the customer's ship-to locations that are valid for the contract pricing.
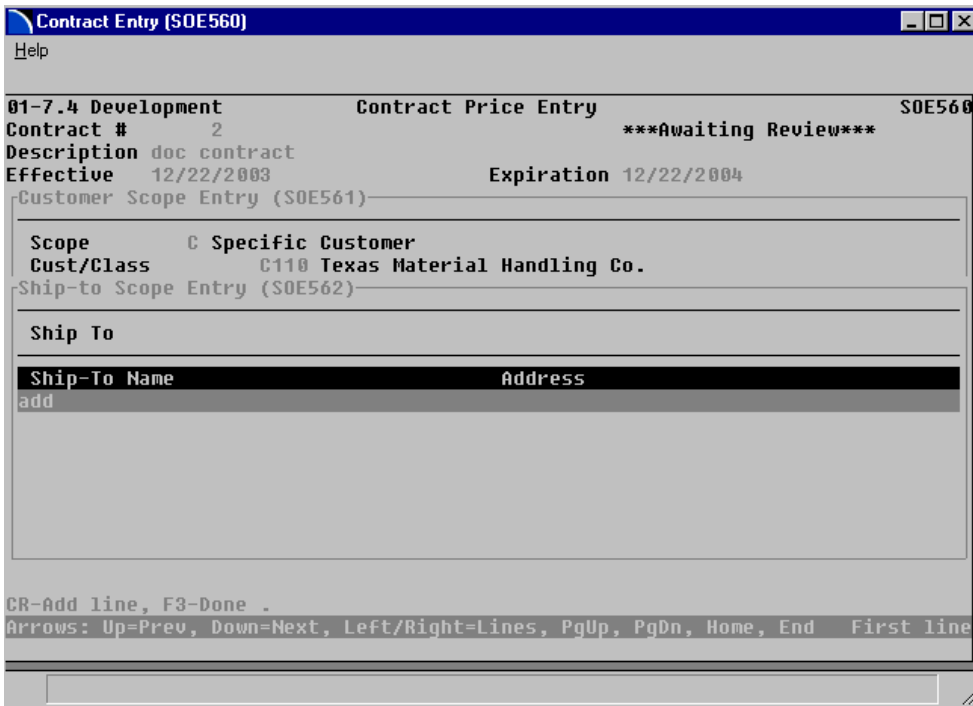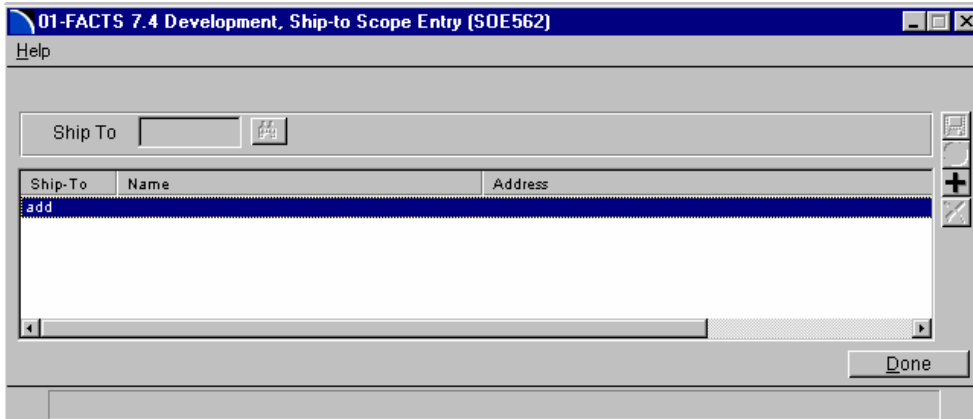
How to enter contract header information (customer scope, item scope, pricing UM, effective date and expiration date)

1. Open the Contract Entry program. You can access this program by selecting Sales Orders -> Contract Pricing->Contract Entry.

2. In the Contract # input, enter the contract number to assign to this document. Press **F1 or** ▶ to use the next contract number on file. Press **F2 or** 🔍 to search.

    To copy a contract, press **F3 or** 🔴. The system displays a copy dialogue box where you can select the contract to copy, and enter a new description. The system loads the new contract for the user to edit. When you create a contract by copying it will force the Awaiting Review flag to default to Yes.

3. In the Description input, enter the contract description.

4. Enter the effective date of this suggested contract price record. Press ◀ to default to Always. Press Enter to default to the system date. When running the Update Suggested Contracts program, a cutoff date is entered and effective dates up to that cutoff date are updated.

5. Enter the expiration date of this suggested contract price. Press ▶ to default to Never. Press Enter to default to the system date. When running this Remove Contracts program, a cutoff date is entered and expiration dates up to that cutoff are removed. On any date after the expiration date, the contract price is not eligible for the price search program in the sales order entry programs.

6. In the Type input, select a contract price type--Levels or Quantity Breaks. Refer to the Contract Pricing topic for details about contract price types.

7. The Convert Fixed Prices and Qty Breaks input is only available if the contract is for a specific item and a specific UM. For all other quantity break contract types (non-specific) the flag is automatically set to Y and this input is skipped. Enter N or Y to indicate whether the quantity break prices for this item and UM should be used as the default to calculate prices for other quantity break UMs that do not have contract prices set up. For example, a quantity break price is set up for $5.00 EA for a minimum of 10 (10 EA /BX). If on the sales order 1 BX is sold the system would calculate a price of $50.00 BX. Or, a fixed price is set for $1.00 EA , if there are 10 each per box, and a line is entered on a sales order with a UM of 'boxes' the system would calculate a price of $10.00 BX.

8. Indicate whether this contract is for all customers by selecting the All Customers input.

OR

Press the Customer button or press **F1** to access Customer Scope Entry
(SOE561) to define the customers for the contract.

If the contract is marked as valid for all customers, the Customers button is
disabled. If you enter any information on the Customer Scope screen, then
the system changes the All Customers prompt to selected (flag to "Yes)",
and the system displays a message prompting for whether to remove all
entries from the Customer Scope screen. If you select to not remove the
Customer Scope information, the All Customers prompt will remain
selected.

If you don't select the All Customers prompt and do not enter any
information on the Customer Scope screen, the system will not allow you
to exit.

9.   Indicate whether this contract is for all items by selecting the All Items
     input.

     OR

     Press the Item button or press **F1** to access Item Scope Entry (SOE563) to
     define the customers for the contract.

     If the contract is marked as valid for all items, the Items button is disabled.
     If you enter any information on the Item Scope screen, then the system
     changes the All Items prompt to selected (flag to "Yes)", and the system
     displays a message prompting for whether to remove all entries from the
     Item Scope screen. If you select not to remove the Item Scope information,
     the All Items prompt will remain selected.

     If you don't select the All Items prompt and do not enter any information
     on the Item Scope screen, the system will not allow you to exit.

10. Indicate if the contract is valid for warehouse ships: If the Whse Ships
     prompt is set to Yes, you must enter the shipping warehouses that the
     contract applies to on the Shipment Scope screen. If it is set to No or All,
     individual warehouses cannot be entered on the Shipment Scope screen.

     To access the Shipment Scope Entry (SOE565) screen, press the Shipment
     button.

     If you enter any warehouse information on the Shipment Scope screen,
     then the system changes the Whse Ships prompt to Yes, and the system
     displays a message prompting for whether to remove all warehouses from
     the Shipment Scope screen. If you select not to remove the Shipment
     Scope information, the Whse Ships prompt will remain selected.

11. Indicate if the contract is valid for direct shipments from vendors. If the Direct Ships prompt is set to Yes, you must enter the direct ship vendors that the contract applies to on the Shipment Scope screen. If it is set to No or All, individual vendors cannot be entered on the Shipment Scope screen.

    To access the Shipment Scope Entry (SOE565) screen, press the Shipment button.

    If you enter any vendor information on the Shipment Scope screen, then the system changes the Direct Ships prompt to Yes, and the system displays a message prompting for whether to remove all vendors from the Shipment Scope screen. If you select not to remove the Shipment Scope information, the Direct Ships prompt will remain selected.

12. (Optional) Enter the rounding code to establish rounding rules for contract prices.

13 In the Excluded Items section of the screen you can select to exclude the following item types from the contract scope: Stocked, NonStocked, Uninventoried, and Catalog.

14. After you complete the header information above, you can select from the options that are available during entry of contract prices:

    CUI Users Press Enter (CR) or ✚ Add Choose this option to add contract pricing information for the first time to contracts. You must complete the contract header information before you can add pricing information to a contract. This option is available only if no contract pricing information is on file. Refer to the How to add pricing information to contracts or How to add quantity break price information to contracts procedure for step-by-step instructions.

    CUI Users Press Del or ✖ Delete Choose this option to delete the highlighted contract price line.

    CUI Users Press V--Review   Accesses the Price Contract Review screen where you can mark/unmark a contract as awaiting review. Contract awaiting review are not active.

    CUI Users Press C -Customers   Accesses Customer Scope Entry (SOE561) to enter any number of individual customers (with or without ship-tos) and any number of customer classes.

    CUI Users Press I--Items   Accesses Item Scope Entry (SOE563) to enter any number of specific items (with or without UM specifications), any number of item classes, and any number of primary vendors for a contract.

    CUI Users Press S--Shipping   Accesses Shipment Scope Entry (SOE565) to specify whether the contract is valid for drop ship lines.

CUI Users Press R--Header   Accesses Price Contract Header Detail to allow you to modify contract information such as description, effective dates or contract scope details.

Done or F3   Completes the contract and returns you to the Contract # input so you can enter or modify additional contracts.

How to add level pricing information to contracts

1. Open the Contract Entry program. You can access this program by selecting Sales Orders -> Contract Pricing-> Contract Entry.

2. For new contracts, refer to the How to enter contract header information procedure for details. For existing contracts, enter the contract number in the Contract # input. Press F2 or 🔍 to search.

3. In the browser in the lower portion of the screen, highlight a contract price (for L-price level contract types) and click 📝 (CUI Users press Enter (CR)) to add pricing information. For L-price level contract types you can enter a standard price and price levels 1-6.

4. To enter a standard price, select the Type, STD PR line in the browser:
    The standard price may be entered as a basis and multiplier, a set price or a change %.

    Basis: The valid options for basis for standard price are as follows: list price, manual cost, sales order entry cost, standard price, any price level.

    Mult: The multiplier for the standard price.

    -OR-

    Price: The set price for the contract price line. (If you select N/A as the basis you can enter a set price in this input.)

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

5. (Optional) To enter a level price, select the Type, Level 1-6 in the line browser.
    The level price may be entered as a basis and multiplier, a set price or a change %.

    Basis: The valid options for basis for level price are list price, manual cost, sales order entry cost, standard price, any level price or quantity break price (entered in Costing and Pricing programs located in the Inventory Control module).

    Mult: The multiplier for the level price.

    -OR-

Price: The set price for the contract price line. (If you select N/A as the basis you can enter a set price in this input.)

Commission %: In addition to the three set up options for the price levels, you can also enter a commission %. A Inventory Control static record flag determines whether this commission flag is used throughout the costing/pricing subsystem. If the flag is turned off, the option to enter the commission % is never available. If the flag is turned on, each contract price that is set up will require the input of a commission %. When entering the commission %, you can set the commission % to "no priority" (blank) indicating that commission is not generated based on the price being set up. (If the item is set to "no priority", any commission % entered in the contract pricing system will be ignored). (For more information on commissions, refer to the commission basis flag set in the Company Control F/M program in the System Management module.)

6. Select ![save icon] to save your contract pricing line.

7. (Optional) You can highlight a pricing line and select:

    D or ![delete icon]   Delete. Deletes a highlighted pricing contact line

    F3 or ![stop icon]   Stop Stops adding contract pricing lines.

8. The following options are available; when a contract price record exists for the entered customer, item, shipping and UM scopes:

    V--Review Accesses the Price Contract Review screen where you can mark/unmark a contract as awaiting review. Contracts awaiting review are not active.

    C--Customers   Accesses Customer Scope Entry (SOE561) to enter any number of individual customers (with or without ship-tos) and any number of customer classes.

    I--Items   Accesses Item Scope Entry (SOE563) to enter any number of specific items (with or without UM specifications), any number of item classes, and any number of primary vendors for a contract..

    S--Shipping   Accesses Shipment Scope Entry (SOE565) to specify whether the contract is valid for drop ship lines.

    R--Header Accesses Price Contract Header Detail to allow you to modify contract information such as description, effective dates or contract scope details.

    Done   Completes the contract and returns you to the Contract # input so you can enter or modify additional contracts.

How to add quantity break price information to contracts

1. Open the Contract Entry program. You can access this program by selecting Sales Orders -> Contract Pricing-> Contract Entry.

2. For new contracts, refer to the How to enter contract header information procedure for details. For existing contracts, enter the contract number in the Contract # input. Press 🔍 to search.

3. In the browser in the lower portion of the screen, highlight a contract price (for Q-quantity break contract types) and click 📝 (CUI Users press Enter (CR)) to add pricing information. For Q-quantity breaks contract types you can enter a quantity break price and breaks 1-6.

4. (Optional) To enter a quantity break price, select the Type, Break 1-6 in the line browser.

5. Enter the minimum quantity that must be sold on a sales order document in order to utilize the price from the level. Quantity break is always defined in the selling unit of measure.

   For example, the standard price of I100 is $10.00 ea., the break 1 price is $9.75 and the break 2 price is $9.50. In order to receive a price of $9.75 the customer must purchase a minimum of 50. In order to receive a price of $9.50 the customer must purchase a minimum of 100. Therefore break 1's quantity is 50 and break 2's quantity is 100.

   If the contract is for a non-specific item, i.e., item price class, vendor or all items, the quantity break will apply to any item in that group of items regardless of UM. For example, if 10 is set as the quantity for quantity break 1, it would apply to 10 boxes of widgets as well as 10 cases of wickets (as long as widgets and wickets were within the same item scope defined on the contract).

6. If the contract is for a specific item, the quantity break price may be entered as a basis and multiplier, a set price or a change %. If the contract is for a non-specific item (i.e., item price class, vendor or all items), the quantity break price may be entered as a basis and multiplier. The valid options for basis for quantity break prices are as follows: list price, manual cost, sales order entry cost, standard price, quantity break price (up to the level being entered, e.g., if quantity break 3 is being entered, you may enter 1 - 3 as the basis for quantity break 3).

   Basis: The valid options for basis for quantity break price are list price, manual cost, sales order entry cost, standard price, any quantity break price or level price(up to the level being entered, e.g., if quantity break 3 is being entered, you may enter 1 - 3 as the basis for quantity break 3), entered in Costing and Pricing programs located in the Inventory Control module.

   Mult: The multiplier for the quantity break price.

   -OR-
   Price: The set price for the contract quantity break price line. (If you select N/A as the basis you can enter a set price in this input.)

Commission %: In addition to the three set up options for the quantity break prices, you can also enter a commission %. An Inventory Control static record flag determines whether this commission flag is used throughout the costing/pricing subsystem. If the flag is turned off, the option to enter the commission % is never available. If the flag is turned on, each contract price that is set up will require the input of a commission %. When entering the commission %, you can set the commission % to "no priority" (blank) indicating that commission is not generated based on the price being set up. (If the item is set to "no priority", any commission % entered in the contract pricing system will be ignored). (For more information on commissions, refer to the commission basis flag set in the Company Control F/M program in the System Management module.)

7. Select 💾 to save your contract pricing line.

8. You can highlight a pricing line and select:

    D or ❌   Delete. Deletes a highlighted pricing contact line

    F3 or ⊗   Stop Stops adding contract pricing lines.

9. The following options are available; when a contract price record exists for the entered customer, item, shipping and UM scopes:

    V--Review   Accesses the Price Contract Review screen where you can mark/unmark a contract as awaiting review. Contracts awaiting review are not active.

    C--Customers   Accesses Customer Scope Entry (SOE561) to enter any number of individual customers (with or without ship-tos) and any number of customer classes.

    I--Items   Accesses Item Scope Entry (SOE563) to enter any number of specific items (with or without UM specifications), any number of item classes, and any number of primary vendors for a contract..

    S--Shipping   Accesses Shipment Scope Entry (SOE565) to specify whether the contract is valid for drop ship lines.

    R--Header   Accesses Price Contract Header Detail to allow you to modify contract information such as description, effective dates or contract scope details.

    Done or F3 Completes the contract and returns you to the Contract # input so you can enter or modify additional contracts.

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How to edit existing contracts

1. Open the Contract Entry program. You can access this program by selecting Sales Orders ->
    Contract Pricing-> Contract Entry.

2. For existing contracts, enter the contract number in the Contract # input. Press ![binoculars icon] or F2 to
    search.

3. When you enter the contract number, the system makes available the editable fields on the
    screen.

4. To edit existing contract prices for this contract, select one of the options
    across the bottom of the screen. Highlight a contract price (for Q-quantity
    break contract types or L-price level contract types) in the browser in the
    lower portion of the screen and click ![icon] **(CUI Users press Enter (CR))** to
    add pricing information. For Q-quantity breaks contract types you can
    enter a quantity break price and breaks 1-6. For L-price level contract
    types you can enter a standard price and price levels 1-6.

5. The following options are available, when a contract price record exists for the entered customer,
    item, shipping and UM scopes:

    V--Review   Accesses the Price Contract Review screen where you can mark/unmark a
    contract as awaiting review. Contracts awaiting review are not active.

    C--Customers   Accesses Customer Scope Entry (SOE561) to enter any number of individual
    customers (with or without ship-tos) and any number of customer classes.

    I--Items Accesses Item Scope Entry (SOE563) to enter any number of specific items (with or
    without UM specifications), any number of item classes, and any number of primary vendors for
    a contract..

    S--Shipping   Accesses Shipment Scope Entry (SOE565) to specify whether the contract is valid
    for drop ship lines.

    H--Header   Accesses Price Contract Header Detail to allow you to modify contract
    information such as description, effective dates or contract scope details.

    F3 or Done   Completes the contract and returns you to the Contract # input so you can enter
    or modify additional contracts.

Contract Listing (SOR510)

FUNCTION

This program allows the user of the FACTS System to obtain a listing of selected suggested contracts entered through the Suggested Contract Entry Program or a list of selected existing contracts entered through the Contract Entry Program.

You have the option to:

- Select whether to print based on contract status--current, future and/or expired contracts.
- Select the print based on the 'awaiting review' setting.
- Select the contract type.
- Select the contract selection method.
- Select which units of measure to print.
- Select whether to print standard price and price levels and/or quantity break prices.
- Select whether to print actual prices along with suggested/existing contracts.

USER INPUTS

1. **Contract Status**

Select the contract status to use to print the listing. You can select from C-Current, F-Future, E-Expired, or A-All, The program defaults to A-All.

2. **As of**

If you select to print a listing for all contracts or expired contracts, enter the date to use for determining the contract expiration. Press F1 or the icon to enter "Today" as the date.

3. **Awaiting Review**

Select whether to print contracts that are W--waiting for review, R--ready to use or A--All. The program defaults to A-All.

4. **Contract Type**

Select the contract type for the listing. You can select from A-All, L-Level price contracts, or Q-Quantity break price contracts. The program defaults to A-All.

5. **Contract Selection Method**

Select the contract selection method for the listing. You can select from A—Contracts that Apply to a Specific Situation or E—Contracts that Apply to a Specific Scope.

Select A—Contracts that Apply to a Specific Situation for a wider-range listing or select E—Contracts that Apply to a Specific Scope to produce a more narrow listing.

Specific Situation

If you selected A—Contracts that Apply to a Specific Situation, the following inputs are available.

6.   Customer

The customer for the specific contract situation. Press F2 or 🔍 to search.

7.   To

Enter the ship-to to use for the customer. Press F2 or 🔍 to search.   Leave this input blank to use all ship-tos for the customer.

8.   Item

Enter the item for the specific contract situation. Press F2 or 🔍 to search.

9.   Quantity

Enter the item quantity for the specific contract situation.

10.   UM

If you enter an item quantity, enter the selling UM.

11.   Shipment Type

Enter the item shipment type for the specific contract situation. You can select from D-Direct Ship, W-Warehouse, or B-Both.

12.   Warehouse

For the shipment types Both or Warehouse, enter the warehouse for the direct ship for the specific contract situation. Press F2 or 🔍 to search.

13.   Vendor

For the shipment types Both or Vendor, enter the vendor for the direct ship for the specific contract situation. Press F2 or 🔍 to search.

Specific Scope

If you selected E—Contracts that Apply to a Specific Scope, the following inputs are available.

14.   Cust Scope

Enter the customer scope on which the contract listing should be based: N-No Particular Customer Scope, S--Specific Customers, C--Customer Price Class, or A--All customers. The program defaults to N-No Particular Ship-to Scope.

15. Beginning

If All was selected in the previous input, this input is skipped. If the print by selected was item, enter the beginning Item, Item Price Class, or Vendor to print, depending on the item scope selected. If the print by selected was customer, enter the beginning Customer or Customer Price Class to print, depending on the customer scope selected. Press **F1** or the ◀ icon to default to FIRST. Press **F2** or the 🔍 icon to perform a search.

16. Ending

If the print by selected was customer, enter the ending Customer or Customer Price Class to print, depending on the customer scope selected. Press **F1** or the ▶ icon to default to LAST. Press **F2** or the 🔍 icon to perform a search.

17. Ship To Scope

Enter the Ship-to scope on which the contract listing should be based: N-No Particular Ship-to Scope, S--Specific Ship-to, or A--All customers. The program defaults to N-No Particular Ship-to Scope.

18. Ship To

If you selected S—Specific Ship-to in the scope input, enter the ending ship-to scope selected.

19. Item Scope

Enter the item scope in which contracts should be based: N-No Particular Item Scope, S-Specific Items, C-Item Price Class, V-Vendor or A-All customers. The program defaults to N-No Particular Item Scope.

20. Beginning

If All was selected in the previous input, this input is skipped. If the print by selected was item, item price class, or vendor, enter the beginning Item, Item Price Class, or Vendor to print, depending on the item scope selected. Press **F1** or the ◀ icon to default to FIRST. Press **F2** or the 🔍 icon to perform a search.

21. Ending

If All was selected in the scope input, this input is skipped. If the print by selected was item, item price class, or vendor enter the ending Item, Item Price Class, or Vendor to print, depending on the item scope selected. Press **F1** or the ▶ icon to default to LAST. Press **F2** or the 🔍 icon to perform a search.

22. UM (Unit of Measure) Scope

If you selected specific items for the Item Scope, select whether to print contracts based on N-No Particular UM Scope, S-Specific units of measure or A-All units of measure. Press **F1** or the 🌐 icon to default to ALL. Press **F2** or the 📋 icon to view options.

23.   Unit of Measure (to update)

If UM Scope was selected in the previous input, enter the specific unit of measure to use for the contract listing (up to 2 characters). The entry must be a valid unit of measure. Press **F1** or the [icon] icon to default to ALL.

24.   Ship Scope

Enter the shipment scope on which the contract listing should be based: N-No Particular Shipment Scope, D-All Direct Shipments, d-Specific Direct Shipments, W-All Warehouses or w-Specific warehouses. The program defaults to N-No Particular Item Scope.

Note that these options are case-sensitive.

25.   Vendor

If you selected d-Specific Direct Shipments for the Ship Scope, enter the vendor for the direct shipments.

26.   Whse

If you selected w-Specific Warehouse Shipments for the Ship Scope, enter the warehouse for the warehouse shipments.

27.   Print Actual Prices

Indicate whether to print actual prices along with the suggested or existing contract prices. The program defaults to No.

TECHNICAL NOTES

For existing contracts, printing proceeds by reading through the Standard Price and Price Level Contract File (SOCTRT) for Standard and Level Prices and through the Quantity Break Contract File (SOCTQB) for Quantity Break Prices.

FILES USED - SMCNTL, SOCTRT, SOCTQB, SOSCQB, SOCTSG, ICMAST, ARCUST, ICPRIC, ICPRQB, ICIUOM, APVEND

FILES UPDATED - NONE

01-FACTS 7.4 Development, Contract Listing (SOR510)

Help

Field	Value
Contract Status	A - All Contracts	As of	
Awaiting Review	A - All Contracts	Contract Type	A - All Contracts
Selection Method	A - Contracts that Match a Specific Scope		

Specific Situation

Field	Value		Field	Value
Customer			Ship To	
Item			Quantity	
Shipment Type	B - Warehouse and Direct	Whse		Vendor	

Specific Scope

Field	Value		Field	Value
Cust Scope	N - No Particular Customer Scope	Beginning	
		Ending	
Ship-to Scope	N - Contracts Regardless of Ship-To Scope	Ship-To	
Item Scope	N - No Particular Item Scope	Beginning	
		Ending	
UM Scope	N - Contracts Regardless of UM Scope	UM	
Ship Scope	N - No Particular Shipping Scope	Vendor		Whse	

Summary ☐   Print Actual Prices ☑   Print Scope Detail ☑

Template — None   Printer — WindX Laser

OK   Cancel

Print current, future, expired or all contracts? (C/F/E/A)

Contract Listing (SOR510)

Help

```
01-7.4 Development            Contract Listing                    SOR510

Contract Status A All                          As of 12/23/2003
Awaiting Review A All                  Contract Type A All
Contract Selection Method A Specific Scope
─ Specific Situation ────────────────────────────────────
Customer                              Ship To
Item                                  Quantity              UM
Shipment Type B Both      Warehouse 00      Vendor
─ Specific Scope ────────────────────────────────
Cust Scope      N Any Scope       Beginning
                                  Ending
Ship-to Scope N Any Scope         Ship-To
Item Scope      N Any Scope       Beginning
                                  Ending
UM Scope        N Any Scope       UM
Ship Scope      N Any Scope       Vendor                    Whse 00

Print Actual Prices Y
─ Template ─────────────────   ─ Printer ──────────────
  None                            WindX Laser

CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit
```

Expired Contract Removal (SOU520)

FUNCTION

Use the Expired Contract Removal program to automatically remove expired contracts entered the Contract Entry program.

You can delete individual active contracts within the Contract Entry program.

However, you can use this to remove batches of related expired contracts — for example, all contracts for a specific customer, a specific item, etc.

The user has the option to:

- Select whether to remove suggested or existing contracts.
- Select whether to remove based on customer or item scope.
- Select the customer scope.
- Select the item scope.
- Select the beginning and ending scope choice to remove.
- Select which units of measure to remove.
- Select whether to remove standard price and price levels and/or quantity break prices.
- Select the cutoff date.

By selecting the same parameters for the Contract Listing Program, a list of all contracts to be removed may be obtained.

USER INPUTS

1. **Expired As Of**

Enter the date when the contracts were expired.   Press F1 to enter "today".

2. **Remove By**

Select the criteria to remove contract by. You can select from:
C—Contracts for Specific Customers
K—Contracts for Customer Price Classes
c—Contracts for All Customers
S—Contracts for Item Price Classes
V—Contracts for Primary Vendors
i—Contracts for All Items
A—Remove All Expired Contracts
Note that these options are case-sensitive.

3. **Beginning**

If the **Remove By** input is set to A—Remove All Expired Contracts, i—Contracts for All Items, or c—Contracts for All Customers, this input is skipped. If the **Remove By** input is set to specific customers, customer price classes, item price classes, or primary vendors, enter the beginning criteria value that needs to be removed, depending on the Remove By option selected.

For example, if the remove by selected was customer, enter the beginning Customer to remove. Press **F2** to search.

4.   Ending

If the **Remove By** input is set to A—Remove All Expired Contracts, i—Contracts for All Items, or c—Contracts for All Customers, this input is skipped. If the **Remove By** input is set to specific customers, customer price classes, item price classes, or primary vendors, enter the ending criteria value that needs to be removed, depending on the Remove By option selected. For example, if the remove by selected was customer, enter the ending Customer to remove. Press **F2** to search.

TECHNICAL NOTES

For existing contracts, removing proceeds by reading through the Standard Price and Price Level Contract File (SOCTRT) for Standard and Level Prices and through the Quantity Break Contract File (SOCTQB) for Quantity Break Prices.

FILES USED - SMCNTL, ICMAST, ARCUST, APVEND

FILES UPDATED - SOCTRT, SOCTQB, SOSCQB, SOCTSG

```
01-FACTS 7.4 Development, Expired Contract Removal (SOU520)        _ □ ×
Template  Help


     Expired As Of  [            ]  [📅] Today

     Remove By    [A - Remove All Expired Contracts      ▼]

     Beginning    [                ]   [🔍]
       Ending     [                ]   [🔍]




   Template ─────────────────────
      None                                    [  OK  ]

                                              [ Cancel ]

   Enter the date that contracts were expired as of, F1-Today
```

```
Expired Contract Removal (SOU520)                           _ □ ×
 Help

 01-FACTS 7.4 Development   Expired Contract Removal        SOU520

 Expired As Of MM/DD/YY

 Remove By     A

 Beginning
 Ending






 ─ Template ──────────────────
   None

 Enter the date that contracts were expired as of, F1-Today, F4-Backup
```

Contract Hierarchy F/M (sof530)

function

This optional program allows you to set the hierarchy for contract prices. This hierarchy provides the order in which contract prices are searched during the Sales Order Entry programs.

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

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

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

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

User Inputs

1. Select Lowest Price

Indicate whether you want the lowest calculated price to be chosen from the hierarchy if two or more price contracts exist.   CUI Users: Enter **N** or **Y**.   CR initially defaults to N.

2. Customer Scope Priority

Enter the order of the customer priority. For example, enter **CIA** if you want the order to be 1) customer price class, 2) individual customer and 3) all customers. Press Enter (CR) to initially default to ICA. Press F2 or the ![icon] icon to access the Customer Priority Options screen where you can enter or modify the order of the customer priority.
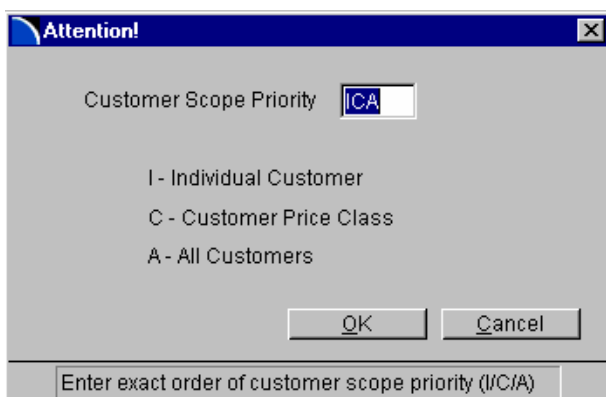
3. Item Scope Priority

Enter the order of the item scope priority. For example, enter VCIA if you want the order to be 1) vendor, 2) item price class, 3) individual item and 4) all customers. Press Enter (CR) to default to ICVA. Press F2 or the [icon] icon to access the Item Priority Options screen where you can enter or modify the order of the item priority.
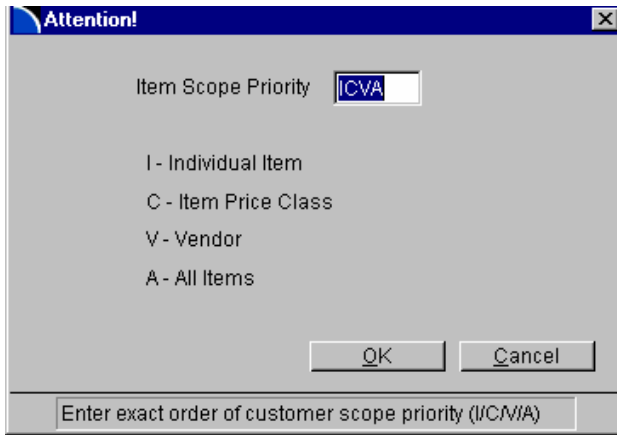
4. Ok to Add?

CUI Users:

Enter **Y** or **N** to indicate whether to add the record with the displayed hierarchy.

Once set up, you have the following options:

> **#**-Enter a line number to change (1 - 3).
>
> **D**-Deletes the record.
>
> **F3**-Resets the hierarchy to the default hierarchy. If you enter this option, the following question will display: **Are you sure you want to reset the hierarchy to default setting?** Enter **N** or **YES**. CR defaults to N.

GUI Users:

Press **OK** on the Customer Priority Options screen or Item Priority Options screen to add the order record with the displayed hierarchy.

Once set up, you have the following options:

D or [icon]   Deletes the record.

F3 or **Reset**   Resets the hierarchy to the default hierarchy. If you enter this option, the following question will display: **Are you sure you want to reset the hierarchy to default setting?** Enter N or YES. Press Enter (CR) to default to N.

S or 💾 Saves the hierarchy as the default hierarchy

technical notes

FILES USED - SMCNTL, SMNAME
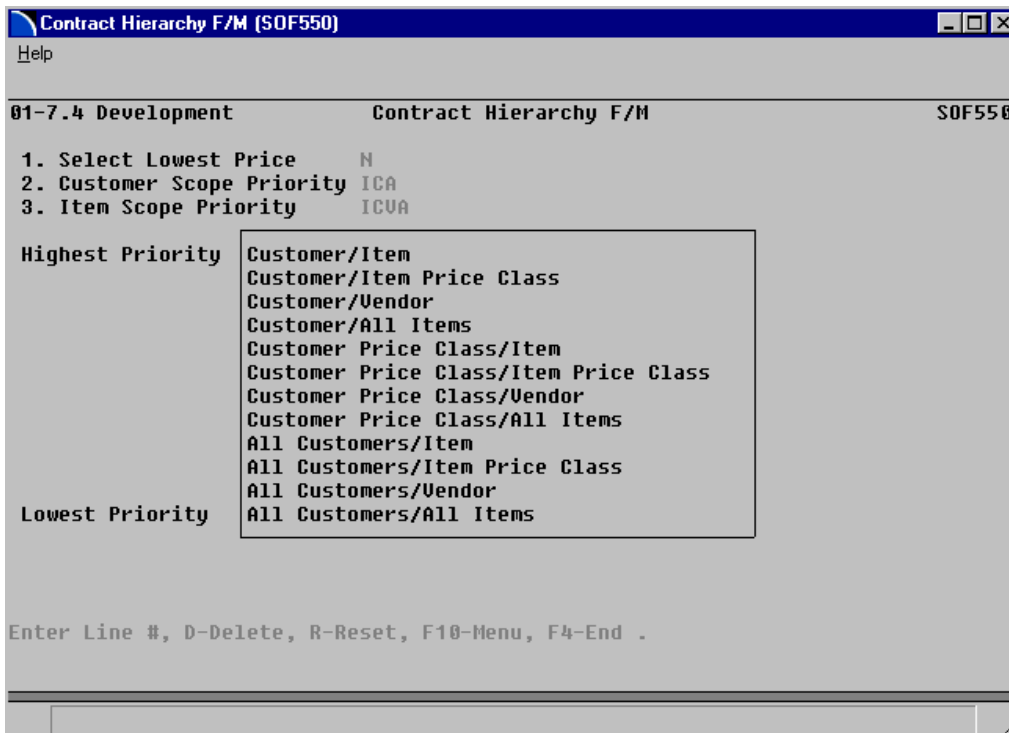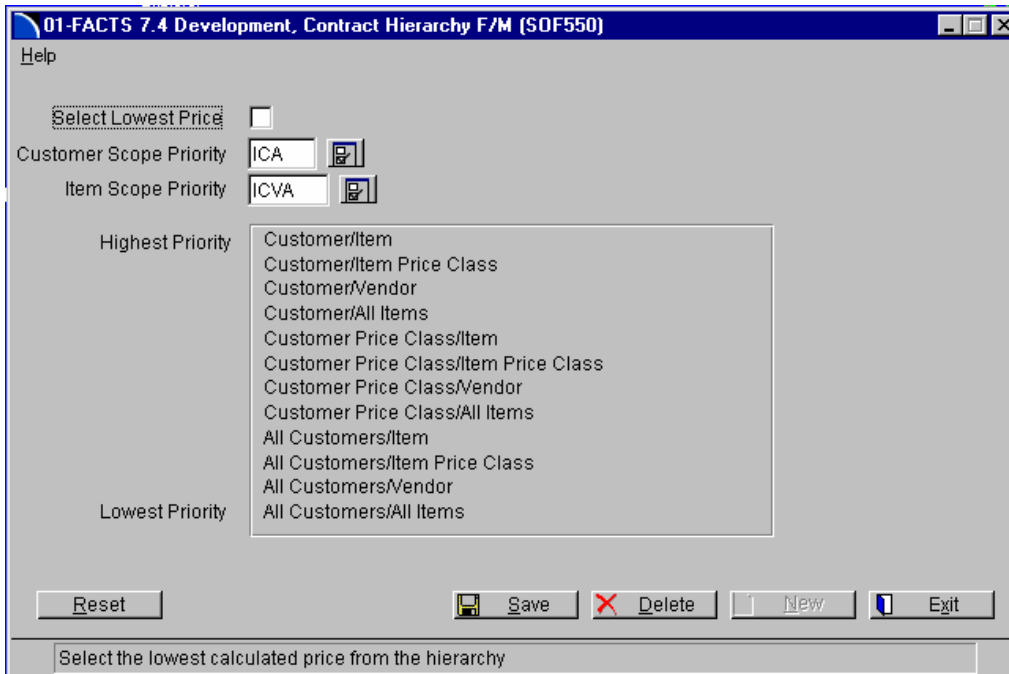
MSDS (SOS550)

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

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

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

Procedures

To use the MSDS System, the **Use MSDS System** flag in the Sales Orders Static Control F/M must be set to Y. If an item requires an MSDS sheet, it must have a valid MSDS ID assigned in the Item F/M. Information related to each MSDS sheet is stored and maintained in the MSDS ID F/M.

During pick ticket or invoice print, each item number is checked to see if it has an MSDS ID assigned to it. If the item does have an ID assigned, the system knows that this item requires an MSDS sheet. The system then checks the **Revision Date** in the MSDS ID F/M and the **Resend MSDS** flag in the MSDS Control F/M to determine whether an MSDS sheet is to be sent with this item.

The MSDS Control F/M allows you to define, by warehouse, the MSDS processing method. Other options available from the MSDS Control F/M include whether to always send MSDS sheets (regardless of whether it has already been sent to the customer), whether to print MSDS sheets by customer ship-to or document number, whether to print a cover letter, and whether to print by pick ticket or invoice. The MSDS message that is printed on the pick ticket or invoice is also entered here.

The three processing options available are:

1. **On-line Printing of MSDS Sheets**

To use this processing method, the **MSDS Processing** input in the MSDS Control F/M must be set to **O**. When a pick ticket or invoice with an MSDS item prints, a message prints under the item description (such as "MSDS included"). A record is created in a temporary file that is used by the On-line Print Program to print the MSDS sheets.

When the On-line Print Program is run, the temporary file checks the MSDS Control F/M for the print order (customer ship-to or SO document), and whether a cover letter is to be printed. It then uses the print code, file path and command found in the Print Code F/M and Print Command F/M to print the MSDS sheets, summary sheets and optional cover letters.

2. **Preprinted MSDS Sheets without Assigned Literature Locations**

To use this processing method, the **MSDS Processing** input on the MSDS Control F/M must be set to **M** (messages print only). When a pick ticket or invoice with an MSDS item prints, the system checks to determine if an MSDS sheet is required (following the same process outlined in "MSDS On-line Print" above). If it is determined that an MSDS sheet is required, a user-defined message (such as "MSDS included") prints under the item description.

3. **Preprinted MSDS Sheets Stored in Literature Locations**

To use this processing method, the **MSDS Processing** input on the MSDS Control F/M must be set to **L** (literature locations used). When a pick ticket or invoice with an MSDS item prints, the system checks to determine if an MSDS sheet is required (following the same process outlined in "MSDS On-line Print" above). If it is determined that an MSDS sheet is required, a user-defined

message (such as "MSDS included") prints under the item description along with the actual literature location.

In all cases, the MSDS History File is updated after the Daily Sales Register (DSR) is run.
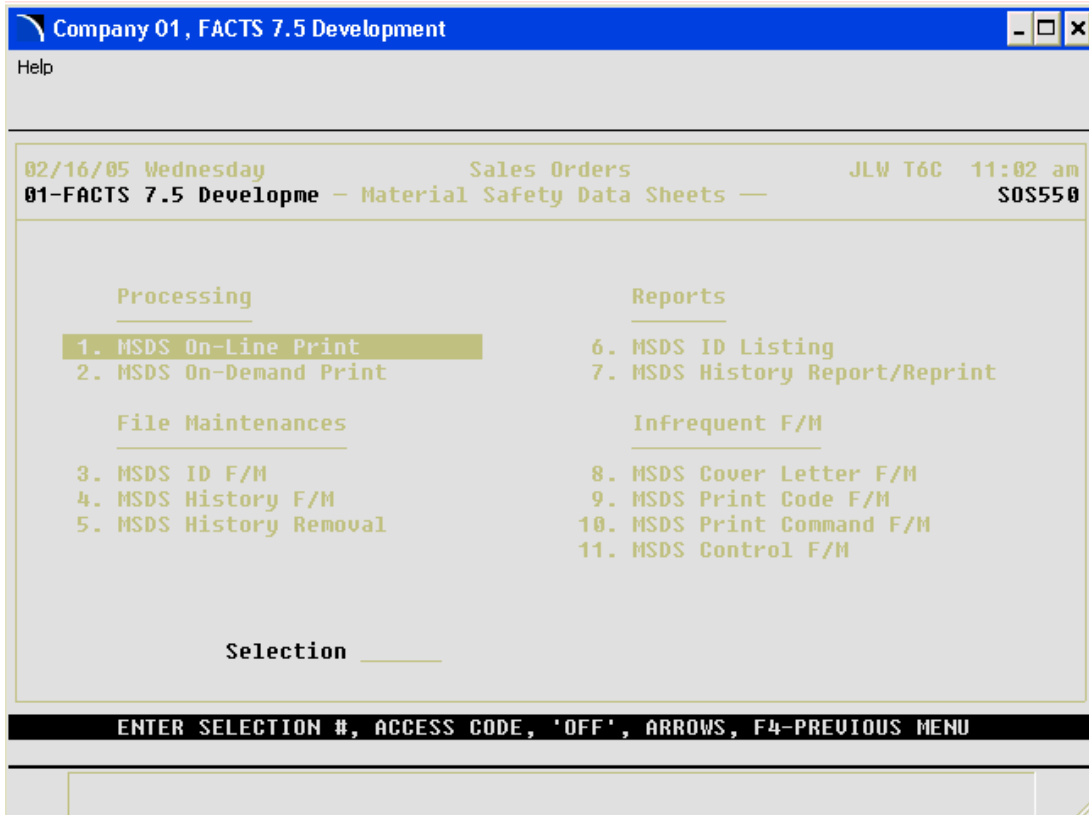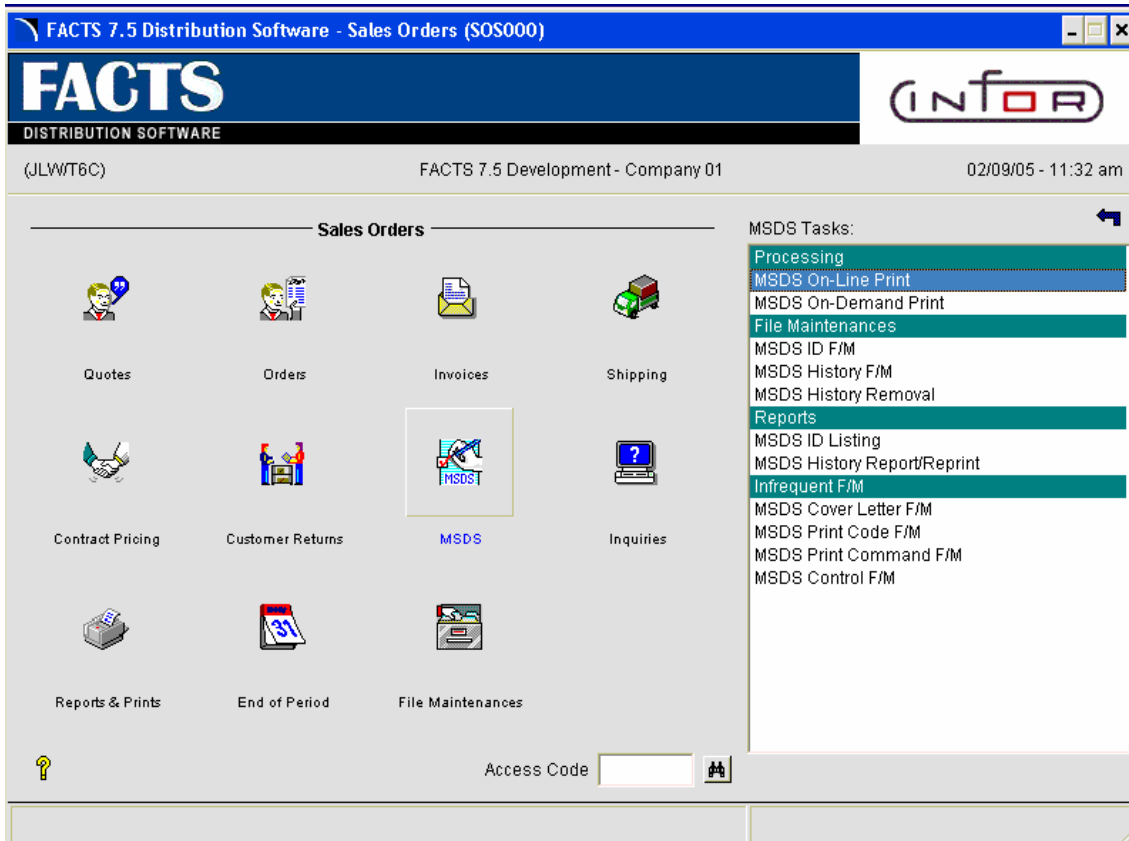
MSDS On-Line Print (SOP350)

Function

This program is available only if the MSDS on-line print process is used. It allows the FACTS System user to print on-line MSDS sheets, summary sheets and optional cover letters. A summary sheet contains:

- customer number
- ship-to or order number
- MSDS IDs of sheets that were printed
- MSDS IDs of sheets that did not print due to an error
- general description of any errors that occurred.

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

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

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

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

User Inputs

1. Warehouse

Enter the warehouse for which to print MSDS sheets. CR defaults to the default warehouse for this terminal. F3 defaults to ALL. F2 allows a search.

2. Print/Reprint

Enter whether the MSDS sheet is to be **P** - printed or **R** -reprinted (if the MSDS sheet has been previously printed and the order/invoice is in the reprint file). CR defaults to P.

Technical Notes

To insure that the MSDS sheets, summaries and cover letters (all print from third-party software) print on the same printer, the printer used by this program must be the same printer set in the MSDS Print Command F/M.

FILES USED - SMCNTL, SOMSDS, ARSHIP, ARCUST, SOMSID, SOMSLT, SOMSPC, SOOPRX, SOIPRX

FILES UPDATED - SOMSPI

MSDS On-Demand Print (SOP360)

Function

This program is used only if the MSDS on-line print process is used. It allows the user of the FACTS System to print MSDS sheets, cover letters and summary sheets on demand. The user has three options:

- Print documents by open Sales Order documents
- Print documents by customer ship-to
- Print documents by MSDS ID

If MSDS sheets for open SO documents or for a customer's ship-to print, an optional cover letter will accompany the MSDS sheets. If MSDS sheets for open SO documents print, an MSDS sheet will print for every line item on the SO document that requires an MSDS sheet.

User Inputs

1. Order

Enter whether to print MSDS sheets in **S** - SO document, **C** - customer ship-to or **M** - MSDS ID order. CR defaults to S.

2. Document

This input is only displayed if S is entered in **Order**. Enter the SO document number(s) (up to six digits) for which to print the MSDS sheets. CR ends inputs. F3 backs up one document number.

3. Customer

This input is only displayed if C is entered in **Order**. Enter the customer number for which to print MSDS sheets. F2 allows a search (ref. 9).

4. Ship-To

This input is only displayed if C is entered in **Order**. Enter the ship-to for which the MSDS sheet is being printed. F2 allows a search (ref. 30). CR defaults to SAME.

5. Number Of Copies

This input is only displayed if M is entered in **Order**. Enter the number of copies (1-99) of each MSDS sheet to print. CR defaults to 1.

6. MSDS ID Print List

This window is displayed only if C or M is entered in **Order**. Enter the MSDS ID(s) to print.

F1 allows an item search (ref. 20). If an item is found that reqires an MSDS sheet, the corresponding MSDS ID will display in the print list.

F2 allows an MSDS ID search (ref. 30).

When all MSDS IDs have been entered, press F3 to end entry. The user has the following options:

> **A** - to add an MSDS ID to list to print
> The user has the option to F2 - search for a specific MSDS ID (ref. 30) or F3 - search for an item (ref. 20). If item search is used during the ADD mode, it will be determined whether a MSDS ID is associated with the item selected. If a valid MSDS ID has been found, it will be entered automatically.

> **D** - to delete an MSDS ID
> Enter the line number to delete.

> **L** - to list all MSDS IDs that are to be printed
> Enter the beginning MSDS ID to list.

> **F3** - to end entries.
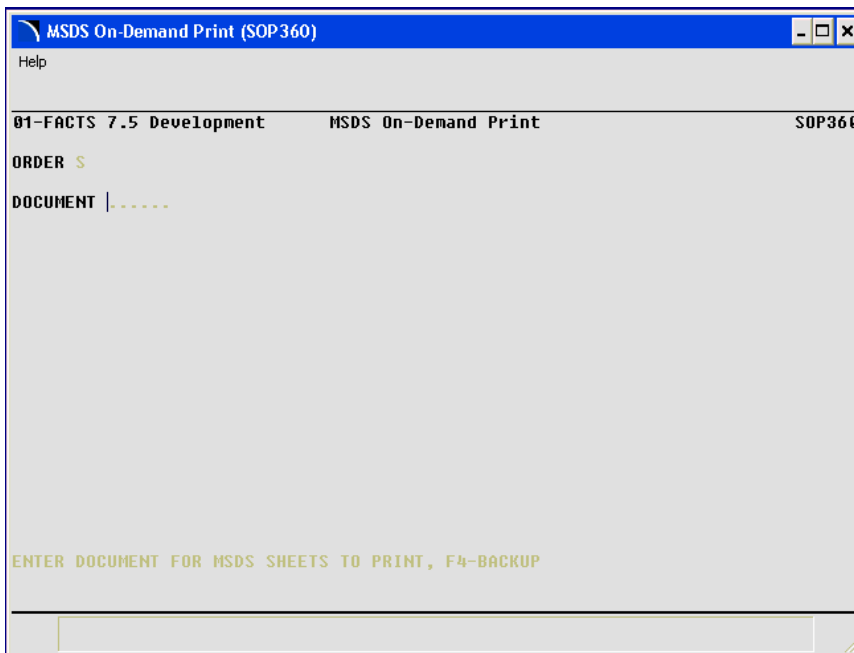
Technical Notes

If an MSDS sheet for an open SO document or for a customer's ship-to prints, a summary sheet, and a cover letter (if used) will also print and the MSDS History File will be updated.

FILES USED - SMCNTL, ARCUST, SOMSID, ARSHIP, SOMSLT, ICMAST, ARCALX, ARPHOX, ICALPX, ICCLSX, ICINTR, SORDER, SOMSPC

FILES UPDATED - SOMSPI, SOMSDS

MSDS ID Listing (SOR705)

Function

This program enables you to print a list of MSDS IDs with MSDS information and an optional list of items using each MSDS ID. The report may be run for any range of MSDS IDs.

For each MSDS ID, the report lists:

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

User Inputs

The following inputs are involved in printing a listing of MSDS IDs:

1. Beginning MSDS ID

Enter the beginning MSDS ID (up to 20 characters) to print. F1 defaults to FIRST. F2 allows a search.

2. Ending MSDS ID

Enter the ending MSDS ID (up to 20 characters) to print. F2 defaults to LAST. F2 allows a search.

3. List Items

Enter **N** or **Y** to indicate whether to list items for each MSDS ID. CR defaults to N.

Technical Notes

FILES USED - SMCNTL, SOMSID, ICMSIX, ICMAST

FILES UPDATED - NONE

MSDS ID Listing (SOR705)

Template   Print Options

Beginning MSDS ID [ ] |◄ | ♯ | First

Ending MSDS ID [ ] |►| | ♯ | Last

List Items ☐

Template ——————————— Printer ———————————

None   Genicom Line Printer

OK

Cancel

Enter Beginning MSDS ID to Print, F1-First, F2-Search

MSDS ID Listing (SOR705)

Help

```
01-FACTS 7.5 Development        MSDS ID Listing                    SOR705

Beginning MSDS ID  First

Ending MSDS ID  Last

List Items N
```

— Template ——————————— — Printer ———————————

None   WindX Laser

CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit .

MSDS History Report/Reprint (SOR785)

Function

This program has two functions:

- To print a history report of MSDS sheets that have been sent to customers
- To reprint MSDS sheets previously sent (if the MSDS on-line print process is used).

The history report may be run in either customer or MSDS ID order. If the report is run in customer order and the same customer number is entered for the beginning and ending customer, the prompts for beginning and ending ship-to will be displayed. Also, if the user is printing MSDS sheets on-line, this report will ask the user whether to reprint MSDS sheets already sent. Summary sheets and cover letters (if used) will also print at this time.

In customer order, this report lists

- Customer name
- Customer number
- Ship-to code
- Ship-to name
- MSDS ID
- MSDS description
- Date the MSDS sheets were sent
- MSDS revision date
- SO document that required the MSDS sheets

In MSDS ID order, this report lists:

- MSDS ID
- MSDS description
- Customer number
- Customer name
- Ship-to code
- Ship-to name
- Date the MSDS sheet was sent
- MSDS revision date
- SO document that required the MSDS sheet

User Inputs

1. Order

Enter whether to print the report in **C** - customer or **M** - MSDS ID order. CR defaults to C.

2. Beginning (Customer or MSDS ID)

Enter the beginning customer number or MSDS ID to print. F1 defaults to FIRST. F2 allows a search.

3. Ending (Customer or MSDS ID)

Enter the ending customer number or MSDS ID to print. F1 defaults to LAST.
F2 allows a search.

4. Beginning Ship-To

This input is displayed only if the same customer is entered for beginning and
ending customer. Enter the beginning ship-to to print. F1 defaults to FIRST.
F2 allows a search.

5. Ending Ship-To

This input is displayed only if the same customer is entered for beginning and
ending customer. Enter the ending ship-to to print. F1 defaults to LAST. F2
allows a search.

6. Beginning Date

Enter the beginning date-sent of the MSDS sheets to print. F1 defaults to FIRST.

7. Ending Date

Enter the ending date-sent of the MSDS sheets to print. F1 defaults to LAST.

8. History Report/MSDS REPRINT

This input is only available if MSDS sheets are processed on-line. Enter
whether to **H** - print the MSDS history report, **M** - reprint MSDS sheets sent or
B - both. CR defaults to H.

9. New Page

This input is only displayed if H or B was entered at **History Report/MSDS
Reprint**. Enter **N** or **Y** to indicate whether to start a new page at each customer
ship-to on the report. CR defaults to N.

Technical Notes

FILES USED - SMCNTL, ARCUST, ARSHIP, SOMSID, SOMSPC

FILES UPDATED - SOMSDS

MSDS History Report/Reprint (SOR785)

Template   Print Options

Order   C - Customer Order ▾   Beginning [   ] |◄ 🔍 First
                                   Ending   [   ] ►| 🔍 Last

Properties

Beginning Ship-To   [   ] |◄ 🔍
Ending Ship-To   [   ] |► 🔍
Beginning Date   [   ] |◄ First
Ending Date   [   ] ►| Last
Hist Rep/MSDS Reprint [H - Print History Report   ▾]
New Page   [ ]

Template   Printer   OK
None   Genicom Line Printer   Cancel

Print In Customer or MSDS ID Order? (C/M)

MSDS History Report/Reprint (SOR785)

Help

```
01-FACTS 7.5 Development   MSDS History Report/Reprint            SOR785

Order C Customer                 Beginning  First
                                 Ending  Last

─ Properties ────────────────────────────────────────────
Beginning Ship-To

Ending Ship-To

Beginning Date  First

Ending Date  Last

History Report/MSDS Reprint  H History Report

New Page  N No New Page Per Cust Ship-To


─ Template ──────────────      ─ Printer ──────────────
  None                           WindX Laser

CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit .
```

MSDS ID F/M (SOF905)

Function

This program enables you to maintain information for each MSDS ID. An MSDS ID must be assigned to each item in the IC Item F/M that requires an MSDS sheet as stipulated by OSHA standards.

User Inputs

1. MSDS ID

Enter the Material Safety Data Sheet ID (up to 20 characters). F2 allows a search (ref. 30). The MSDS ID is assigned to the item in the Item F/M. F3 defaults to the FIRST Record.

2. MSDS Description

Enter the description (up to 30 characters) of the MSDS ID.

3. MSDS Literature Location

If literature locations are used, enter the literature location (up to six characters) where this MSDS sheet is stocked.

4. MSDS On-Line Print Code

This input is only used if the on-line print process is used to process MSDS sheets. Enter the MSDS on-line print code (up to three characters) for this ID. It defaults to the print code entered for the previous record. This code must have been previously set up through the MSDS Print Code F/M. Press F1 to enter **NONE**. This means no codes are selected. F2 allows a search (ref. 30).

5. MSDS On-Line File Path

This input is only used if the on-line print process is used to process MSDS sheets. Enter the file path (up to 40 characters) where the print file is found. This file path must be a valid directory on your disk. F3 defaults to the default file path for the print code entered at the previous input.

6. MSDS On-Line File Name

This input is only used if the on-line print process is used to process MSDS sheets. Enter the file name (up to 20 characters) of the MSDS sheet. This name must be a valid file stored in the directory entered at **MSDS File Path**.

7. MSDS Revision Date

Enter the date that the MSDS sheet was last revised. Sheets are revised periodically by the manufacturer either due to regulation changes or a change to the product listed on the MSDS sheet. The system determines whether to send a revised MSDS sheet by comparing this date with the date this MSDS sheet was last sent to the customer.

8. MSDS Required

Enter **Y** or **N** to indicate whether an MSDS sheet is required to be sent for items that are assigned this ID number. When this input is set to N, no MSDS records or messages are processed for this MSDS ID during pick ticket or invoice print, although an MSDS sheet with this ID may be printed through the On-demand Print Program when this is set to N.

Technical Notes

FILES USED - ICMSIX

FILES UPDATED - SOMSID, SMCNTL

MSDS History F/M (SOF987)

Function

This program allows the user of the FACTS System to maintain the historical information for MSDS sheets sent.

User Inputs

1. **Customer**

Enter the customer number. The entry must be a valid customer number. F2 allows a search (ref. 9). F3 defaults to the FIRST record.

2. **Ship-To**

Enter the ship-to number for the selected customer. F2 allows a search (ref. 30). F3 selects the first ship-to record on file for this customer. F1 defaults to SAME.

3. **MSDS ID**

Enter the MSDS ID (up to 20 characters). F2 allows a search (ref. 30). F3 selects the first MSDS record on file for this customer and ship-to.

4. **Date Sent**

Enter the date the MSDS sheet was last sent to the customer. Press F2 for no date. CR defaults to the system date.

5. **MSDS Revision Date**

Enter the revision date of the MSDS sheet. Sheets are revised periodically by the manufacturer either due to regulation changes or a change to the product listed on the MSDS sheet. The system determines whether to send a revised MSDS sheet by comparing this date with the date this MSDS sheet was last sent to the customer. CR defaults to the revision date entered for this MSDS ID in the MSDS ID F/M.

6. **Invoice Number**

Enter the SO invoice number for the invoice with which this MSDS sheet was sent. This input will be blank if this MSDS sheet was reprinted through the On-demand Print Program (SOP360) or the MSDS History Report/Reprint Program (SOR785).

Technical Notes

FILES USED - SMCNTL, ARCUST, ARSHIP, SOMSID, ARCALX, ARPHOX, ICMAST, ICINTR

FILES UPDATED - SOMSDS

MSDS Cover Letter F/M (SOF986)

Function

This program is only used if the on-line print process is used to process MSDS sheets. It enables you to enter and maintain an optional standard cover letter to be printed with a group of MSDS sheets. Only one cover letter may be created. The printed cover letter includes the text entered through this program, with the customer and MSDS ID information needed to match the cover letter with the order/invoice and the MSDS sheets printed.
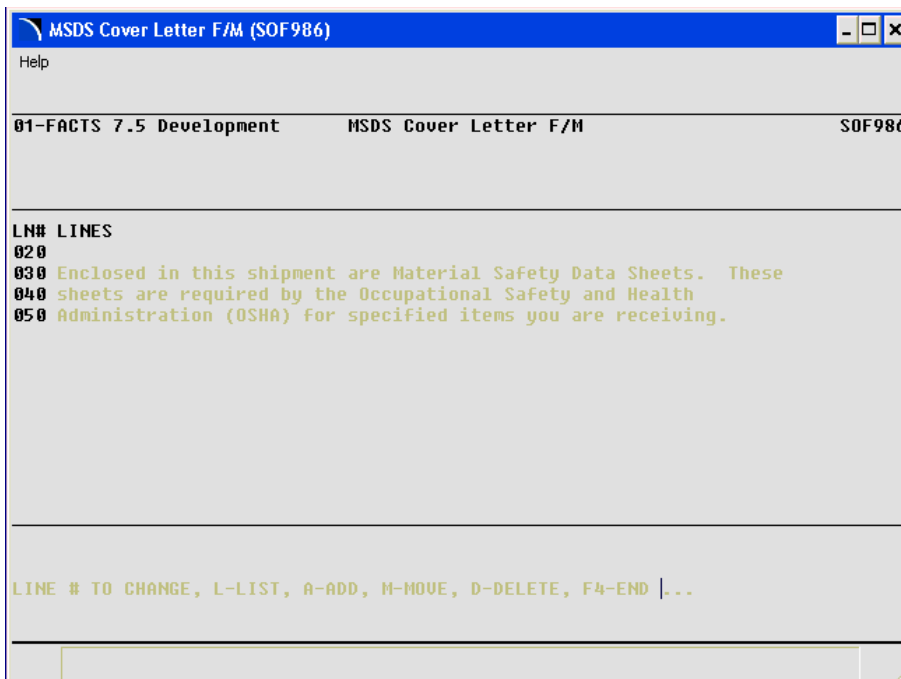
User Inputs

1. Enter Lines for This Cover Letter

Enter **Y** or **N** to indicate whether to enter a cover letter. Once Y is entered, a cover letter can be entered. CR defaults to N and exits the program.

Once text has been added, the following options are available:

- **Changes a line number.** Text may be changed or deleted by entering the line number. After entering a line number, enter whether to **C**-change or **D**-delete a line number. If C is entered, enter text (up to 70 characters). During this change routine, F1 defaults to the currently displayed value of the input. F3 ends entry of lines. F4 backs up to the line number; enter the new line number. If a new line number is added, the old line number is deleted. F2 allows the user to set the line number increment (1-10). F4 backs up to the main input.

    L - Lists line numbers. A limited number of line numbers appear on the screen at any time. This list function allows line numbers to be redisplayed. The user selects the beginning line number to list.

    A - Adds a line number. New line numbers may be added as needed. F3 ends entry of lines. F4 backs up to the line number; enter the new line number. F2 allows the user to set the line number increment (1-10). F4 (from line number) will back up and delete the previous line.

    M - Moves a line number. Enter beginning line number to move. Enter ending line number to move. Enter line number where text will be moved (existing lines will be replaced) one line at a time, or blocks of lines may be moved.

    D - Deletes a line number. One line or several lines of text can be deleted at any one time. Enter beginning and ending line numbers to delete. Enter **N** or **YES** to delete. CR defaults to N.

Technical Notes

FILES USED - SMCNTL

FILES UPDATED - SOMSLT

MSDS Print Code F/M (SOF988)

Function

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

```
MSDS Print Code F/M (SOF988)                                    _ □ ✕
Help

01-FACTS 7.5 Development     MSDS Print Code F/M               SOF988

 *. MSDS Print Code        PR
 2. Print Code Description UNIX print command
 3. Default Directory Path /ssi6demo/msds/

Enter Line #, D-Delete, F10-Menu, F4-Backup .
Arrows: Up-Prev Rec, Dn-Next, Pgup-First, Pgdn-Last
```
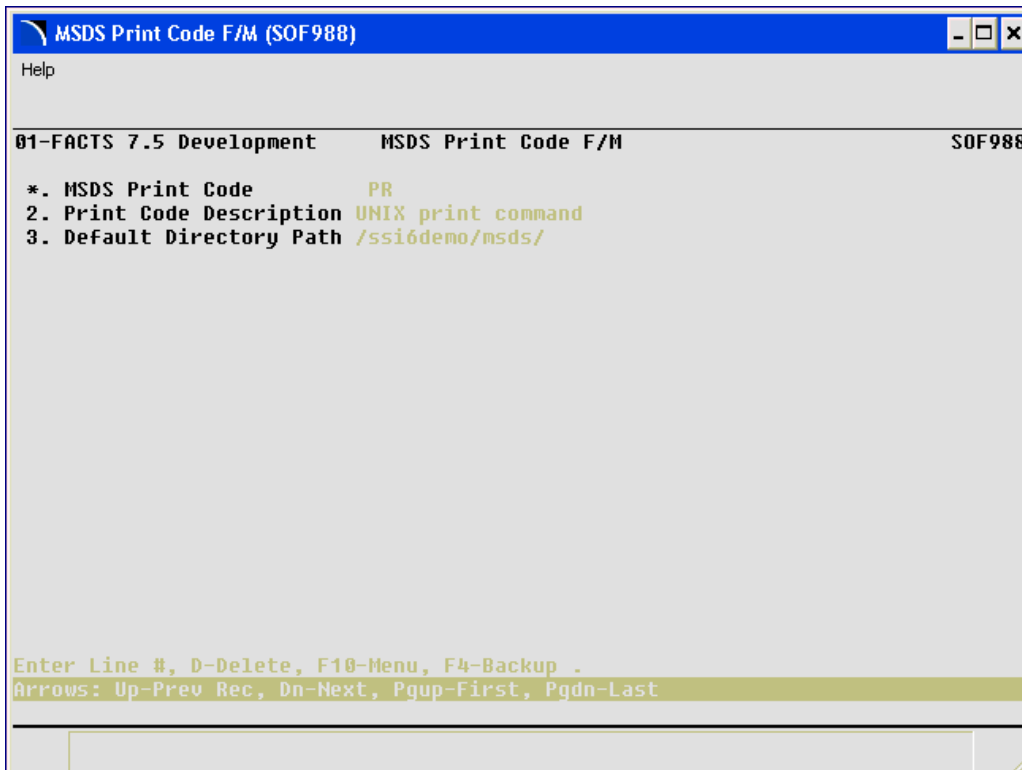
User Inputs

1. MSDS Print Code

Enter a valid print code (up to three characters). F2 allows a search (ref. 30). F3 selects the FIRST record.

2. Print Code Description

Enter the description (up to 30 characters) of the MSDS print code.

3. Default Directory Path

Enter the file path (up to 40 characters) where the MSDS print file will be found. This file path must be a valid directory on your disk

Technical Notes

FILES USED – SMCNTL   **FILES UPDATED -** SOMSPR

MSDS Print Command F/M (SOF989)

Function

Print commands are only used if the on-line print process is used for printing MSDS sheets. This program allows the user of the FACTS system to maintain the MSDS print commands for individual warehouses. Print commands are assigned to print codes by warehouse. Basically, a print command is a macro that initiates the third-party software and tells it which printer to use.

User Inputs

1. MSDS Print Code

Enter a valid MSDS print code (up to three characters). F2 allows a search (ref. 30). F3 selects the FIRST record.

2. Warehouse

Enter the valid warehouse code for this MSDS print code. F2 allows a search (ref. 30). F3 selects the first record for this print code. CR initially defaults to the warehouse assigned to the terminal.

3. Print Command

Enter the actual operating system print command (up to 40 characters) for MSDS on-line printing. For example, wp -m /u/ssi6/wp/print.wpm.

NOTE: This print command is usually in the form of a macro and should only be set up by someone with technical expertise and who is familiar with the third-party software used for printing.

NOTE: **If '}F{' is in this string, the MSDS file path and name will be inserted in its place during printing. Otherwise, the MSDS file name will be appended at the end during printing.**

MSDS Print Command F/M (SOF989)

```
01-FACTS 7.5 Development     MSDS Print Command F/M              SOF989

*. MSDS Print Code   PR UNIX print command
*. Warehouse         01 Atlanta Warehouse
3. Print Command     lp
```

```
Enter Line #, D-Delete, F10-Menu, F4-Backup .
Arrows: Up-Prev Rec, Dn-Next, Pgup-First, Pgdn-Last
```

Technical Notes

FILES USED - SMCNTL

FILES UPDATED - SOMSPC

MSDS Control F/M (SOF985)

Function

This file maintenance enables you to control records, by warehouse, for the MSDS System. These records contain information and flag settings that the MSDS programs reference to perform various operations. For example, when printing MSDS sheets, the system checks the **MSDS On-line Cover Letter** flag before printing the cover letter. One record is required for each warehouse.

User Inputs

1. Warehouse

Enter a valid warehouse code. F2 allows a search (ref. 30). F3 defaults to the FIRST record.

2. MSDS Message On Pick Ticket

Enter the message (up to 30 characters) to appear on the pick ticket under the item description for any item that requires an MSDS sheet. This input initially defaults to "MSDS SHEET INCLUDED." If this input is left blank, no MSDS information will print under the item description on pick tickets.

3. MSDS Message On Invoice

Enter the message (up to 30 characters) to appear on the invoice under the item description for any item that requires an MSDS sheet. This input initially defaults to "MSDS SHEET SHIPPED WITH ITEM." If this input is left blank, no MSDS information will print under the item description on invoices.

4. MSDS Processing

Enter the MSDS processing method to be used. Choices are:

O - On-line printing of MSDS sheets
L - Preprinted MSDS sheets stored in literature locations
M - Preprinted MSDS sheets without assigned literature locations - messages print only.

Refer to "Procedures" for more information on these processing methods. CR defaults to O.

5. MSDS On-Line Print Order

This input is only available if on-line printing is used as the MSDS processing method. Enter whether to print MSDS sheets in **S** - customer ship-to or **D** - SO document order. If the sheets print in customer ship-to order, all MSDS sheets, summary sheets and cover letters (if used) for one particular customer/ship-to print together. If the sheets print in document order, all MSDS sheets, summary sheets and cover letters (if used) for one document print together. CR defaults to S.

6. MSDS On-Line Cover Letter

This input is only available if on-line printing is used as the MSDS processing method. Enter **N** or **Y** to indicate whether to print a cover letter for each group of MSDS sheets. Cover letters are maintained by the MSDS Cover Letter F/M Program. CR initially defaults to N.

7. MSDS by Pick Ticket/Invoice

This input is only available if either the on-line printing or the literature location process is used to process MSDS sheets. The choices are different for this input depending on which MSDS process is used:

If on-line printing is used, enter whether to print the MSDS sheets, summary sheets, and cover letters (if used) after **P** - pick tickets print or **I** - invoices print.

If literature locations are used, enter whether to print the literature location of the MSDS sheet on the **P** - pick ticket, **I** - invoice or **B** - both. In all cases, the literature location will print below the item description.

8. Resend MSDS

Enter **N** or **Y** to indicate whether to resend MSDS sheets even if the latest revisions have already been sent. CR defaults to N. If Y is entered here, MSDS sheets will *always* be sent regardless of revision date.

After all inputs have been entered, enter **Y** or **N** to add the record. CR defaults to Y.

```
 ▚ MSDS Control F/M (SOF985)                                        _ □ ✕
 Help

 01-FACTS 7.5 Development      MSDS Control F/M                     SOF985

   *. Warehouse                    01<
   2. MSDS Message on Pick Ticket  MSDS Sheet Included
   3. MSDS Message on Invoice      MSDS Sheet Shipped With Item
   4. MSDS Processing              O
   5. MSDS On-Line Print Order     S
   6. MSDS On-Line Cover Letter    N
   7. MSDS by Pick Ticket/Invoice  P
   8. Resend MSDS                  N




 Enter warehouse code, F2-Search, F3-First Record, F4-End

```
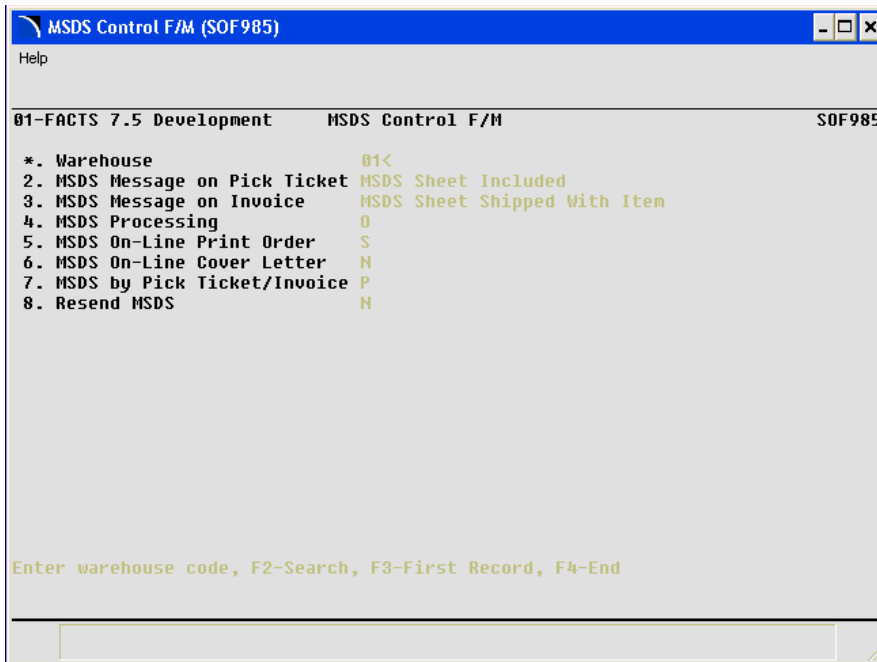
Technical Notes

If the on-line print process is used to process MSDS sheets, the **Confirmed** flag for the record in the SOMSPI File will be set to Y during Order Confirmation if the MSDS item has shipped and the **MSDS by Pick Ticket/Invoice** flag is set to P. In SO Invoice Print, the **Confirmed** flag will be set to Y if the item shipped and the **MSDS by Pick Ticket/ Invoice** flag is set to I.

If literature locations are used to process MSDS sheets, the **Confirmed** flag for the record in the SOMSPI File will be set to Y during Order Confirmation if the MSDS item shipped and the **MSDS by Pick Ticket/Invoice** flag is set to either P or B. In SO Invoice Print, the **Confirmed** flag will be set to Y if the item shipped and the **MSDS by Pick Ticket/ Invoice** flag is set to either I or B.

If messages only are used to process MSDS sheets, the **Confirmed** flag for the record in the SOMSPI File in Order Confirmation will be set to Y if the MSDS item has shipped. In SO Invoice Print, the **Confirmed** flag will be set to Y if the item shipped.

When the Daily Sales Register is run, the MSDS History File, SOMSDS, is updated from records in the SOMSPI File that have the **Confirmed** and the **MSDS Printed** flags set to Y.

FILES USED - None

FILES UPDATED - SMCNTL

MSDS History Removal (SOU930)

Function

This program will allow the user to delete MSDS history records for a specified range of customers and cut-off dates.

User Inputs

1. Beginning Customer

Enter the beginning customer number to delete MSDS history records. CR defaults to FIRST.

2. Ending Customer

Enter the ending customer number to delete MSDS history records. CR defaults to LAST.

3. Beginning Ship-To

This input will only be displayed if the same customer number is entered for beginning and ending customer. Enter the beginning ship-to number to remove. CR defaults to FIRST.

4. Ending Ship-To

This input will only be displayed if the same customer number is entered for beginning and ending customer. Enter the ending ship-to number to remove. CR defaults to LAST.

5. Cutoff Date

Enter date through which to remove MSDS history records based on the date sent.

Technical Notes

The history records will be deleted from the SOMSDS File.

FILES USED - SMCNTL, ARCUST, ARSHIP

FILES UPDATED - SOMSDS

MSDS History Removal (SOU930)

Help

```
01-FACTS 7.5 Development      MSDS History Removal                    SOU930
BEGINNING CUSTOMER |..........
ENDING CUSTOMER
CUTOFF DATE




ENTER BEGINNING CUSTOMER TO REMOVE (CR=FIRST), F4-END
```

Inquiries

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

The SO Customer Inquiry Program allows the user to view sales order information by the customer selected. Information includes quotes, open sales orders, blanket sales orders, past invoices, past sales, pricing, ship-to addresses, MSDS sheets and customer notes.

The SO Document Inquiry Program allows the user to view quotes and sales order documents in detail by the type and status selected. The type options are: open work orders, backorders, invoices, credit memos, and counter sales. The various status codes include: work orders entered, but not printed, pick ticket printed, confirmed invoice, invoice printed, invoice released, deleted sales order, voided invoice. Inquiry information includes an overview of the document's current status, the actual document as it appeared at time of entry (with updated amounts and units) and as sales orders are line-item salable, each sale per line may also be displayed.

The SO Items-in-Process Inquiry Program allows the user to inquire about the status of a sales order item. This inquiry displays in item order all the sales orders that contain the selected item. The user chooses the beginning item to view. Information includes item, document number, type, status, order amount, ship amount, backorder amount, unit of measure, cost and warehouse.

The SO Item Inquiry Program allows the user to display specific information for items in the Inventory File. Items may be displayed individually or sequentially. The user has the option to display general information, packaging information, warehouse information, open purchase order information, , blanket sales order information, costing information, pricing information, interchange items, ledgercards, turn information for the past 12 periods, item notes, restocking, usage, receipt information, production, warehouse transfers, serial/lot information, vendor information, sales history information, item

activity information, MSDS and DOT information. This inquiry is also found on the Inventory Control Inquiries Menu.

The Rejected Lines Inquiry is only accessible if the multiple warehouses on an order feature is being used. This program allows the user of the FACTS System who is in the initiating warehouse to view information about all items on hold or rejected for shipment by the shipping warehouse. It also allows the user quick access to the document in Order Entry to change/delete the line on the order.
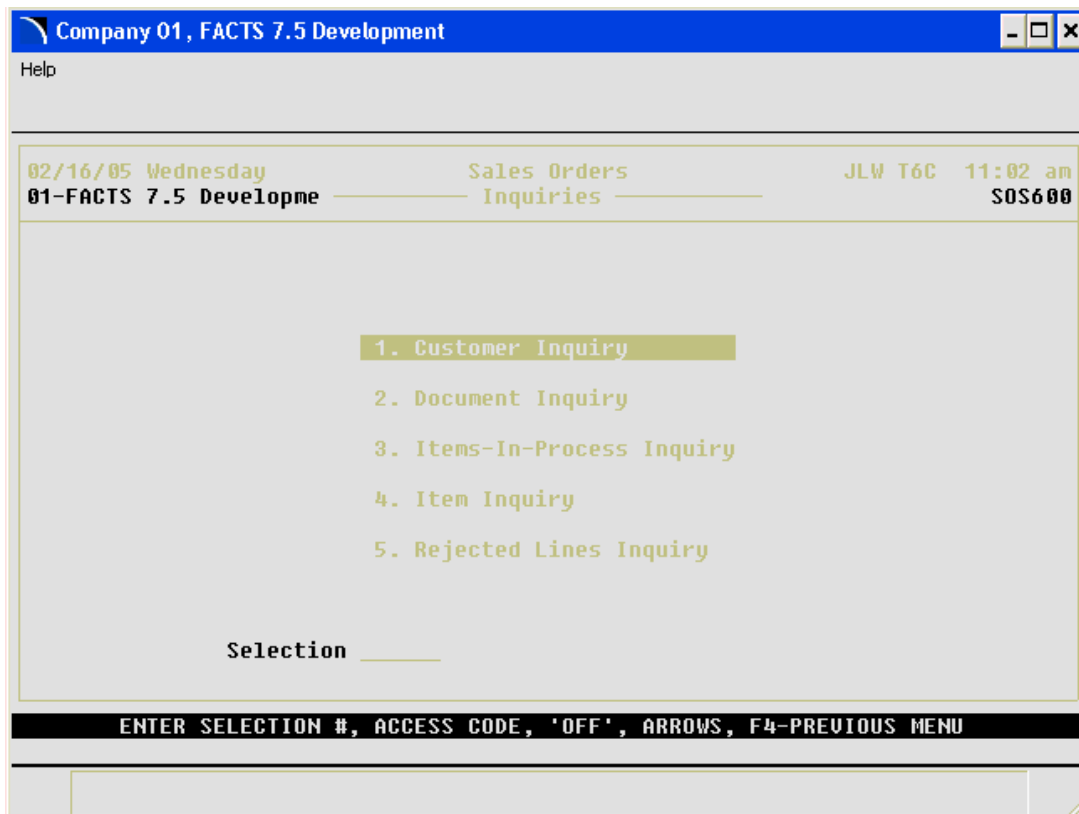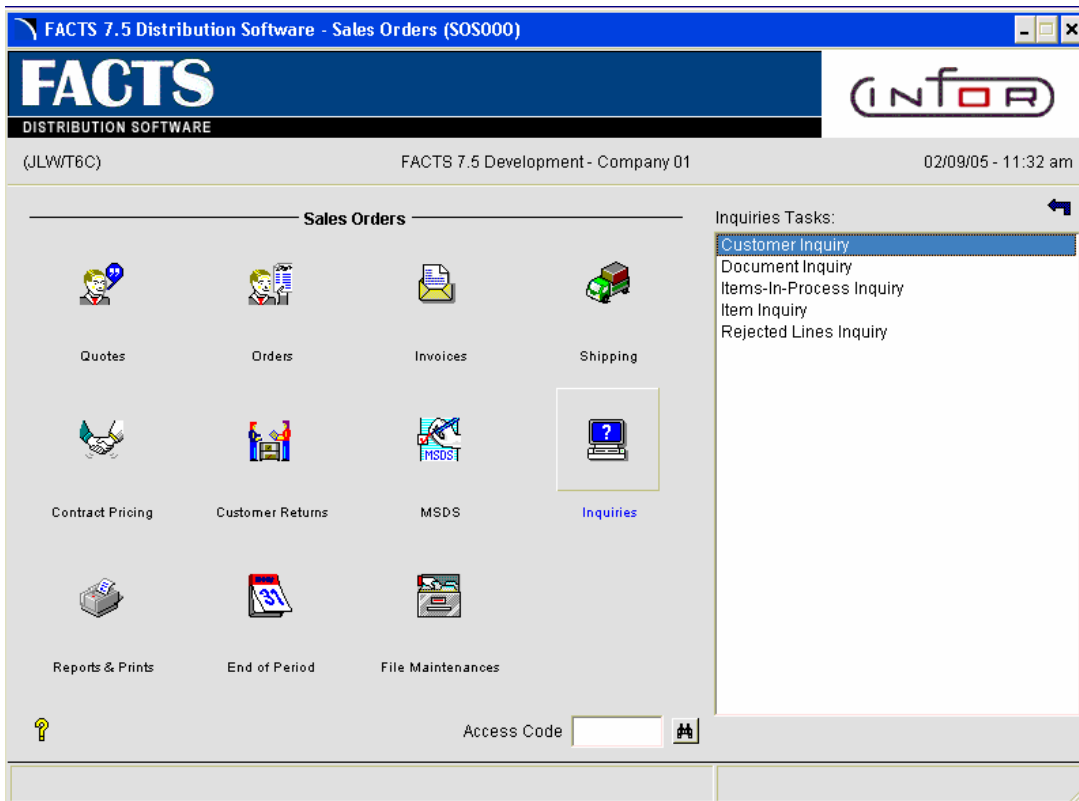
Customer Inquiry (SOI610)

Function

This program enables you to view sales orders information by customer and warehouse.

Program Details

When you first access Customer Inquiry, the upper portion of the screen contains a Go to field, which is used locate specific customers. The Go to field is case sensitive. This means that if you enter c100 to lookup a customer number when someone entered it as C100, the customer record you are looking for will not appear in the browser.

You can select the (filters) icon if you want to limit the number of records that appear in the inquiry browser. In GUI mode, you can also choose Options→Filter Values. In character mode, press F1.

Graphical Users: You can use the **Starts With** input to enter the beginning characters for the customer code. If the **Start From** input in the lower portion of the screen, you can select to display documents by document number or reference number.

Sync Feature

Sync is a method of connecting the entry programs with information displayed in customer, item and vendor inquiries. It is a helpful feature because it enables you to get real-time information such as customer balances, vendor balances and warehouse quantities, while you are working in entry programs.

You can select the icon to change or update the information displayed in this inquiry. When you use the Sync feature, the icon display changes to . Use this display to note whether your inquiry is in Sync mode.

Inquiries are synchronized on a per user basis. In other words, if you are signed on to FACTS in one window with one name and signed on in another window with another name, it will appear as if the Sync function is not working.

Refer to the Sync! topic for more details about using this feature.

Processing

Inquiry information for each customer includes:

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

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

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

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

Past Invoices, which displays past invoices including SO document number, AR invoice number, document type (work order, invoice, credit memo, counter sale, etc.), invoice date, warehouse, amount, ship-to and reference number.

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

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

Customer Notes, which displays customer note information.

Customer Pricing, which displays customer pricing information on items. Listed information consists of item number, item description, the customer's default price, pricing unit of measure and item type. Select the Line Detail option to access level pricing, contracts, and past sales

User-Defined, which displays data from the User-Defined view of Customer Inquiry comes from the User-Defined view of Customer F/M (ARF910). Many users have a few pieces of information about customers, vendors, and items that are unique to their business that they would like to enter into FACTS for reference purposes. The User-Defined view displays user-defined fields entered the major file maintenances and makes them available in FACTS Inquiry programs for information only. There are 5 user-defined fields that can be entered on the User-Defined screen of Customer F/M (ARF910). There user-defined field must first be configured by a user that has administrator privileges for User-defined Fields setting on the Security tab of User Code F/M (SMF410).

Customer Inquiry Views

Customer Inquiry (SOI610)—Quotes

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

Getting more information on a quote:

Graphical users: In the view area, select the line and choose the Line Detail button or double click on the icon at the beginning of that line.

Character users: Press **F3**-Bottom, highlight the line and press **Enter** (**CR**).

Customer Inquiry (SOI610)—Sales Orders

Use the Sales Order view to display sales order information including document number, document type (work order, invoice, credit memo, counter sale, etc.), document status (work order entered but not printed, work order printed, confirmed invoice, receipted invoice, deleted sales order, voided invoice), order priority, ship-complete status, invoice date, warehouse, amount, ship-to and reference number.

Sorting open sales orders:

Graphical users: Orders sort by document number by default. Click on the Reference number column header to sort by reference number. Click on the Document number column header to sort by document number. You can also click on any other column header to sort by that information.

Character users: Search orders by document number or reference number. Press **F3**-Bottom and enter **R** to resort by reference number. Enter **D** to resort by document number

If the document is on hold, ***HOLD*** appears in the column after the reference number. Documents on hold cannot be printed or confirmed. Any non-deleted or non-voided document may be selected for detail inquiry.

Getting more information on an order:

Graphical users: In the view area, select the line and choose the **Line Detail** button or double click on the icon at the beginning of that line.

Character users: Press **F3**-Bottom, highlight the line and press **Enter** (**CR**).

Customer Inquiry (SOI610)—Past Invoices

Use the Past Invoices view to display past invoices including SO document number, AR invoice number, document type (work order, invoice, credit memo, counter sale, etc.), invoice date, warehouse, amount, ship-to and reference number.   You can also print past invoices from this view.

Sorting past invoices:

Graphical users: Click on the **Invoice** column header to sort by past invoice number or click on the **Reference number** column header to sort by reference number. You can also click on any of the other column headers to sort by that information. Date (invoice/credit memo) and descending date is the default order for the view.

Character users: Search past invoices by document, past invoice or reference number. The program defaults to document order. Press **F3-Bottom** and enter **I** to sort by invoice number or **R** to sort by reference number.

Getting more information on a past invoice:

Graphical users: In the view area, select the line and choose the **Line Detail** button or double click on the icon at the beginning of that line.

Character users: Press **F3-Bottom**, highlight the line and press **Enter** (**CR**).

Customer Inquiry (SOI610)—Past Sales

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

Filtering past sales information by item type:

Graphical users: Select *Options➔Filter Views* from the menu bar.

Character users: Type ! and enter I-Filters.

Enter S to filter by Stocked item, N for non-stocked items or U for un-inventoried items. Press **F3** to choose all item types.

Temporary Items on Past Sales

You can select the Temp Items button to display the Temporary Past Sales Search window for viewing only. The screen displays the item code, description, invoice number and date, quantity sold as well as the selling UM, price, price UM, description 2, vendor, class, weight, and cost for temporary items sols to this customer. You can select a temp item or click the Cancel button window to exit this screen. The available sort orders are by item number and by class. Keyword searches include descriptions 1 & 2.

Customer Inquiry (SOI610)—Customer Pricing

Use the Customer Pricing view to display customer pricing information on items. Listed information consists of item number, item description, the customer's default price, pricing unit of measure and item type. You can press F2 or the ⚒ the icon to search for the beginning item to list.

Getting more detail on pricing information:

Graphical users: Double-click on the icon preceding the item or select the line and press **Line Detail**.

The Level Prices detail window shows the item's standard pricing for the customer selected, as well as any price levels or quantity breaks that exist for this customer.

The Contracts detail window shows the Contract Entry (SOE560) screen in view-only mode.

The Past Sales detail window shows past sales information for the customer/item combination.

Character users: Highlight the item in the browser and press **Enter** (**CR**).

The first detail window shows the item's standard pricing for the customer selected, as well as any price levels or quantity breaks that exist for this customer.

To switch to contract pricing information for this customer, shown the Contract Entry (SOE560) screen in view-only mode, press **CR-Continue** and enter **C**.

To switch to past sales information, enter **P**.

Enter **L** to return to pricing levels, standard pricing and quantity breaks.

Press **F2** to change the pricing unit of measure. Prices change accordingly.

Customer Inquiry (SOI610)—Ship-to Addresses

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

Getting more information on alternate ship-to addresses:

Graphical users: In the view area, select the line and choose the **Line Detail** button or double click on the icon at the beginning of that line.

Character users: Press **F3-Bottom**, highlight the line and press CR.

The detail window displays the alternate location's mailing address, both phone numbers and contact names if provided, salesperson/territory, default ship via code, UPS zone, route code if routes are used in your system, tax code and tax rate.

Press **Enter** (**CR**)to view detail on the next alternate ship-to for the customer selected. Press F4 to backup to the main inquiry screen.

Customer Inquiry (SOI610)—Blanket Sales Orders

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

Sorting blanket sales orders:

Graphical users: Orders sort by document number by default. Click on the **Reference number** column header to resort by reference number. Click on the **Document number** column header to resort by document number. You can also click on any other column header to sort by that information.

Character users: Search blanket sales orders by document number or reference number. Press **F3-Bottom** and enter **R** to resort by reference number. Enter **D** to resort by document number

If the document is on hold, *HOLD* appears to the right of the reference number. Documents on hold cannot be released or distributed.

Getting more information on blanket sales orders:

Graphical users: In the view area, select the line and choose the **Line Detail** button or double click on the icon at the beginning of that line.

Character users: Press **F3-Bottom**, highlight the line and press **Enter** (**CR**).

The blanket sales order appears in the detail window.

Customer Inquiry (SOI610)—MSDS

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

Filtering MSDS information by ship-to addresses:

Graphical users: Select *Options* →*Filter Views* from the menu.

Character users: Type **!** and enter **I**.

Press **F2** to search existing ship-to addresses. Press **F3** to select all ship-to addresses for this customer.

Customer Inquiry (SOI610)—Customer Notes

Displays notes for the specified customer. In the browser in the lower portion of the screen the system displays the date the note was created, note category, urgent note indicator, and subject. You can double click a note line in the browser to display the View Note screen, which lists the note subject and text, note type, category, date created, and date edited.

You can access the Notes Entry (SME710) program from the Optionsà1 Customer Note Entry to enter or modify notes for the specified customer.

Customer Inquiry (SOI610)—User Defined

The data that appears on the User-Defined view of Customer Inquiry comes from the User-Defined view of Customer F/M (ARF910). Many users have a few pieces of information about customers, vendors, and items that are unique to their business that they would like to enter into FACTS for reference purposes. The User-Defined view displays user-defined fields entered the major file maintenances and makes them available in FACTS Inquiry programs for information only. There are 5 user-defined fields that can be entered on the User-Defined screen of Customer F/M. There user-defined field must first be configured by a user that has administrator privileges for User-defined Fields setting on the Security tab of User Code F/M (SMF410).

Information displayed is accessed from the following files:

FILES USED - SMCNTL, SMUSED, Quotes (SOQUOT, SOQCSX, ARCUST, ARSHIP), Orders (SORDER, SOPILX, SOCSTX, ARCUST, ARSHIP, SOPINV, PORDER, APVEND, SOLOTS, SOPINL, SOPILX), Blanket sales orders (SOBSOL, SOBSOH, SOBSOR), Past invoices (SOPINA, SOPILX, SOPINH, SOPINL, SORDER, ARCUST, ARSHIP, ICTRAN, PORDER, APVEND, SOLOTS), Past sales (SOPAST, ICMAST, ICCLSX, ICALPX, SOPILX, ICINTR), Pricing (SOPAST, ICMAST, ICCLSX, SOCTRT, ICPRIC, ICALPX), ICIUOM, Ship-tos (ARSHIP), Notes (ARNOTE)

FILES UPDATED

- ARNOTE

```
┌──────────────────────────────────────────────────────────────────────────┐
│ Customer Inquiry (SOI610)                                        _ □ X     │
│ Help                                                                       │
│                                                                            │
│ 01-Demo Company            SO Customer Inquiry - Customer Order    SOI610  │
│                                                                            │
│  Hold    Customer Name                    City, State         Zip Code     │
│          C100 Southeastern Industrial Supply Atlanta, GA        30348      │
│          C101 Deluxe Equipemnt Warehouse  Douglasville, GA      30301      │
│          C102 Roark Architectural, Inc.   Acworth, GA           30063      │
│  Go To        Starts With                                     Filters Off  │
│  View Filters:01/SNU                                            Sync Off    │
│                                                                            │
│   <-      MSDS            Orders        Past Invoices     Past Sales   ->   │
│                                                                            │
│           Item Description        Invoice    Date     Quantity UM    Pr     │
│           I100 Pallet Loading Han 001924 12/15/2002       5 EA     240      │
│           I100 Pallet Loading Han 001853 11/12/2002      11 EA     228      │
│           I100 Pallet Loading Han 001705 10/05/2002      30 EA     216      │
│           I101 Pallet Truck       001696 09/28/2002       8 EA     416      │
│           I101 Pallet Truck       001633 08/31/2002       2 EA     416      │
│           I101 Pallet Truck       001554 08/17/2002       2 EA     416      │
│           I102 Adjustable Height  001863 09/09/2002       4 EA      67      │
│           I102 Adjustable Height  001861 09/09/2002       8 EA      67      │
│                                                                            │
│ F10-Menu; F2-Order: Alpha, Contact, Phone, Customer, Class (Customer Search)│
│ Enter beginning customer, F1-Edit filters, F3-View, F4-End ..........      │
│ Arrows: Up=Prev, Down=Next, Left/Right=View, PgUp, PgDn, Home, End  First Line│
└──────────────────────────────────────────────────────────────────────────┘
```

```
┌──────────────────────────────────────────────────────────────────────────┐
│ 01-Demo Company, SO Customer Inquiry - Customer Order (SOI610)    _ □ X    │
│ Options  View  Sort By  Export  Print  Help                                │
│                                                                            │
│  Go To [                    ] [ᴍ]   Starts with [          ]    [≡✓≡] [▼]  │
│                                                                            │
│  ┌Hold─┬─Customer──┬─────────Name─────────┬──City, State──┬──Zip C▲┐       │
│  │     C100 Southeastern Industrial Supply Atlanta, GA      303  │        │
│  │     C101 Deluxe Equipemnt Warehouse    Douglasville, GA  303  │        │
│  │     C102 Roark Architectural, Inc.     Acworth, GA       300▼ │        │
│  │◄│                                                          ►  │        │
│                                                                            │
│  │ Blanket Orders   MSDS     Orders   Past Invoices  Past Sales  Pricing ►│
│                                                                            │
│  ┌─────┬──Item─┬─Description──────┬─Invoice─┬───Date───┬─Quantity─┬─U.▲┐   │
│  │         I100 Pallet Loading Han  001924   12/15/2002      5 EA     │   │
│  │         I100 Pallet Loading Han  001853   11/12/2002     11 EA     │   │
│  │         I100 Pallet Loading Han  001705   10/05/2002     30 EA     │   │
│  │         I101 Pallet Truck        001696   09/28/2002      8 EA     │   │
│  │         I101 Pallet Truck        001633   08/31/2002      2 EA     │   │
│  │         I101 Pallet Truck        001554   08/17/2002      2 EA     │   │
│  │         I102 Adjustable Height   001863   09/09/2002      4 EA ▼   │   │
│  │◄│                                                             ►    │   │
│                                                                            │
│  Start From [Item    ▼] [            ] [ᴍ] [I◄] [ ]   View Filters:01/SNU  │
│                                                        [◘]  Exit           │
└──────────────────────────────────────────────────────────────────────────┘
```

```
Customer Inquiry (SOI610)                                                    _ □ ×
Help

01-Demo Company            SO Customer Inquiry - Customer Order        SOI610

 Hold    Customer Name                         City, State          Zip Code
              C100 Southeastern Industrial Supply Atlanta, GA       30348
              C101 Deluxe Equipemnt Warehouse     Douglasville, GA  30301
              C102 Roark Architectural, Inc.      Acworth, GA       30063
 Go To         Starts With                                          Filters Off
 View Filters:01/SNU                                                Sync Off

 <-      Orders          Past Invoices      Past Sales       Pricing        ->

           Item Description                        Price UM Type
           I100 Pallet Loading Hand Truck         240.00 EA STANDARD
           I101 Pallet Truck                      440.87 EA STANDARD
           I102 Adjustable Height Steel Stool        .00 EA STANDARD
           I103 Rotary Drum Pump                  155.55 EA STANDARD
           I104 Rubber Tire Mat                     6.20 EA STANDARD
           I105 Nesting Conveyor Box               11.05 EA STANDARD
           I106 Telescopic Lift Boom             1070.60 EA STANDARD
           I107 Portable Floor Crane              458.55 EA STANDARD

 F10-Menu; F2-Order: Alpha, Contact, Phone, Customer, Class (Customer Search)
 Enter beginning customer, F1-Edit filters, F3-View, F4-End |..........
 Arrows: Up=Prev, Down=Next, Left/Right=View, PgUp, PgDn, Home, End    First Line
```

```
01-Demo Company, SO Customer Inquiry - Customer Order (SOI610)               _ □ ×
Options  View  Sort By  Export  Print  Help

 Go To [                    ] [🔍]    Starts with [            ]      [≣⁄≣] [▼]

 | Hold | Customer | Name                          | City, State      | Zip C▲|
 |      | C100     | Southeastern Industrial Supply| Atlanta, GA      | 303   |
 |      | C101     | Deluxe Equipemnt Warehouse    | Douglasville, GA | 303   |
 |      | C102     | Roark Architectural, Inc.     | Acworth, GA      | 300 ▼ |

 [◢] Blanket Orders   MSDS      Orders    Past Invoices   Past Sales   Pricing  [▶]

 | Item | Description                | Price   | U. | Type    |
 | I100 | Pallet Loading Hand Truck  | 240.00  | EA | STANDA  |
 | I101 | Pallet Truck               | 440.87  | EA | STANDA  |
 | I102 | Adjustable Height Steel Stool |  .00  | EA | STANDA  |
 | I103 | Rotary Drum Pump           | 155.55  | EA | STANDA  |
 | I104 | Rubber Tire Mat            |   6.20  | EA | STANDA  |
 | I105 | Nesting Conveyor Box       |  11.05  | EA | STANDA  |
 | I106 | Telescopic Lift Boom       | 1070.60 | EA | STANDA▼ |

 Start From [Item  ▾] [                    ] [🔍][◀][/]       View Filters:01/SNU

                                          [🔍 Line Detail] [↕ Exit]
```

```
Customer Inquiry (SOI610)                                              _ □ ×
Help

01-Demo Company          SO Customer Inquiry - Customer Order        SOI610

 Hold    Customer Name                     City, State          Zip Code
         C100 Southeastern Industrial Supply Atlanta, GA          30348
         C101 Deluxe Equipemnt Warehouse     Douglasville, GA     30301
         C102 Roark Architectural, Inc.      Acworth, GA          30063
Go To         Starts With                                      Filters Off
View Filters:01/SNU                                               Sync Off

<-      Past Sales          Pricing          Quotes          Ship-To

Ship-To Name                        Contact              Phone#
   S100 Southeastern Industrial Supply James McDaniel    404-964-0922
   S101 Southeastern Industrial Supply Jack Padgett      205-355-0333
   S102 Southeastern Industrial Supply George O'Brien    214-980-7444
   S498 Southeastern Industrial Supply                   7708929623
   S499 Southeastern Industrial Supply                   7708929623
   S500 Southeastern Industrial Supply                   7708929623
   TEST Southeastern Industrial Supply
 001596 Southeastern Industrial Supply Mary Wakeman      404-332-9980

F10-Menu; F2-Order: Alpha, Contact, Phone, Customer, Class (Customer Search)
Enter beginning customer, F1-Edit filters, F3-View, F4-End ..........
Arrows: Up=Prev, Down=Next, Left/Right=View, PgUp, PgDn, Home, End    First Line
```

```
01-Demo Company, SO Customer Inquiry - Customer Order (SOI610)       _ □ ×
Options  View  Sort By  Export  Print  Help

Go To  [                    ] [⚏]  Starts with [          ]      [▤⁄▤] [▼]

 Hold   Customer            Name                City, State       Zip C ▲
        C100 Southeastern Industrial Supply Atlanta, GA           303
        C101 Deluxe Equipemnt Warehouse     Douglasville, GA      303
        C102 Roark Architectural, Inc.      Acworth, GA           300 ▼
◄                                                                     ►

◄    Orders    Past Invoices    Past Sales    Pricing    Quotes    Ship-To  ▷

 Ship-To  Name                       Contact          Phone#          ▲
    S100 Southeastern Industrial Supply  James McDaniel   404-964-0922
    S101 Southeastern Industrial Supply  Jack Padgett     205-355-0333
    S102 Southeastern Industrial Supply  George O'Brien   214-980-7444
    S498 Southeastern Industrial Supply                   7708929623
    S499 Southeastern Industrial Supply                   7708929623
    S500 Southeastern Industrial Supply                   7708929623
    TEST Southeastern Industrial Supply                               ▼
◄                                                                     ►

Start From  [Ship-To  ▼] [                ] [⚏] [◄] [▷]   View Filters:01/SNU

                                           [🔍 Line Detail] [▯]  Exit
```

```
Customer Inquiry (SOI610)                                                    _ □ ×
Help

01-Demo Company            SO Customer Inquiry - Customer Order         SOI610

Hold    Customer Name                         City, State          Zip Code
            C100 Southeastern Industrial Supply Atlanta, GA          30348
            C101 Deluxe Equipemnt Warehouse      Douglasville, GA     30301
            C102 Roark Architectural, Inc.       Acworth, GA          30063
Go To           Starts With                                       Filters Off
View Filters:01/SNU                                                  Sync Off

<-   Past Invoices       Past Sales        Pricing          Quotes        ->

Quote#   Date      Expires   WH Order# Quoted To                By       Tot
000765 09/24/2002 12/31/2002 01                               RB      1130.
000766 09/27/2002 None        01 001594 Warehouse Manager     RB      1073.
000775 06/27/2002 None        01 001876 Mary Wakeman          SSI     1632.
000793 03/24/2003 None        01 001821 Mary Wakeman          SSI      310.
000801 04/23/2003 None        01 001829 James McDaniel        SSI     1002.
000803 04/23/2003 None        01 001830 James McDaniel        SSI     1002.
000807 04/08/2003 None        01       Mary Wakeman           HN       325.
000812 12/23/2003 None        01       James McDaniel         SSI      732.

F10-Menu; F2-Order: Alpha, Contact, Phone, Customer, Class (Customer Search)
Enter beginning customer, F1-Edit filters, F3-View, F4-End |.........
Arrows: Up=Prev, Down=Next, Left/Right=View, PgUp, PgDn, Home, End   First Line
```

```
01-Demo Company, SO Customer Inquiry - Customer Order (SOI610)          _ □ ×
Options  View  Sort By  Export  Print  Help

Go To [                    ] [⚏]   Starts with [           ]      [≣≁≣] [▼]

Hold    Customer          Name                    City, State       Zip C ▲
        C100 Southeastern Industrial Supply Atlanta, GA             303
        C101 Deluxe Equipemnt Warehouse      Douglasville, GA       303
        C102 Roark Architectural, Inc.       Acworth, GA            300 ▼

◄    MSDS        Orders      Past Invoices    Past Sales    Pricing    Quotes  ►

Quote#   Date       Expires    W  Order#  Quoted To           By        ▲
000765  09/24/2002  12/31/2002 01                             RB
000766  09/27/2002  None       01  001594 Warehouse Manager   RB
000775  06/27/2002  None       01  001876 Mary Wakeman        SSI
000793  03/24/2003  None       01  001821 Mary Wakeman        SSI
000801  04/23/2003  None       01  001829 James McDaniel      SSI
000803  04/23/2003  None       01  001830 James McDaniel      SSI
000807  04/08/2003  None       01         Mary Wakeman        HN       ▼

Start From [Quote #  ▼] [              ] [⚏] [◄] [ ]    View Filters:01/SNU

                                    [🔍 Line Detail] [◻ Exit]
```

01-Specialty Distributors, Inc., SO Customer Inquiry - Customer Order (SOI610)

Options View Sort By Export Print Help

Go To [   ] 🔍   Starts with [   ]   📄 📄   🔻

Hold	Customer	Name	City, State	Zip C
	C100	Southeastern Industrial Supply	Atlanta, GA	302
	C101	Deluxe Equipment Warehouse..+	Douglasville, GA	303
	C102	Roark Architectural, Inc.	Ackworth, GA	300

◄   Past Invoices   Past Sales   Pricing   Quotes   Ship-To   Notes

Date Created	Category	Urgent	Subject
01/24/2003	General Information		Now is the time
01/14/2003	General Information		This is a note for customer C100. More notes.
01/09/2003	General Information		Now is the time...
01/09/2003	coll		jyfyt d
01/09/2003	General Information		tst
01/09/2003	General Information		lkijhgfdssdfghjkkjhgfdsdfghjk

Start From [Date   ▼] [   ] 🔍 ⏮ ⌐

🔍 Line Detail   ❙ Exit

Enter characters customer must start with

Customer Inquiry (SOI610)

Help

01-Specialty Distributors, InSO Customer Inquiry – Customer Order   SOI610

Hold	Customer	Name	City, State	Contact 1
	2	PERCY RIVERS	SUDBURY, MA	PERCY
	8	BARRINGTON FARMS	GASPORT, NY	TOM BARRIN
	9	Winfield Industries, Inc.	Buffalo, NY	Pat Greele

Go To   Starts With   Filters Off
                                                             Sync Off

<-   Pricing   Quotes   Ship-To   Notes

Date Created Category   Urgent Subject
No information for 2

F10-Menu; F2-Order: Alpha, Contact, Phone, Customer, Class (Customer Search)
Enter beginning customer, F1-Edit filters, F3-View, F4-End ....
Arrows: Up=Prev, Down=Next, Left/Right=View, PgUp, PgDn, Home, End   First Line

How to view customer information

1. **Open the Customer Inquiry program. You can access this program by selecting Sales Orders→Inquiries→ Customer Inquiry.**

2. **Enter the customer for which you want to view information in the Go to input.**

Select whether to sort customer records by alpha lookup, customer number, phone number, contact name or customer class. In GUI, select a sort order by choosing *Sort by* from the menu bar. In character, press F2.

Select filters if you want to limit the number of records that appear in the inquiry browser. In GUI, choose *Options→Filter Values*. In character, press F1.

Use the up and down arrow keys or the Page Down and Page Up keys to scroll through the displayed list of vendors (Graphical users can also use the vertical scroll bar.)

➲   The **Go to** input is case sensitive and relates to the sort order you select. This means that if you enter *c100* to lookup a customer number when someone entered it as *C100*, the customer record you are looking for will not appear in the browser. You get the same results if you enter *C100* in the **Go to** input with the *Alpha* sort order selected.

Graphical Users: You can use the **Starts With** input to enter the beginning characters for the customer code. If the **Start From** input in the lower portion of the screen, you can select to display documents by document number or reference number.

3. **(Optional) Select the warehouse for which you want to view information.**

The program defaults to the warehouse assigned to the terminal you are using. To change the warehouse filter:

Graphical users: Choose *Options→Filter Views*.

Character users: Type **!** and press **F1**.

In the window or popup box, press **F1** to select the next warehouse on record. Press **F2** to search for a warehouse record. Press **F3** to choose ALL warehouses.

4. **Select a view.**

In graphical: Choose a view from the *View* menu option or select a view from the view bar.

In character: Use the right and left arrow keys to select a view from the view bar.

View descriptions

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

Getting more information on a quote:

Graphical users: In the view area, select the line and choose the **Line**

Detail button or double click on the icon at the beginning of that line.

Character users: Press **F3-Bottom**, highlight the line and press **Enter** (**CR**).

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

Sorting open sales orders:

Graphical users: Orders sort by document number by default. Click on the **Reference number** column header to sort by reference number. Click on the **Document number** column header to sort by document number. You can also click on any other column header to sort by that information.

Character users: Search orders by document number or reference number. Press **F3-Bottom** and enter **R** to resort by reference number. Enter **D** to resort by document number

If the document is on hold, *HOLD* appears in the column after the reference number. Documents on hold cannot be printed or confirmed. Any non-deleted or non-voided document may be selected for detail inquiry.

Getting more information on an order:

Graphical users: In the view area, select the line and choose the **Line Detail** button or double click on the icon at the beginning of that line.

Character users: Press **F3-Bottom**, highlight the line and press **Enter** (**CR**).

Past Invoices   Displays past invoices including SO document number, AR invoice number, document type (work order, invoice, credit memo, counter sale, etc.), invoice date, warehouse, amount, ship-to and reference number.

Sorting past invoices:

Graphical users: Click on the **Invoice** column header to sort by past invoice number or click on the **Reference number** column header to sort by reference number. You can also click on any of the other column headers to sort by that information.

Character users: Search past invoices by document, past invoice or reference number. The program defaults to document order. Press **F3-Bottom** and enter **I** to sort by invoice number or **R** to sort by reference number.

Getting more information on a past invoice:

Graphical users: In the view area, select the line and choose the **Line Detail** button or double click on the icon at the beginning of that line.

Character users: Press **F3-Bottom**, highlight the line and press **Enter**

(**CR**).

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

Filtering past sales information by item type:

Graphical users: Select *Options→Filter Views* from the menu bar.

Character users: Type **!** and enter **I-Filters**.

Enter **S** to filter by Stocked item, **N** for non-stocked items or **U** for un-inventoried items. Press **F3** to choose all item types.

Customer Pricing   Displays customer pricing information on items. Listed information consists of item number, item description, the customer's default price, pricing unit of measure and item type.

Getting more detail on pricing information:

Graphical users: Double-click on the icon preceding the item or select the line and press **Line Detail**.

The Level Prices detail window shows the item's standard pricing for the customer selected, as well as any price levels or quantity breaks that exist for this customer.

The Contracts detail window shows the Contract Entry (SOE560) screen in view-only mode.

The Past Sales detail window shows past sales information for the customer/item combination.

Character users: Highlight the item in the browser and press **Enter** (**CR**).

The first detail window shows the item's standard pricing for the customer selected, as well as any price levels or quantity breaks that exist for this customer.

To switch to contract pricing information for this customer, shown the Contract Entry (SOE560) screen in view-only mode, press **Enter** (**CR**)-**Continue** and enter **C**.

To switch to past sales information, enter **P**.

Enter **L** to return to pricing levels, standard pricing and quantity breaks.

Press **F2** to change the pricing unit of measure. Prices change accordingly.

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

Getting more information on alternate ship-to addresses:

Graphical users: In the view area, select the line and choose the **Line Detail** button or double click on the icon at the beginning of that line.

Character users: Press **F3-Bottom**, highlight the line and press CR.

The detail window displays the alternate location's mailing address, both phone numbers and contact names if provided, salesperson/territory, default ship via code, UPS zone, route code if routes are used in your system, tax code and tax rate.

Press **Enter** (**CR**)to view detail on the next alternate ship-to for the customer selected. Press F4 to backup to the main inquiry screen.

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

Sorting blanket sales orders:

Graphical users: Orders sort by document number by default. Click on the **Reference number** column header to resort by reference number. Click on the **Document number** column header to resort by document number. You can also click on any other column header to sort by that information.

Character users: Search blanket sales orders by document number or reference number. Press **F3-Bottom** and enter **R** to resort by reference number. Enter **D** to resort by document number

If the document is on hold, *HOLD* appears to the right of the reference number. Documents on hold cannot be released or distributed.

Getting more information on blanket sales orders:

Graphical users: In the view area, select the line and choose the **Line Detail** button or double click on the icon at the beginning of that line.

Character users: Press **F3-Bottom**, highlight the line and press **Enter** (**CR**).

The blanket sales order appears in the detail window.

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

Filtering MSDS information by ship-to addresses:

Graphical users: Select *Options*→*Filter Views* from the menu.

Character users: Type **!** and enter **I**.

Press **F2** to search existing ship-to addresses. Press **F3** to select all ship-to addresses for this customer.

Customer Notes   plays all notes recorded on this customer. In the browser in the lower portion of the screen the system displays the date the note was created, note category, urgent note indicator, and subject. You can double click a note line in the browser to display the View Note screen, which lists the note subject and text, note type, category, date

created, and date edited.

You can access the Notes Entry (SME710) program from the Options→1 Customer Note Entry to enter or modify notes for the specified customer.

5. **When you are finished reviewing information for customers, select the** **icon to close the Customer Inquiry program.**

Document Inquiry (SOI620)

Function

This program allows you to inquire into any sales orders, quotes or past invoices in the system. The actual document may be displayed in detail through this program.
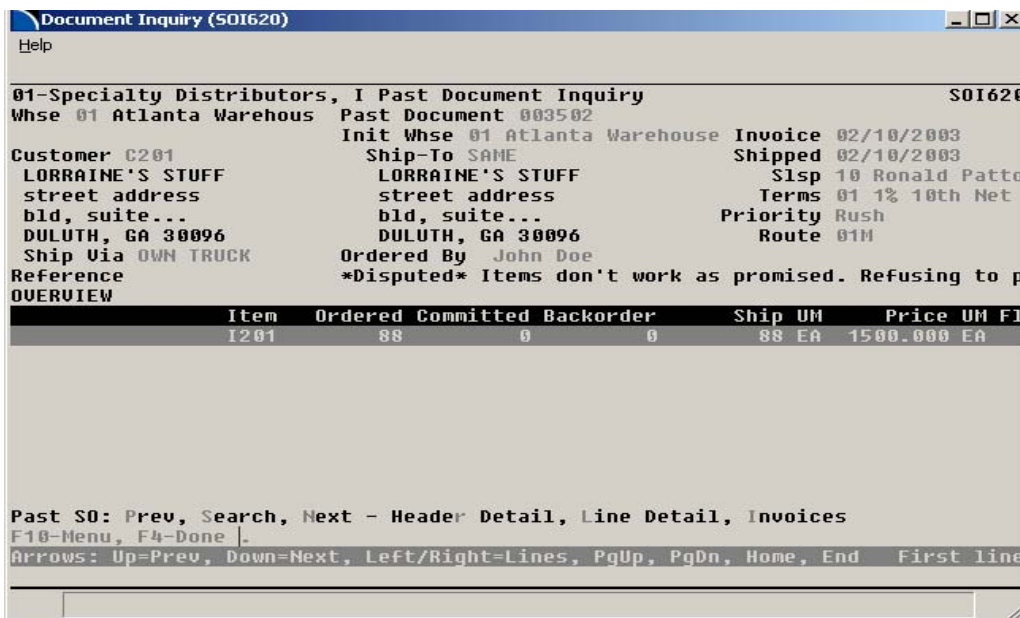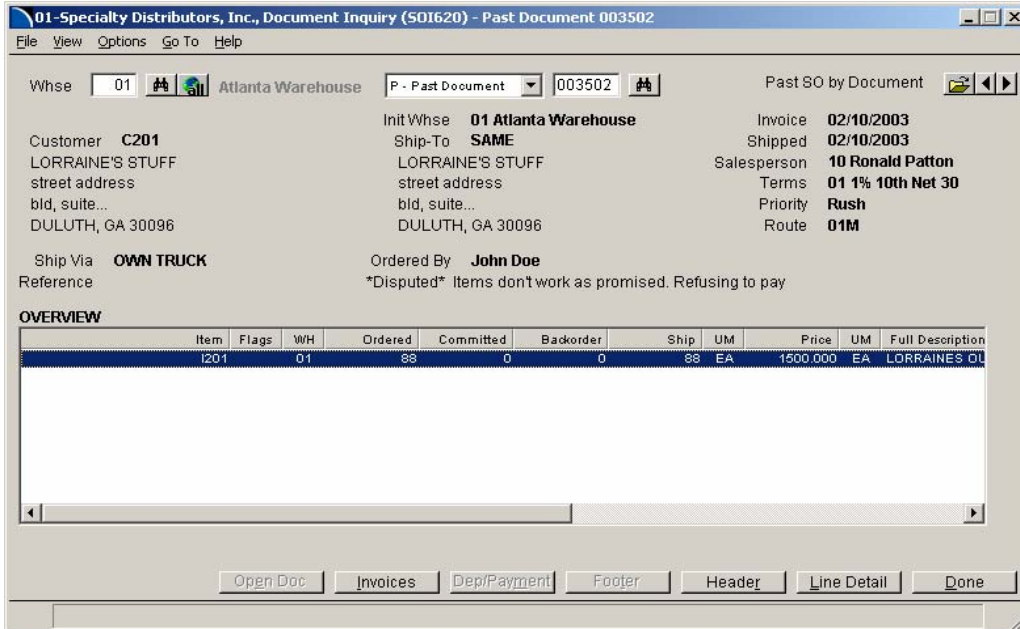
Program Details

You can inquire by document number. Displayed information includes document number, type, status, and entry date, customer number and name, ship-to number, document total, and designated warehouse salesperson, ship complete status, and order priority. Additional header information is available from the View Menu. Select View→Additional Header Information to access the Additional Header Information window.

If the View Description 1 option is "off", a memo will now display in the Full Description column (at the end of the browser). If the View Description 1 option is "on", the memo will now display in the Description column.

For Past Documents, the line browser displays all lines for the current document that are contained in the SOPIND table. Since a past document can be tied to several invoices, the browser does not display line (seq) numbers. You do not need to enter a line number to access line detail. For past documents, there is no Current mode.

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

Price Level Information for Line Details

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

Ordered Amount Column

The Org Ord (Original Ordered) amount column in Overview mode for Open Docs and Past Docs displays the original ordered amount. In Current mode, the column displays as Ordered and displays the current ordered amount.

Source CRS/BSO Number Information

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

Searches

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

➲   Search quotes according to quote number.

➲   When searching sales order documents:

•   Search open or past documents by document number.

- Display documents in current or overview mode.

- Search open documents by type(s) (open work orders, invoices, credit memos, backorders or counter sale invoices).

- Search open documents by status code (stage in the sales orders processing cycle).

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

➲ When searching past invoices:

- Search past documents by invoice number.

- Display documents in actual or overview mode.

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

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

Use the following inputs view Document Inquiry information:

1. Whse

When you first access Document Inquiry, the upper portion of the screen contains a Whse input, which is used to locate specify the warehouse used in the inquiry. The system defaults to the initiating warehouse for the user. You can select the ⚓ icon or F3 if you want to search for a specific warehouse.

Graphical Users: Press 🌐 to indicate that you want to use all warehouses for the document inquiry.

2. Document (Or Invoice) Number

The document type input (unlabeled) defaults to display sales order documents by sales order document number. You can also use the drop-down list to select open documents or past invoices, or quotes. You can select from the following document types: O-Open Document, P-Past Document, I-Past Invoice, or Q-Quote.

Enter the document/invoice number to display. Entering a valid sales order document/invoice number displays the document as it would be in the corresponding entry program (Quote Entry for quotes, Direct Invoice Entry for invoices, Credit Memo Entry for credit memos, etc.), and denotes the type in the center top of the screen. If the document is on hold, *HOLD* is displayed in the header next to the ship-to number. Documents on hold may not be printed or confirmed.

Character Users: To display quotes, enter Q here. To display past invoices by invoice number, enter P here.

3. In the upper portion of the screen, the system displays the header information for the selected document. In the lower portion the screen, the system displays document lines.

You can select the:

Header button to display the Header Detail screen.

Dep/Payment button to display Deposit/Payment entry information. The system displays the Deposit/Payment Entry (SOC718) in display-only mode.

Footer button to display the footer memo for the document.

You can highlight a line item and select the:
Line Detail button to access the Line detail screen for the document. Refer to the Document Inquiry Line Number Detail topic for details.

Sales Order Documents Search Information

Search Details for Graphical Users:

You can select the ⛏ icon or F3 if you want to search for a specific document number.

Select the 📂 icon to open a search that also sets a filter for the ◀▶ buttons to display the next document on file. For example, if you select an item from the Item tab in the search, the ◀▶ buttons access other documents that have that item on them. If you select a vendor from the vendor tab, the   buttons take you to other documents from that vendor.

 Search Tip: You can search by Document or Invoice number, customer, item or reference number (except for quotes). The Filter function allows you to set the sort order and filter by keywords, customer, doc type, and status.

 Printing Invoices: From the Past Invoice view, you can select the File→Print Invoices option to print past invoices.

Search Details for Character Users:

Character Users: Press **F2** to search (see following sections on searching for sales orders, invoices and quotes). Press **F3** to change the warehouse to display.

Sales Order Documents Search

Character Users: If you are searching sales order documents by sales order number, the following prompts are displayed:

1.   **Search for open or past documents?**

Enter whether to search for **O** - open or **P** - past sales order documents. Press **Enter** (**CR**) to default to O.

2.   **Search by document or customer?**

Enter whether to search by **D** - document number or **C** - customer number.

3.   **Select Document Type(S)**

This prompt only displays if you entered O at prompt #1 and pressed **F2** at prompt #2. Enter whether to search **O** - open work order, **B** - backorder, **I** - invoice, **C** - credit memo or **S** - counter sale document types. Any combination of values can be entered. Press **Enter** (**CR**) to default to ALL.

4.   Select Status Code(S)

This prompt only displays if you entered **F2** at prompt #2. Enter whether to search **E** - work orders entered, not printed, **W** - pick tickets printed, **P** - partially confirmed invoices, **C** - confirmed invoices, **I** - invoices printed, **R** - invoices released, **D** - deleted sales orders or **V** - voided invoices. Any combination of values can be entered. Press **Enter** (**CR**) to default to ALL.

5.   Enter Beginning Document

This prompt only displays if you entered D at prompt #2. Enter the beginning document number to search. Once sales order numbers are displayed, enter a line number to select or use your arrow keys to select a sales order number.

6.   Enter Beginning Customer

This prompt only displays if you entered C at prompt #2. Enter the beginning customer number to search. Once customer numbers are displayed, enter a line number to select or use your arrow keys to select a sales order number.

Quotes Search

Character Users: If you are searching quotes, the following prompts are displayed:

1.   Search by document or customer?

Enter whether to search by **D** - document number or **C** - customer number. CR defaults to D.

2.   Enter Beginning Quote

This prompt only displays if you entered D at prompt #1. Enter the beginning quote number to search. Once quote numbers are displayed, enter a line number to select or use your arrow keys to select a quote number.

3.   Enter Beginning Customer

This prompt only displays if you entered C at prompt #1. Enter the beginning customer number to search. Once customer numbers are displayed, enter a line number to select or use your arrow keys to select a quote number.

Past Invoices Search

From the Past Invoice view, you can select the File➔Print Invoices option to print past invoices.

Character Users: If you are searching past invoices by invoice number, the following prompts are displayed:

1.   Search By Past Invoice or Customer?

Enter whether to search by **P** - past invoice number or **C** - customer number. CR defaults to P.

2.   Enter Beginning Past Invoice #

This prompt only appears if you entered P at prompt #1. Enter the beginning past invoice number to search. Once past invoice numbers are displayed, enter a line number to select or use your arrow keys to select a past invoice number.

3.   Enter Beginning Customer

This prompt only displays if you entered C at prompt #1. Enter the beginning customer number to search. Once customer numbers are listed, enter a line number to select or use your arrow keys to select a past invoice number.

Each document is displayed as it appears in the entry program. Displayed information includes document number, type, status, and entry date, customer number and name, ship-to number, document total, and designated warehouse or purchase order number.

Document Inquiry Header Detail

You can access the Header Detail window from the Header button of the So Document Inquiry (SOI620) program. Any information entered on the main Order Entry screen carries over to the detail window. Choose the **Header** button or select View→Header Detail from the menu. The information on this screen is display-only. This window contains all the possible inputs for the Order Entry header. Use SO Entry Options F/M to determine which inputs should appear during header entry.

Main tab inputs

Input	Entry
Customer	The customer number.
Ship-to	The ship-to code appears along with the full ship-to address.
Reference Number	The customer reference information (up to 15 characters), such as the name of the person who placed the order or the PO number generated on the customer's system. If the PO required flag is selected in Customer F/M.
The Header Detail screen in Past Invoice mode also provides an indicator for disputed documents. If any of the corresponding open invoice records in AROPEN are disputed, the text "*Disputed Invoice*" and memo are displayed in the upper portion of the Header Detail screen. For example, if you have an open invoice with split terms and only one of the terms is in dispute, the drill to SO Doc Inquiry will display the disputed indicator for both continuation lines. The disputed memo (50 characters) is the first encountered memo for that invoice (first disputed continuation).	
Initiating Warehouse	The warehouse from which the items on this order are shipping.
Ordered Date –or-Invoice Date-or-Quote Date	The date on which the order was placed, usually the system date. This is the date on which you entered the invoice into the system. The system uses this date to determine payment schedules in Accounts Receivable. The date the quote was given.
Request Date -or- Shipped Date -or- Expiration Date	The date on which the customer wants the order to arrive. The date on which items shipped. The date the quote expires.
Terms	The code representing the payment terms extended to this customer. This input defaults to the terms code entered in the customer's master file.
Purchase Order	Enter the number of the internal purchase number tied to this invoice, if applicable.
Default Ship Via	The ship via code indicating the method of shipment the customer requested.
Ordered By	The name of the person who placed the order.
Ship Complete	The default ship complete status for the initiating warehouse.
Order Priority	The default order priority: N Normal—Indicates that orders for this customer have no special priority. R Rush—Indicates that you want to advise the warehouse, via the pick ticket, that this customers orders are rush orders. H Service Hold—Indicates that you want orders for this customer not to be shipped due to a non-credit-related reason.

Code tab inputs

Input	Entry
Freight code	How the customer will pay for freight on this order. The options are P-Prepaid, C-Collect freight, B-Bill later, or A Prepay/Add. The program defaults to the freight code selected in the customer's file.
Salesperson	The salesperson code assigned to this customer. The program defaults to the salesperson/territory code assigned to the Ship-to code (Accounts Receivable→File Maintenances→Ship-to F/M). Press F2 to see a list of salesperson/territories in the system.
2nd Salesperson	This input enables you to enter split commission on an order between two salespeople.
% Split	The percentage of the commission (up to 50%) the second salesperson receives on this order. The remainder of the commission goes to the primary salesperson. To access this input, the Inside/2nd slsp flag in SO Static Control must be set to 2-Second Salesperson or B-Both (2nd salesperson and inside salesperson.
Inside Salesperson	The salesperson code to indicate who is entering the order on the primary salesperson's behalf. To access this input, the Inside/2nd slsp flag in SO Static Control must be set to I-Inside Salesperson or B-Both. Commission cannot be split with an inside salesperson in FACTS.
Department	If your company uses department numbers, the department in which this order is being entered.
Route	If your company uses the FACTS Routes system, the route code that indicates the delivery route on which this order should be delivered.
Job number (for Job Cost users)	The job number and cost code for the selected customer. This input is only available if this order has been converted from a quote and the Use Job Cost is selected in SO Static Control.
Service Type	Only available in Service Order Entry.
Partial Invoice	Only available in Service Order Entry.

Document Inquiry Line Number Detail

Only non-memo lines can be detailed. Details on the selected line are displayed.

GUI Users: Highlight a line in the browser and select the **Line Detail** button to display information, such as item description and quantities, pricing and costing, shipping, and purchase order or transfer information. From the line detail screen, you can select the **Components** button to views component information for produced items; the **Serial/Lot** button to view serial/lot quantity information, or the **Invce Hist** button to view invoice history for the line.

Information includes:

For open sales orders:

Item number	Backordered quantity
Item descriptions 1 & 2	Total shipped quantity
Shipping warehouse	Selling UM
Ship via	Taxable status
Ship status	GL department
Picking status	Cost
Weight	Costing UM
Item class	Price
Vendor number	Pricing UM
BIN location	Discount amount
Original order quantity	Extension
Order quantity	Contract Type
GM dollar amount	Committed qty
GM percentage	Shipped quantity
Commission percentage	

NOTE: If the line-item contains a BOM finished item, you can view its component items by entering **C**. This view shows each component item number, quantity per one finished item, ordered quantity, committed quantity, backordered quantity, stocking unit of measure, cost, costing unit of measure and any memo lines. If the item is a serial or lot item, the serial or lot numbers can be seen by selecting **S**. If the document is a credit memo, the return type is displayed. Press F1 to display invoice history.

For quotes:

Item number

Descriptions 1 and 2

If the quote contains a BOM component item, the following selection prompt displays: **Display general information or BOM component items?** Enter **G** to display only general information or C to display BOM component items. If you enter G, the above information displays for quotes. If you enter C, the following information displays:

Component item number

Component item description

Quantity of component item to produce one finished item

Total quantity of component items ordered

Stocking unit of measure for component item

NOTE: If the item is a serial or lot item, the serial or lot numbers can be seen by selecting **S**. Press F1 to display invoice history.

For past sales order documents (invoices)

Item number	Taxing status
Item descriptions 1 & 2	Pricing UM
Shipping warehouse	GL department
Item class	Cost
Picking status	Costing UM
Weight	Price
Original order quantity	Pricing UM
Invoice order quantity	Discount amount
Invoice committed qty	Extension
Invoice shipped qty	GM dollar amount
Invoice backordered qty	GM percentage
Total shipped quantity	Commission percentage
Selling UM	

Freight Totals Window Display

This option is only available for open sales orders. If you entered F at the selection prompt, the Freight Totals Window is displayed which shows the shipping warehouses on this order, ship vias, freight amounts and total freight amount for this order.

List From Line Number

This option is only operative if there are more than nine line-items. Select the line number to list from. The program lists the line-items from that line number.

Invoice Numbers Display

This option does not appear if you are displaying a past invoice or quote. A list of invoices for this order will display. You can then choose an invoice to display or back up to the previous selection prompt.

Display Next

The next non-deleted or non-voided document or invoice displays by customer or document number.

Payment/Deposit Display

On open sales documents, you can review the payments and deposits that have been made on the order.

Technical Notes

Inquiry information is displayed in document number order by reading through the (SORDER or SOQUOT) File header records. Only requested document types and status codes are displayed. The Customer File is referenced for customer names.

Inquiry information is displayed in customer number order by reading through the Customer Sort File (SOCSTX or SOQCSX) and referencing the appropriate (SORDER or SOQUOT) header record. Processing then proceeds in the same manner as document number order.

FILES USED - SMCNTL, SORDER, ARCUST, SOCSTX, ARSHIP, ARCALX, ARPHOX, SOLOTS, SOQUOT, SOQCSX, ICTRAN, PORDER, SOPINL, SOPILX, SOPINH, APVEND, SOPINA

FILES UPDATED - NONE

How to view document information

1. **Open the Document Inquiry program. You can access this program by selecting Sales Orders→Inquiries→Document Inquiry.**

2. **This program displays sales order documents by sales order document number as the default.**

    Graphical Users: When you first access Document Inquiry, the upper portion of the screen contains a **Whse** input, which is used to locate specify the warehouse used in the inquiry. The system defaults to the initiating warehouse for the user. You can also use the drop-down list to select open documents or past invoices, or quotes. You can select the ⚇ icon or **F3** if you want to search for a specific document number. You can select the 📂 icon to view a list of existing documents. You can also select the ◀▶ buttons to display the next document on file.

    Character Users: To display quotes, enter Q here. To display past invoices by invoice number, enter P here.

    Character Users: Press **F2** to search (see the links below for information about searching for sales orders, invoices and quotes). Press **F3** to change the warehouse to display.

    In the **Document (Or Invoice) Number** input, enter the document/invoice number to display. Entering a valid sales order document/invoice number displays the document as it would be in the corresponding entry program (Quote Entry for quotes, Direct Invoice Entry for invoices, Credit Memo Entry for credit memos, etc.), and denotes the type (BO - backorder, IN - invoice, WO - open order, CS - counter sale or CM - credit memo) (except for quotes) in the center top of the screen. If the document is on hold, *HOLD* is displayed in the header next to the ship-to number. Documents on hold may not be printed or confirmed.

    You can search for and display sales order documents, quotes and past invoices in this program.

3. **(Optional) You can perform the following:**

    Graphical Users: Highlight a line item and select the:

    Header button to display the Header Detail screen. Refer to the Document Inquiry Header Detail topic for details.

    Dep/Payment button to display Deposit/Payment entry information. The system displays the Deposit/Payment Entry (SOC718) in display-only mode.

    Footer button to display the footer memo for the document.

    Line Detail button to access the Line detail screen for the document. Refer to the Document Inquiry Line Number Detail topic for details.

    Character Users: The following options are available at the selection prompt:

    #   Select a line number to detail. Refer to the Document Inquiry Line Number Detail topic for more information.

H	Display the Header Detail Window. Refer to the Document Inquiry Header Detail topic for details.
F	Display the Freight Totals Window. This option is only available for open sales orders. If you entered F at the selection prompt, the Freight Totals Window is displayed that shows the shipping warehouses on this order, ship vias, freight amounts and total freight amount for this order.
L	This option is only available if more than nine line items appear in the window. Select the line number to list from. The program lists the line-items from that line number.
O/A	The document or invoice is first displayed in either actual or overview mode, depending on which mode was last used in this program. Whichever mode the document is displayed in, either "OVERVIEW or "ACTUAL will display mid-screen above the line-items. Enter A - Actual or O - Overview at the selection prompt to toggle between modes. (This is not valid for quotes).
I	Display the invoice numbers for this document (only valid for open sales orders). A list of invoices for this order will display. You can then choose an invoice to display or back up to the previous selection prompt.
N	Display the next document or invoice on file The next non-deleted or non-voided document or invoice displays by customer or document number.
P	Display payment and deposit information made on an order

4. **When you are finished reviewing information for documents, select the Done button** (*Character Users: press F4)* **to exit the Document Inquiry program.**

Items-In-Process Inquiry (SOI630)

Function

This program provides information regarding items appearing on documents of any type or status in the Sales Orders Document File.

Inquiry information is displayed in item order and includes: item and description, document number, document type, status, entry date, customer number and name, warehouse, order quantity, shipped quantity, backordered quantity, inventory unit of measure, price and pricing unit of measure.

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

The user has the option to:

☐ Select the document type(s) to display-open orders, direct entries or confirmed orders, credit memos, backorders, counter sale invoices.
☐ Select the document status code(s) to display (stage in the sales orders processing cycle).
☐ Select the beginning item to display.

```
┌─────────────────────────────────────────────────────────────────────────┐
│ ⬛ Items-In-Process Inquiry (SOI630)                          _ □ ✕       │
│ Help                                                                       │
├───────────────────────────────────────────────────────────────────────────┤
│                                                                           │
│ 01-Demo Company              ITEMS-IN-PROCESS INQUIRY        CW 01   SOI630│
│                                                                           │
│ DOCUMENT TYPE ALL     STATUS ALL    WAREHOUSE DISPLAY I INITIATING         │
│                                                                           │
│   DOC# T S  DATE    CUSTOMER NAME   WH  ORDERED   SHIPPED  BACKORD UM   PRICE UM │
│               I100 Pallet Loading Hand Truck                              │
│ 001584 O W 09/28     C100 Southe 01      3                      0 EA  156.25 EA │
│ 001584 O W 09/28     C100 Southe 01      1        0            0 EA  400.00 EA │
│ 001836 O W 05/31     C128 Miller 01      1        0            0 EA   50.00 EA │
│ 001867 O W 08/13     C100 Southe 01    100        0           90 EA  100.00 EA │
│ 001869 O W 09/24     C100 Southe 01      5        0            0 EA  400.00 EA │
│ 001871 O W 09/30     C100 Southe 01     10        0            0 EA  400.00 EA │
│ 001878 O E 02/26     C100 Southe 01      3        0            3 EA  400.00 EA │
│ 001881 O W 02/26     C100 Southe 01      5        0            0 EA  400.00 EA │
│ 001883 O E 02/26     C100 Southe 01      1        0            1 EA  400.00 EA │
│ 001893 O W 09/20     C104 Barnes 01      2        0            0 EA  192.00 EA │
│ C00086 C C 05/31     C100 Southe 01     -1       -1           0 EA  400.00 EA │
│ C00087 C C 05/31     C100 Southe 01     -1       -1           0 EA  400.00 EA │
│ C00096 C C 02/26     C100 Southe 01     -5       -5           0 EA  156.25 EA │
│ S00553 S C 06/10     C100 Southe 01      2        2            0 EA  400.00 EA │
│                                                                           │
│                                                                           │
│ ENTER BEGINNING ITEM#, CR-NEXT, F2-SRCH, F3-END, F4-BACKUP ............... │
│                                                                           │
│                                                                           │
└───────────────────────────────────────────────────────────────────────────┘
```

User Inputs

The following inputs are involved in displaying items-in-process information:

1. Document Type

Enter up to all five of the document types to display. F2 allows a warehouse change. Choices are:

      O - open orders

      I - direct invoice entries or confirmed orders

      C - credit memos

      B - backorders

      S - counter sale invoices

      CR - defaults to all document types.

2. Warehouse

If F3 was not selected at input #1 then this input is skipped. By selecting a specific warehouse, the user only sees the information for the specified items in the specified warehouse. The current warehouse is displayed at the top right of the screen (CW). Once the user has opted to select warehouse, the current warehouse and its description are displayed at the bottom of the screen. The user may enter a valid warehouse or select any of the following: F1 defaults to the next warehouse on file. F2 allows a search (ref. 30). F3 defaults to all warehouses and displays all information on file for the items. CR defaults to the current warehouse.

3. Document Status

Enter up to all five of the document status codes to display. Choices are:

      E - order entered but work order not printed

      W - work order printed

      C - order confirmed or invoice/credit memo entered but

      I - invoice/credit memo printed

      R - invoice/credit memo released

      CR - defaults to all status codes.

4. Warehouse Display

Enter whether to display by **I** - initiating or **S** - shipping warehouse.

5. Beginning Item

Enter the beginning item number to display. CR continues listing. F2 allows an item search (ref. 20). F3 exits the program. F4 backs up to status.

Technical Notes

Inquiry information is displayed in item order by reading through the Item Sort File (SOITMX) to the Document File (SORDER) and referencing the appropriate document file header and line-item records (SORDER). Only requested document types and status codes are displayed. The Customer File (ARCUST) is referenced for customer names; the Item File is referenced for item descriptions.

FILES USED - SMCNTL, SORDER, ICMAST, SOITMX, ARCUST, ICALPX, ICALTX, ICINTR

FILES UPDATED - NONE

Item Inquiry (ICI610)

Function

This program allows the user to display item information by warehouse in inventory.

Program Details

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

Refer to the Inquiries Chapter in the *FACTS Inventory Control Users Guide* for program details.

Rejected Lines Inquiry (SOI650)

Function

This program is only accessible if multi-warehouses on an order are being used. This program provides information about all items on hold or rejected for shipment by the shipping warehouse. It also gives you quick access to the document in Order Entry to change/delete the line on the order.

User Inputs

1. Initiating Warehouse

Enter the initiating warehouse. F2 allows a search (ref. 30).

2. Enter The Password To Continue

Enter the approval password that was set up in the Warehouse F/M.

3. Display Lines

View line items that are **H** - on hold, **R** - rejected or **B** - both. CR defaults to H.

After the **Initiating warehouse** and **Show Lines** inputs have been entered, line items with the selected parameters are displayed. The user then has the following options:

CR - Displays the highlighted line in detail.

The user may display the highlighted line in detail by entering CR. The

system automatically displays the following:

- ❑ item number
- ❑ shipping warehouse
- ❑ shipment request
- ❑ amount committed
- ❑ total shipped
- ❑ picking status
- ❑ amount on hand in each warehouse
- ❑ amount on order for each warehouse
- ❑ unit of measure that is being displayed for this item.

- ❑ descriptions 1 and 2
- ❑ ship via
- ❑ ordered amount
- ❑ amount shipped
- ❑ unit of measure
- ❑ amount available in each warehouse
- ❑ amount committed from each warehouse
- ❑ amount in surplus in each warehouse

F2 - Allows the user to enter order correction mode.

This allows the user to change to this line in the Order Entry (SOE210)

Program. Enter **C** to change the line or **D** to delete the line. If C is entered,

change the appropriate values (CR leaves them at the current value).

F3 - Exits program.

```
 Rejected Lines Inquiry (SOI650)                                          _ □ ✕
Help

01-Demo Company              Rejected Lines Inquiry                       SOI650

WHSE INIT 01 Atlanta Warehouse       DISPLAY D
     SHIP 02 Dallas Warehouse        DOCUMENT FIRST
SHIP STAT HR ON HOLD AND REJECTED

LN   DOC#  T S   CUSTOMER             ITEM DESC     LN#  WH   ORDERED UM STAT
  1 R00002 O E    C100                I125 Warehouse 006  02        2 EA HOLD
  2 R00004 O E    C101                I130 Heavy Dut 003  02       20 EA HOLD




  DATE   CUSTOMER NAME               ITEM DESCRIPTION
09/10/02 Southeastern Industrial Supply Warehouse Space Heater, Elec.

CR-DETAIL LINE, F2-DOCUMENT CORRECTION, F3-END, F4-BACKUP |..
ARROW: UP=PREVIOUS, DOWN=NEXT, LEFT=PAGE UP, RIGHT=PAGE DOWN      END OF FILE
```

Technical Notes

FILES USED - APVEND, ARCUST, ICMAST, ICTRAN, ICWHSE, PORDER, SMCNTL, SMNAME, SOLOTS, SOPILX, SOPINL, SOPINH, SORDER

Reports & Prints

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

1. The Quote Listing provides a report of quotes in quote, customer, or customer alpha order.

2. The Order Status Report provides a report of orders in order number, item number or customer number order. The user may also select a specific warehouse to print for and the types of orders to print (open, backorders or all).

3. The Daily Shipping Report prints a list of backorders and work orders that have the requested ship date on or between the dates specified.

4. The Lost Sales Report lists lost sales by item. A lost sale is recorded when the ordered number is greater than the shipped number plus the backordered number; e.g., the sale was lost because the merchandise was not available.

5. The Returns Report provides a listing of merchandise returns. The report prints the invoice number, returns code, items and cost of the items returned.

6. The Outstanding Deposits report provides a list of documents with deposits that have not been applied on account or earned.

7. The Sales Order Item Report lists documents that contain direct shipped and/or nonstocked items (i.e., items not in the inventory of the selected warehouse).

8. The Route Recap Report lists all the documents sold for the route, in route number order. This may be instrumental in approving routes so that they may be released.

9. The Customer Price List prints a list of the least expensive prices of each item for the selected customer. The user may elect to print contract pricing only.

10. The Unbilled Freight Report provides a list of all invoices billed with the freight flag set to B for bill later. The listing displays the ship via, invoice number, and weight for each document.

11. Service Fill Report, which provides a list of all DOT Codes in the system. The listing contains the following information: DOT Code, whether the material is hazardous, hazardous material entry, hazardous class, UN/NA identification number, packing group, freight class, shipping name and optionally additional descriptions.

12. The DOT Code Listing provides a list of all DOT Codes in the system. The listing contains the following information: DOT Code, whether the material is hazardous, hazardous material entry, hazardous class, UN/NA identification number, packing group, freight class, shipping name and optionally additional descriptions.

13. The SO Code List prints a listing of the various 50 codes including route and returns code.

14. The Ship Via Listing lists ship via codes, which are set up in the Ship Via F/M.

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

16. Order Activity Cost Code Listing, which lists all the different types of order cost activities.

17. Order Booking Report, which is used to review booked orders and print them for tracking purposes of tracking.

18. Past Invoice Report (SOR870), which is used to retrieve sales information for as long as invoices are stored.
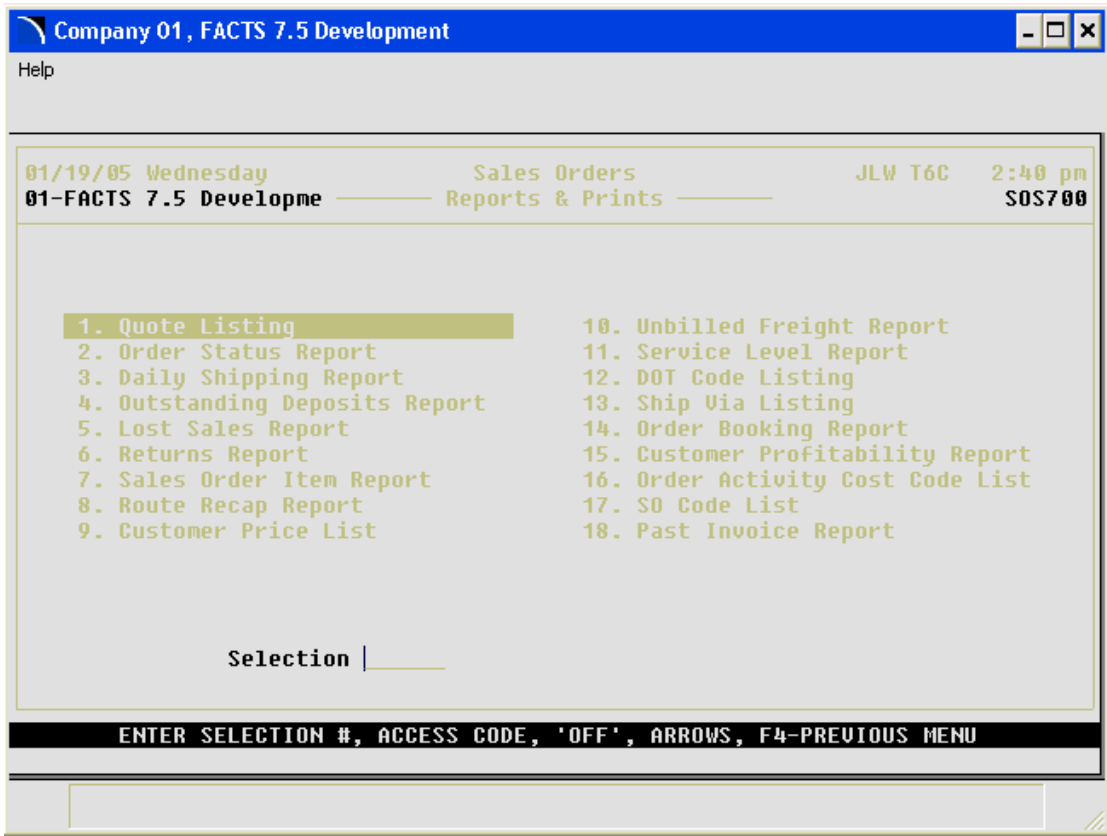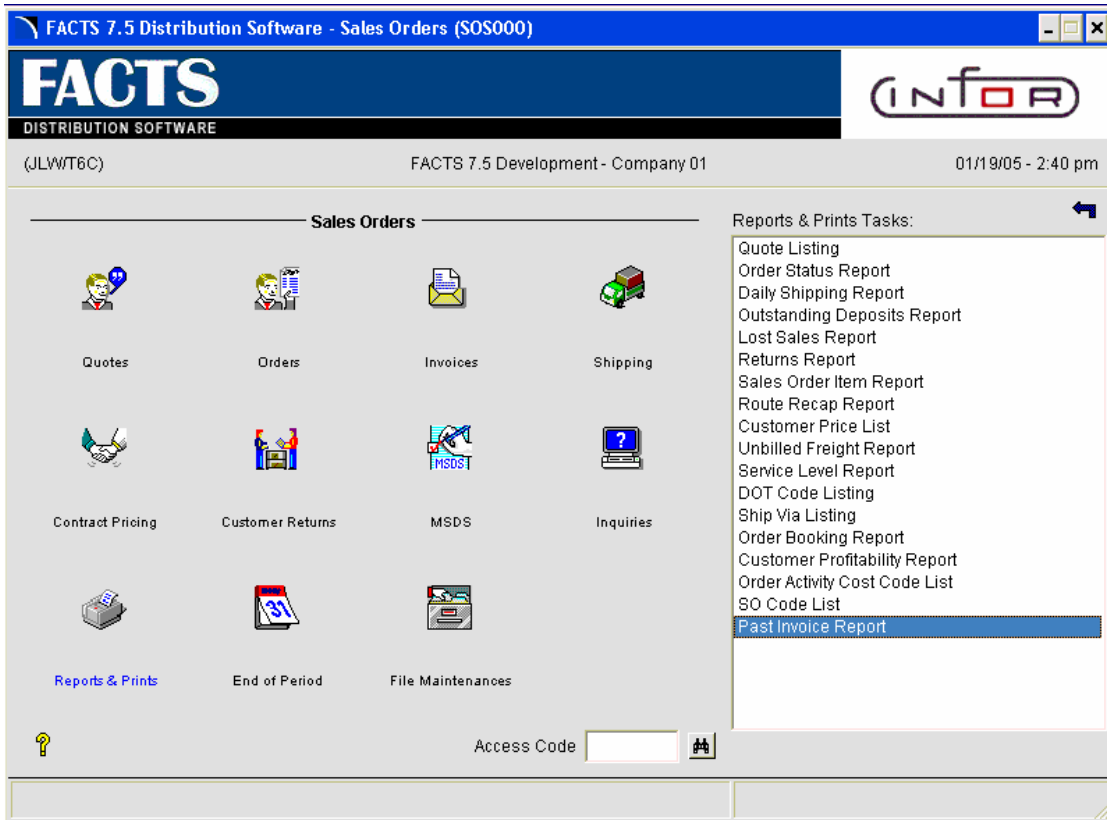
Quote Listing (SOR710)

Function

This program allows you to print a list of all quotes in the Quote File.

You have the option to:

- Select the print order - quote number, customer number or alpha sort.
- Select the beginning and ending order choice.
- Select the beginning and ending quote date to print.
- Select warehouse(s) of quotes to print.
- Select route(s) of quotes to print.

Information on this report is entered through the Quote Entry Program and may be removed through the Quote Removal Program.

Report information includes the following:

- Summary: quote number, quote date, expiration date, customer number, customer name, ship-to name, quoted to, initiating warehouse code, total quote amount, and order number (if applicable).
- Detail: summary plus the reference number, line-item number, item number and description, selling quantity and selling unit of measure, shipping warehouse, price and pricing unit of measure, and the line extension.
- Detail with bill-of-material components: detail plus the items that make up each finished item on the quote, including the quantity per stocking unit of measure and any memo lines.

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

User Inputs

 The following inputs are involved in printing a Quote Listing:

1. Order

Enter whether the order the report is to print is by **Q**uote number, **C**ustomer number, customer **A**lpha, or Primary **S**alesperson sort order. CR defaults to Q.

2. Beginning Order Choice

Select the beginning order choice to print (ref. 3).

3. Ending Order Choice

Select the ending order choice to print (ref. 13).

4. Beginning Date

Enter the beginning quote date to print (ref. 10). CR defaults to FIRST.

5. Ending Date

Enter the ending quote date to print (ref. 10). CR defaults to LAST.

6. Scope

Enter whether to print **S**ummary, **D**etail information, or detail of **B**ill-of-material components. CR defaults to S.

7. Warehouse

Enter up to twenty 2-character valid warehouse codes side by side for which the report is to print. CR defaults to the warehouse assigned to the terminal. F3 defaults to ALL.

Technical Notes

Printing proceeds by reading through the selected file - quote (SOQUOT), customer (SOQCSX), and customer alpha (SOQALX). The Quote File is then checked for quotes that meet all criteria entered.

FILES USED - SMCNTL, SOQUOT, SOQCSX, SOQALX, ARCUST, ARSHIP, SOQBOM

FILES UPDATED - NONE

Order Status Report (SOR720)

Function

This program allows you to obtain a report of all open orders and/or backorders currently in the sales orders processing cycle.

This report is especially useful in spotting inventory shortages and potential shortages, as well as allocating available stock.

The user has the option to:

- Select the print order - order number, customer number or item number.
- Select the beginning and ending order choice.
- Select the item description(s) to print.
- Select warehouse(s) to print.
- Print price information.
- Print only open orders, only back orders, or all to print.
- Select the beginning and ending dates to print.
- Print the component items of bill-of-material (BOM) finished items.
- Print the report for a salesperson or all salespeople

The report includes the following: document number, requested date, customer number, customer name, item number, item description, available quantity, on order quantity, backordered quantity, sales order quantities, amount ordered, committed, shipped, and backordered, selling and pricing units of measure, price, shipping and initiating warehouse, order type, and an extension of the total dollar amount ordered. If the item is a special order then the PO/transfer information and status is printed. If you are printing component items for BOM finished items, they are denoted by an asterisk by the item number and include any memos. The order the information prints depends on the print order.

FACTS Report Formatter and Multiple Output Options

This report has access to the FACTS Report Formatter and Multiple Output options. The Multiple Output option allows you to print to more than one output for each instance of a report. For example, a report can print to Excel, the viewer, and to a printer all in one print run. To access the multiple output feature simply choose the Multiple option from the Print Options screen. The FACTS Report Formatter allows users to expand reporting capabilities beyond defining a printer (in Printer F/M). To access the FACTS Report Formatter, select Custom Report Layout→ Customize Report from the menu bar.

GUI/CUI Users: The FACTS Report Formatter is only available in Graphical mode. However, Character system users can access the Multiple Output option and custom templates and outputs that have been created by graphical users. However, if the template specifies an output that a character user cannot access, like Excel, the report will not run properly.

User Inputs

1. Print Order

Enter whether the order the report is to print is by **O**rder number, **I**tem number or **C**ustomer number. CR defaults to O.

2. Sort By Date

If I or C was entered for in the **Print Order** input, this input is skipped. Enter **N** or **Y** to indicate whether to print the documents in requested date order. CR defaults to N.

3. Order Date

This input is skipped if **N** was entered for the **Sort By Date** input. Enter **N** or **Y** to indicate if the orders should be sorted on the report using the ordered date if the requested date is ASAP. CR defaults to **N**.

4. Beginning Order Choice

Enter the beginning order choice to print (ref. 3).

5. Ending Order Choice

Enter the ending order choice to print (ref. 13).

6. Warehouse

Enter the warehouse for which the report is to print. Entering a valid warehouse code displays the warehouse description. CR defaults to the warehouse assigned to the terminal. F3 defaults to ALL.

7. Warehouse Or Direct Shipment Orders

Enter whether to print **W**-warehouse orders or **D**-direct shipment orders. CR defaults to ALL.

8. Type

If the **Allow Backorders** flag in the Sales Orders Static Control Record is set to N, this input is skipped. Enter whether to print **O**pen orders only or **B**ackorders only on the report. CR defaults to ALL.

9. Include

This input is skipped if **O** or **ALL** was entered in the **Type** input. Indicate whether to print **D** (documents with a type of backordered) or **L** (any document with a backordered line-item). Note that if you enter **D**, the report will not include documents with a type of **O** (open orders) that have some backordered line-items. CR defaults to **D**.

10. Priority

Enter the order priority to use for printing: N-normal, R-rush and/or H-service hold orders. Press F3 to default to All or F4 to backup.

11. Price

Enter **Y** or **N** to indicate whether to print pricing information on the report. CR defaults to Y.

12. Quantities

This input is skipped if **N** was entered in the **Price** input. Enter **A** to use actual quantities to calculate the price extension on the report (i.e., committed or shipped quantities) or **O** to use the quantities ordered by the customer(s). CR defaults to A.

13. Beginning Date

Enter the beginning request date to print (ref. 10). CR defaults to FIRST.

14. Ending date

Enter the ending request date to print (ref. 10). CR defaults to LAST.

15. Item Description

Enter whether to print description **1** on the report, description **2** on the report, **B**oth descriptions, or **N**-no description as set in the Item F/M. CR defaults to N.

16. BOM Components

Enter **N** or **Y** to indicate whether to print the component items for BOM finished items. These are finished items for which on-hand quantities are updated in SO (i.e., they are not processed through Manufacturing Control).

17. SLSP/TERR

Enter the salesperson/territory to print. CR defaults to All.

Technical Notes

Printing in order number order proceeds by reading through the (SORDER) file from beginning order number to ending order number entered. If pricing is included, the item extension per order is printed.

Printing in item number order proceeds by reading through the sort file (SOITMX) to the (SORDER) file from beginning item number entered to ending item number entered and referencing the appropriate (SORDER) records. Item quantity totals are printed.

Printing in customer number order proceeds by reading through the sort File (SOCSTX) to the (SORDER) file from beginning customer number entered to ending customer number entered and referencing the appropriate (SORDER) file records. If pricing is included, the item extension per order is printed.

Printing component items is accomplished by reading through the BOM components for SORDER lines file (SOBOMS).

FILES USED - SMCNTL, SORDER, SOITMX, SOCSTX, ARCUST, ICMAST, ICIUOM, ICWHSE, ICWHSX, SOBOMS

FILES UPDATED - SMSRT

Daily Shipping Report (SOR730)

Function

This program allows you to print a report of work orders and backorders that have requested ship dates between the dates selected.

This report should be run daily, after the Daily Sales Register has been run. It is run prior to confirming orders for a new day to inform the user what should be shipped for the next day. Orders which contain no line-items that are available for shipment do not print.

You have the option to:

- Select beginning and ending order number.
- Select shipping warehouse(s) to print.
- Selected route(s) to print.
- Select the item description(s) to print.
- Select the beginning and ending dates.

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

Daily Shipping Report (SOR730)

Template   Print Options

Beginning Order		First
Ending Order		Last
Ship Warehouse	01	Atlanta Warehouse
Beginning Date		First
Ending Date		Last
Item Description	N - Print Neither Description	
Route		
Status	ARH	

Template — None

Printer — Genicom Line Printer

OK

Cancel

Enter Beginning Order to Print, F1-First

Daily Shipping Report (SOR730)

Help

01-FACTS 7.5 Development   Daily Shipping Report   SOR730

Beginning Order First

Ending Order Last

Ship Warehouse 01 Atlanta Warehouse

Beginning Date First

Ending Date Last

Item Description N

Route

Status ARH

— Template —
  None

— Printer —
  WindX Laser

CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit .

User Inputs

The following inputs are involved in printing the Daily Shipping Report:

1. Beginning Order Number

Enter the beginning document number to print. CR defaults to FIRST

2. Ending Order Number

Enter the ending document number to print. CR defaults to LAST.

3. Ship Warehouse

Enter the shipping warehouse for which the report is to print. Entering a valid warehouse code displays the warehouse description. CR defaults to the warehouse assigned to the terminal. F3 defaults to ALL.

4. Beginning Date

Enter the beginning request date to print (ref. 10). CR defaults to FIRST.

5. Ending Date

Enter the ending request date to print (ref. 10). CR defaults to LAST.

6. Item Description

Enter whether to print description **1** on the report, description **2** on the report, **B**oth descriptions, or **N**-no description as set in the Item F/M. CR defaults to N.

7. Route

If routing is not used, this input is skipped. Enter up to eighteen 3-character route codes side by side for which documents are to print. Only valid route codes are accepted. Question marks are used as wild cards, i.e., entry of the first two route characters and a question mark displays all routes beginning with those two characters.

8. Status

Enter whether to print lines: **R**eleased by the shipping warehouse, **X**-rejected by the shipping warehouse or on **H**old by the shipping warehouse. CR defaults to RXH.

Technical Notes

Printing proceeds by reading through the Open Orders (SORDER) File and then reading through the Warehouse File (ICWHSE) and checking for availability.

FILES USED - SMCNTL, SORDER, ICWHSE, ARCUST, ARSHIP

FILES UPDATED - NONE

Lost Sales Report (SOR740)

Function

This program allows you to print a report of items with recorded lost sales. Lost sales are recorded during order confirmation when the backordered quantity was zero but the user did not ship all the items ordered.

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

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

```
┌─────────────────────────────────────────────────────────────────────┐
│ ⌐ Lost Sales Report (SOR740)                               _ □ ✕      │
│ Help                                                                  │
│                                                                       │
│ 01-FACTS 7.5 Development        Lost Sales Report             SOR740  │
│                                                                       │
│ Beginning Item  First                                                 │
│                                                                       │
│ Ending Item  Last                                                     │
│                                                                       │
│ Item Type  All                                                        │
│                                                                       │
│ Warehouse  01 Atlanta Wareh                                           │
│                                                                       │
│ Reason Code  All                                                      │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│  ─ Template ───────────────────    ─ Printer ───────────────────      │
│    None                              WindX Laser                      │
│                                                                       │
│  CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit . │
│                                                                       │
└─────────────────────────────────────────────────────────────────────┘
```
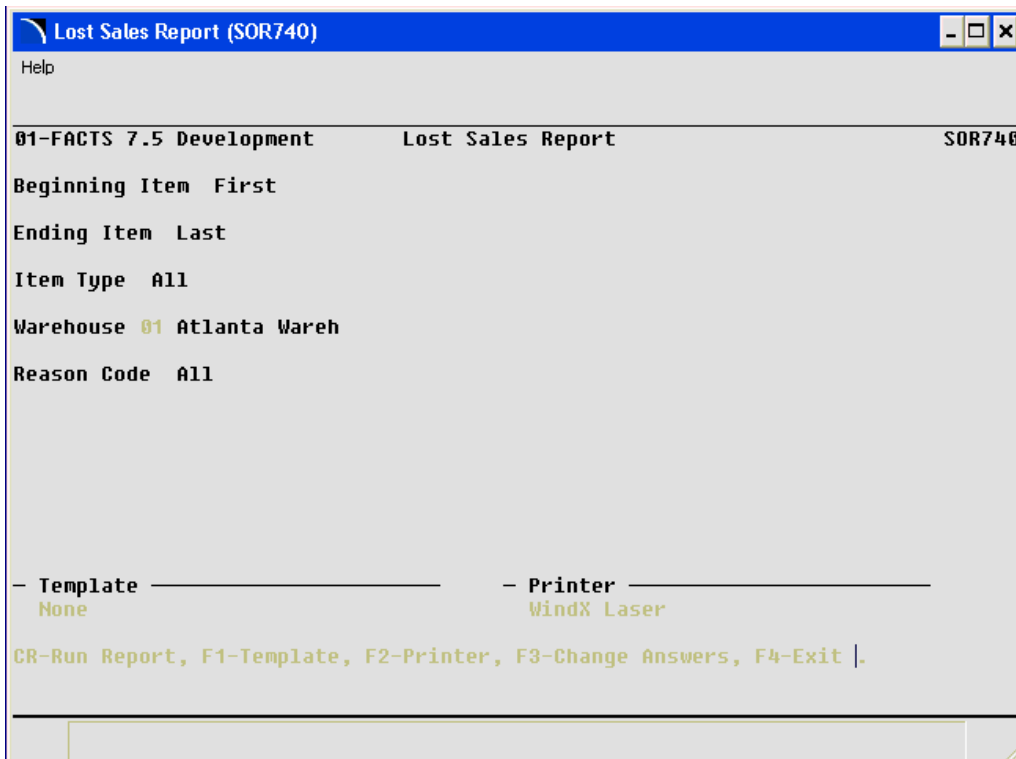
User Inputs

 The following inputs are involved in printing the Lost Sales Report:

1. Beginning Item

Enter the beginning item to print. Entering a valid item displays its description.
CR defaults to FIRST.

2. Ending Item

Enter the ending item to print. Entering a valid item displays its description CR
defaults to LAST.

4. Item Type

Enter the type of item to print: **S**tocked items, **N**onstocked items,
Uninventoried items, or
X-'Not On File' items. CR defaults to SNUX.

4. Warehouse

Enter up to twenty 2-character valid warehouse codes side by side for which
the report is to print. CR defaults to the warehouse assigned to the terminal. F3
defaults to ALL.

5. Reason Code

Enter the lost sale reason code for which to print. If all reason codes are entered
(CR), subheadings with each reason code will be printed for each item. For each
item, lost sales for each reason code will be printed along with the total lost
sales for that item. CR defaults to ALL.

6. Check report. Ok to remove records just printed?

Enter **YES** or **N** to indicate whether to remove the records just printed on the report.

Technical Notes

Printing proceeds by reading through the Lost Sales File (SOLOST) checking for items that meet all criteria entered. SOLOST determines the print order. Item type determines whether or not an item should be printed. ICMAST is opened to access item type.

FILES USED - SMCNTL, SOLOST, ICMAST

FILES UPDATED - SOLOST (if update is run)

Returns Report (SOR750)

Function

This program allows you to print a report of all items returned, as well as the returns code for the item.

This report is designed to track returns. It provides the user with the document information from the return, the item information and the return type. It also provides an optional removal.

The user has the option to:

- Select order to print — item or item class.
- Select the beginning and ending order choice.
- Select beginning and ending date to print.
- Select warehouse(s) to print.
- Select returns code(s) to print.

Report information includes the following: customer number and name, item number and description, shipping and initiating warehouse (item was returned to), returning document type, returns code, returning document number, return date, quantity returned and the

corresponding unit of measure, the extended cost of the item(s) returned and whether the return was an allowance or return. If the return type and returns code is blank, this indicates the return was entered in an entry program other than the Credit Memo Entry, (i.e., Direct Invoice Entry, etc.).

User Inputs

The following inputs are involved in printing the Returns Report:

1. Order

Enter whether to print in **C**-customer or **I**-item order. CR defaults to C.

2. Beginning Order Choice

Enter the beginning order choice to print (ref. 3).

3. Ending Order Choice

Enter the ending order choice to print (ref. 13).

4. Beginning Date

Enter the beginning return date to print (ref. 10). CR defaults to FIRST.

5. Ending Date

Enter the ending return date to print (ref. 10). CR defaults to LAST.

6. Warehouse

Enter up to 20 two-character valid warehouse codes side by side to print. This is the warehouse to which, the returns were made. Entering a valid warehouse

code displays the warehouse description. CR defaults to the warehouse assigned to the terminal. F3 defaults to ALL.

7. Returns Code

Enter a valid returns code for which the report is to print. Entering a valid returns code displays the returns code description. CR defaults to ALL.

8. Check report. Ok to remove records just printed?

Enter **YES** or **N** to indicate whether to remove the records printed on the report.

```
Returns Report (SOR750)                                              _ □ ✕
 Help

01-FACTS 7.5 Development          Returns Report                    SOR750

Order C Customer            Beginning  First
                              Ending   Last

─ Properties ──────────────────────────────────────────
Beginning Date   First

Ending Date   Last

Warehouse  01 Atlanta Wareh

Returns Code   All



─ Template ─────────────      ─ Printer ───────────────
  None                              WindX Laser

CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit .
```
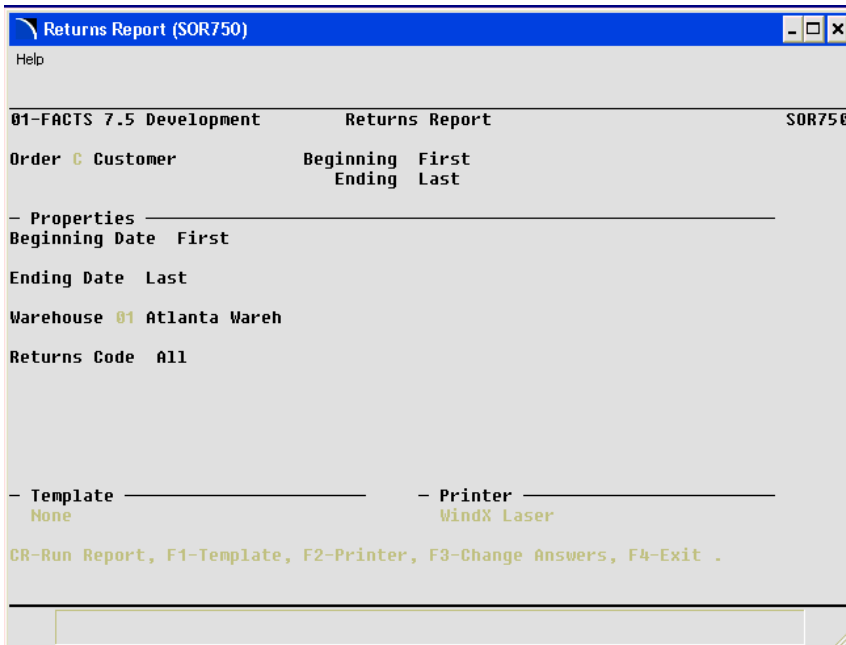
Technical Notes

Printing proceeds by reading through the Sales Orders Returns File (SORETN) checking documents that meet all criteria entered. If it finds a document, it prints it and writes the key to sort file for the optional removal.

FILES USED - SMCNTL, ARCUST, SORETN, ICMAST

FILES UPDATED - SMSRT

Outstanding Deposits Report (SOR765)

Function

This report enables you to review outstanding deposits in the system by customer. An outstanding deposit is one that has not been applied to an account, transferred to another order, earned by your company or refunded to the customer. You can print a detailed report to see a breakdown of all the deposits customer orders or print a summary report if you just want know many deposits are outstanding on which documents and the value of those deposits.

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

User Inputs

1. Detail/Summary

Select a detail or summary report of outstanding deposits (see Appendix C in this manual for examples of both). The detail summary provides a list of all the deposits on a document and any transactions affecting those deposits. The summary report simply generates a list of documents with outstanding deposits, showing the amount of the original deposit and how much of that is outstanding.

2. Skip Updated Records

CR defaults to Yes, which tells the system to skip documents updated by the Daily Sales Register.

3. Start Date

Outstanding deposits made on and after this date will appear on your report. CR default to 01/01/00, which is the earliest date in the system.

4. Customer

The default in this field is all; however if want to review a particular customer's outstanding deposits, enter that customer's number.

Outstanding Deposits Report (SOR765)

Template   Print Options

Detail/Summary   D - Summary Only

Start Date   ◄   First

Customer   All

☐ Skip Updated Records

Template   Printer
None   Genicom Line Printer

OK

Cancel

Print Detail or Summary (D/S)

Outstanding Deposits Report (SOR765)

Help

01-FACTS 7.5 Development   Outstanding Deposits Report   SOR765

Detail/Summary D Detail Records

Start Date   First

Customer   All

Skip Updated Records N

— Template —————————————   — Printer ——————————
  None   WindX Laser

CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit .

Sales Order Item Report (SOR760)

Function

This program allows you to print a report of documents in the sales orders processing cycle that contain direct shipments or nonstocked items.

The user has the option to:

- Select beginning and ending order date to print.
- Print nonstocked and/or direct ship items.
- Select warehouse to print.

Report information includes the following: the document number, document type, date entered, date requested, warehouse code, order type (direct or warehouse), customer number, customer name, item number, description, committed, shipped and backordered quantities, unit of measure, and vendor number.

```
Sales Order Item Report (SOR760)                                    _ □ ×
Help

01-FACTS 7.3 Development     Sales Order Item Report              SOR760

Beginning Date  First

Ending Date  Last

Warehouse/Direct  B Both

Item Type  All

Warehouse  01 Atlanta Warehouse




─ Template ───────────────      ─ Printer ───────────────────
  None                             Windows Print Service

CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit |.
```

User Inputs

 The following inputs are involved in printing the Sales Order Item Report:

1. Beginning Date

Enter the beginning order date to print (ref. 10). CR defaults to FIRST.

2. Ending Date

Enter the ending order date to print (ref. 10). CR defaults to LAST.

3. Item Type

Enter the type of item to print: **S**tocked items, **N**onstocked items, **U**ninventoried items, or **T**emporary items. CR defaults to SNUT.

4. Direct Ships

Enter **Y** or **N** to indicate whether to include direct shipments. CR defaults to Y.

5. Warehouse

Enter a valid warehouse code for which the report is to print. Entering a valid warehouse code displays the warehouse description. CR defaults to the warehouse assigned to the terminal. F3 defaults to ALL.

Technical Notes

Printing proceeds by reading through the Document File (SORDER) checking documents that meet all criteria entered. ICMAST is used to determine item type.

FILES USED - SMCNTL, SORDER, ARCUST, ICMAST

FILES UPDATED - NONE

Route Recap Report (SOR770)

Function

This program allows you to print a list of invoices (on a route) that have not yet been released.

This report is only available if the **Use Routes** flag is set to Y in the Sales Orders Static Control Record.

You have the option to:

- Select route(s) to print.
- Select document type(s) to print - open orders, direct entries or confirmed orders, credit memos and/or backorders.
- Select status codes to print - order entered not printed, work order printed, order confirmed or invoice/credit memo entered not printed, invoice/credit memo printed and/or invoice/credit memo released.

Report information includes route number, route description, invoice number, type, status, customer number, customer name and cash and credit amounts. Report totals include cash and credit amounts for each route. The total number of documents listed is also included.

```
┌──────────────────────────────────────────────────────────────────────────┐
│ 🖼 Win with ProvideX                                              _ □ ✕     │
│ Help                                                                       │
├──────────────────────────────────────────────────────────────────────────┤
│ 01-Demo Company              Route Recap Report                  SOR770    │
│                                                                            │
│ Route 01M                                                                  │
│                                                                            │
│ Type  All                                                                  │
│                                                                            │
│ Status  All                                                                │
│      ┌───────────────────────────────────────────────────────────────┐    │
│      │ E - Order Entered, Not Printed                                  │    │
│      │ W - Pick Ticket Printed                                         │    │
│      │ P - Invoice Partially Confirmed                                 │    │
│      │ C - Order Confirmed or Invoice/Credit Memo Entered, Not Printed │    │
│      │ I - Invoice/Credit Memo Printed                                 │    │
│      └───────────────────────────────────────────────────────────────┘    │
│                                                                            │
│                                                                            │
│                                                                            │
│  ─ Template ───────────────────     ─ Printer ─────────────────────        │
│    None                                     Genicom Line Printer            │
│                                                                            │
│ CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit .       │
│                                                                            │
└──────────────────────────────────────────────────────────────────────────┘
```
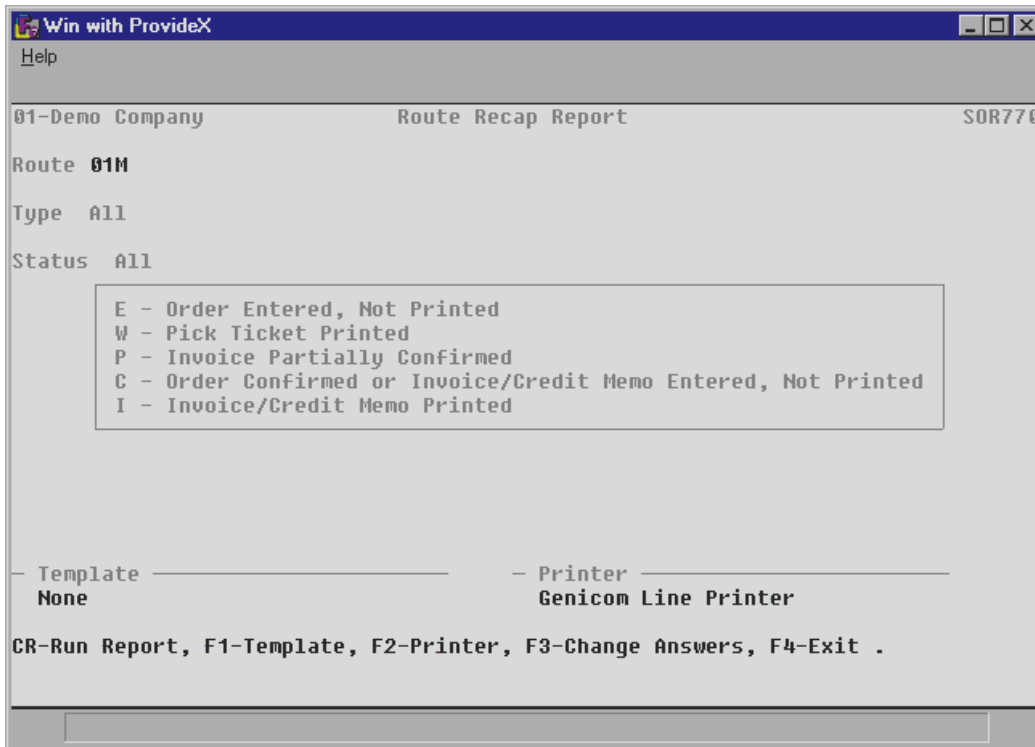
User Inputs

1. Route

Enter up to 18 three-character route codes side by side to print. Entry of the first two characters and a question mark (?) lists all route codes beginning with those first two characters. Entry of the first character and two question marks (??) lists all route codes beginning with that first character. Entry of three question marks does not return all route codes, it will only return the first 18 route codes.

2. Type

Enter whether to print document type **O**pen orders, **I-**direct entries or confirmed orders, **C**redit memos and/or **B**ackorders. CR defaults to ALL.

3. Status

Enter whether to print status codes order **E**ntered, not printed, **W**ork order printed, order **C**onfirmed or invoice/credit memo entered, not printed, **I**nvoice/credit memo printed and/or invoice/credit memo **R**eleased. CR defaults to ALL.

Technical Notes

Printing proceeds by reading through the Document File (SORDER) and printing invoices for the routes chosen that have not yet been released.

FILES USED - SMCNTL, SORDER, ARCUST

FILES UPDATED - NONE

Customer Price List (SOR780)

Function

This program allows you to print a price list for one customer at a time.

The user has the option to:

- Print the order to print - item, alpha, vendor or item class.
- Select beginning and ending order choice.
- Select pricing unit of measure
- Select the customer.
- Print contract prices only.

Report information includes the following: the customer name, item number, item description, price, pricing unit of measure and basis (if selected). (If Q appears beside the price, it indicates that if pricing is set up by quantity breaks, the price is the best quantity break price.)

FACTS Report Formatter and Multiple Output Options

This report has access to the FACTS Report Formatter and Multiple Output options. The Multiple Output option allows you to print to more than one output for each instance of a report. For example, a report can print to Excel, the viewer, and to a printer all in one print run. To access the multiple output feature simply choose the Multiple option from the Print Options screen. The FACTS Report Formatter allows users to expand reporting capabilities beyond defining a printer (in Printer F/M). To access the FACTS Report Formatter, select Custom Report Layout→ Customize Report from the menu bar.

GUI/CUI Users: The FACTS Report Formatter is only available in Graphical mode. However, Character system users can access the Multiple Output option and custom templates and outputs that have been created by graphical users. However, if the template specifies an output that a character user cannot access, like Excel, the report will not run properly.

User Inputs

1. Order

Enter whether to print in **I**-item, **A**lpha, **V**endor, or item **C**lass order. CR defaults to I.

2. Beginning Order Choice

Enter the beginning order choice to print (ref. 3).

3. Ending Order Choice

Enter the ending order choice to print (ref. 3).

4. Item Type

Enter the type of item to print: **S**tocked items, **N**onstocked items, or **U**ninventoried items. CR defaults to SNU.

5. Customer

Enter the customer number for which to print prices. The entry must be a valid customer number.

6. Warehouse

Enter the warehouse code for which to print the report. CR defaults to the warehouse assigned to the terminal. F3 defaults to ALL.

7. Basis

Enter **Y** or **N** to indicate whether to print the basis for the price on the report (type of price, e.g., contract, quantity break, etc.). CR defaults to N.

8. Contracts Only

Enter **N** or **Y** to indicate whether to print contract prices only. CR defaults to N.

9. UM Scope

Enter whether to print **D**efault UM costs/prices, **N**on-default UM costs/prices or **A**ll price UMs. CR defaults to A.

Technical Notes

Printing proceeds by reading through the Item File (ICMAST) for standard prices, the Pricing File (ICPRIC) for level prices, the Quantity Break File for quantity break prices (ICPRQB), the Contract File (SOCTRT) for contract level prices and the Contract Quantity Break File for contract quantity break prices (SOCTQB).

FILES USED - SMCNTL, ICALPX, ICVNDX, ICCLSX, ICMAST, APVEND, ICWHSE, SOCTRT, SOCTQB, ARCUST, ICPRIC, ICPRQB

FILES UPDATED - NONE

Unbilled Freight Report (SOR790)

Function

This program enables you to print a report of all the unbilled freight from the Unbilled Freight File. Unbilled freight is recorded during the Daily Sales Register update when the freight code is set to **B**ill later on an invoice. An optional update following printing of the report allows removal of all records just printed.

Report information includes the following: the ship via, invoice number, invoice date, customer number, ship-to name and weight.

User Inputs

1. Beginning Ship Via

Enter the beginning ship via to print. F2 allows you to perform search of the codes set up in Ship Via F/M. CR defaults to FIRST.

2. Ending Ship Via

Enter the ending ship via to print. CR defaults to LAST. F2 allows a search.

3. Cutoff Date

Enter the cutoff date to print (ref. 10). CR defaults to NO CUTOFF.

4. Check report. Ok to remove records just printed?

Enter **YES** or **N** to indicate whether to remove the records printed on the report.

Technical Notes

Printing proceeds by reading through the Unbilled Freight File (SOFRGT) checking for records that meet all criteria entered.

FILES USED - SMCNTL

FILES UPDATED - SOFRGT (if update is run)

Service Fill Report (SOR860)

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

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

You also can select to print the documents by customer, customer class, salesperson or ship date and include a beginning and ending range. For warehouse transfers, since customer, customer class, and salesperson do not apply, transfer tickets print in ticket number order unless you select to print in ship date order.

Processing Notes:

- For service level processing, the system measures the request date against the shipping date entered in Order Confirmation to determine if the line item will fail for the report.

- This report is valid for type S—stocking items only.

Input Descriptions

Use the following inputs to print a service fill report:

1.   Order

Enter the print order. You can select from customer, customer class, salesperson or ship date order (C/K/S/D). If you select ship date as the print order, the system disables the Beginning and Ending prompts since Beginning Ship Date and Ending Ship Date are already included on the screen.

2.   Beginning

Enter the beginning order to print. Press F1 or the ▶| icon to default to FIRST. Press F2 or the 🔍 icon to search. If ship date is selected for order, this field is disabled.

3.   Ending

Enter the ending order to print. Press F1 or the |◀ icon to default to LAST. Press F2 or the 🔍 icon to search. If ship date is selected for order, this field is disabled.

4.   Warehouse

Enter warehouse to print. Press F1 or the 🏠 icon to default to ALL. Press F2 or the 🔍 icon to search.

5.   **Beginning Ship Date**

Enter the beginning ship date to print. Press F1 or the ▶ icon to default to
FIRST. If customer, customer class, or salesperson is selected for order, this field
is disabled.

6.   **Ending Ship Date**

Enter the ending ship date to print. Press F1 or the ◀ icon to default to LAST. If
customer, customer class, or salesperson is selected for order, this field is
disabled.

7.   **Document Type**

Include the types f documents to include in the report. You can select from

orders, counter sales and/or transfers (O/S/T). Press F1 or the 🌐all icon to
default to ALL. If SO Static Control flag "Use Invoice History" is No, the field
will be set to "T" for transfers only and this prompt is disabled.

8.   **Scope**

Indicate whether to print warehouse totals, summary information or detail
information.

DOT Code Listing (SOR530)

Function

This program allows the FACTS user to print information on DOT Codes.

The listing contains the following information about DOT Codes:

- DOT Code

- Whether the material is hazardous

- Hazardous material entry (hazardous or reportable quantities)

- Hazard class

- UN/NA identification number

- Packing group

- Freight class

- Shipping name

- Additional descriptions of the material (optional)

You have the option to:

- Select the beginning and ending DOT Codes to print

- Choose whether to print only those DOT Codes that are hazardous

- Print any additional descriptions of the material

User Inputs

The following inputs are involved in printing the DOT Code Listing:

1. Beginning [Order Choice]

Select the beginning order choice to print (ref. 3).

2. Ending [Order Choice]

Select the ending order choice to print (ref. 13).

3. Hazmat Only

Enter **N** or **Y** to indicate whether to print only those DOT Codes that are hazardous. CR defaults to N.

4. Additional Description

Enter **N** or **Y** to indicate whether to print any additional descriptions for the hazardous materials. CR defaults to N.

Technical Notes

Printing proceeds by reading through the DOT Code File (SODTCD) checking for records that meet all criteria entered.

FILES USED - SMCNTL, SMNAME, SODTCD, ICDTIX, ICMAST

SO Code List (SOR795)

Function

This program enables you to print a listing of each of the following sales order codes:

- Route
- Returns code
- Returns reason code
- Returns disposition code

Each code above is entered into its own F/M program. Routes are assigned to each document in sales orders (if used). Returns codes are assigned to items when the merchandise is returned and defines why the merchandise is being returned. Return reason codes are assigned to items on a CR (Customer Return document) when the merchandise is returned and defines why the merchandise is being returned. Return disposition codes are also assigned to items on a CR when the merchandise is returned and defines what is to be done with the merchandise once it is returned.

Report information includes each code and the information stored with the code. The total number of codes listed is also included.

User Inputs

1. Select Number

Enter whether to print **1**-Route, **2**-Returns code **3** - Returns reason code or **4** - Returns disposition code.

2. Beginning [Order Choice]

Select the beginning order choice to print of the field selected. CR defaults to FIRST.

3. Ending [Order Choice]

Select the ending order choice to print of the field selected. CR defaults to LAST.
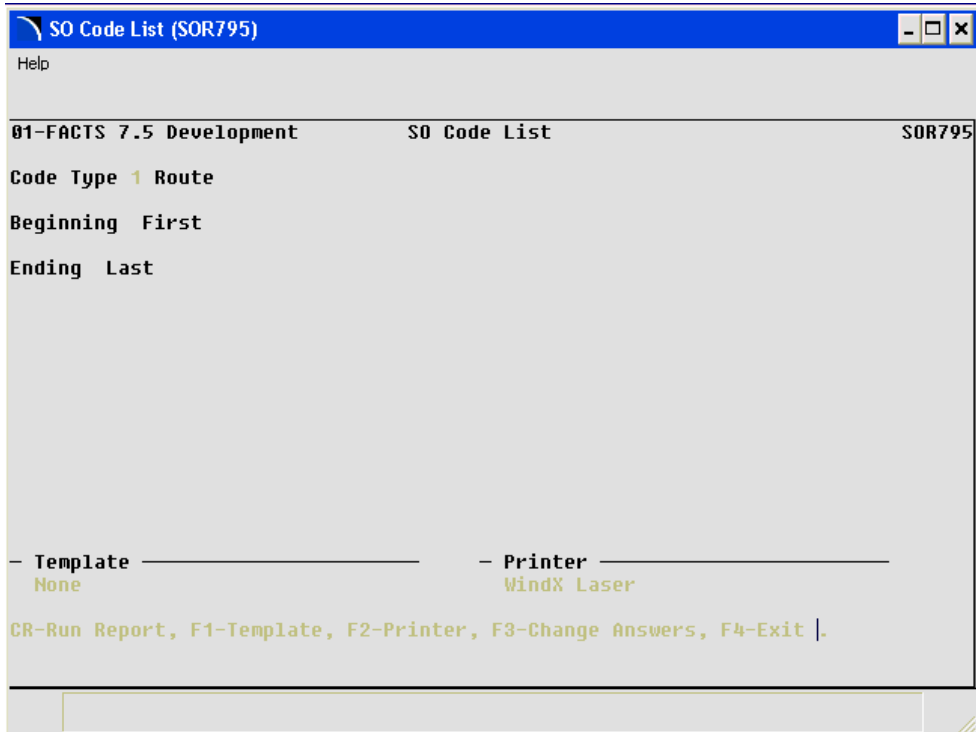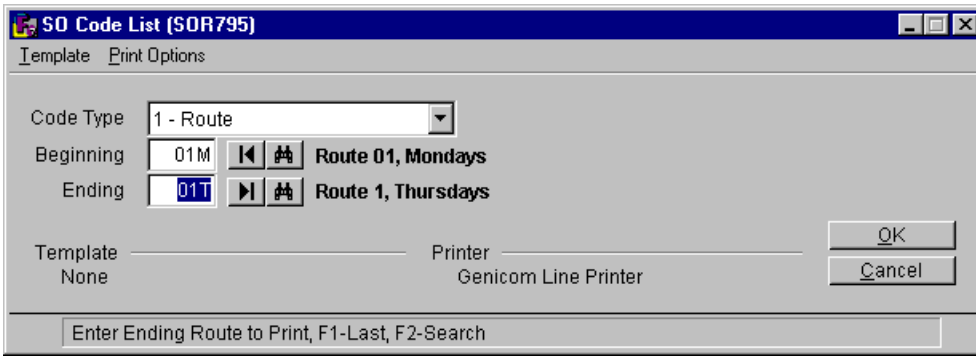
Technical Notes

Processing proceeds by reading through the Control File for the codes that meet all criteria entered.

FILES USED - SMCNTL

FILES UPDATED - NONE

Ship Via Listing (SOR850)

Function

This program provides a list of ship via codes by warehouse. The report consists of codes that meet the criteria entered in the program (see inputs below), including whether the codes are active or inactive, whether the codes are tied to Clippership and whether they are commercial or residential. The report also shows the freight GL number associated with the code and the handling charge amount, if any. All of the information provided in this list is derived from the Ship Via F/M.

User Inputs

1. Warehouse

Ship via codes are assigned by warehouse. Different warehouses may use different carriers and because of location, may charge different amounts for freight and handling. CR defaults to the warehouse to which your terminal is assigned.

2. Active

This flag enables you to confine you list to active or inactive codes, if you wish. Set the flag to **B**-Both if you want the list to include both. CR defaults to Both. The report notes which codes are active and inactive.

3. Use Clippership

Include on your list just the codes associated with Clippership, just those not associated with Clippership or both. CR defaults to Both. The report notes which codes are tied into Clippership carrier codes and which are not.

4. Commercial/Residential

Choose whether to include both or one of these designations on the report. CR defaults to both. The report notes which codes are designated residential and which are not.

Ship Via Listing (SOR850)

Template Print Options

Warehouse `01` Atlanta Warehouse

Active `Y - Active`

Use Clippership `Y - Only Clippership Users`

Comm/Residential `C - Commercial`

Template ———————————— Printer ————————————

None   Genicom Line Printer

OK

Cancel

Enter Warehouse Code, F2-Search, F3-All

Ship Via Listing (SOR850)

Help

```
01-FACTS 7.5 Development     Ship Via Listing              SOR850

Warehouse 01 Atlanta Warehouse

Active Y

Use Clippership Y

Commercial/Residential C
```

— Template ———————————— — Printer ————————————

None   WindX Laser

CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit .

Customer Order Profitability Analysis Report (SOR620)

Use the Customer Order Profitability Analysis Report to apply the costs recorded in Order Cost Activity F/M to the customers by the volume of their orders.

Processing Details

- For backorders, the order level cost will not be applied. Backordered counter sales will be treated the same as backordered sales orders for calculating costs.

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

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

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

Input Descriptions

Use the following inputs to print the Customer Order Profitability Analysis Report:

1.   Order

Enter the order to use to print the report. You can select from Customer, Customer Class, or Salesperson. The selections are based on the class or primary salesperson listed in the customer file, not the salesperson listed on the sales order header.

2.   Beginning Code

Enter the beginning code value (Customer, Customer Class, and Salesperson depending on your selection for prompt # 1). Press F1 or the ◀ icon to default to FIRST. Press F2 or the 🏭 icon to search.

3.   Ending Code

Enter the ending code value (Customer, Customer Class, and Salesperson depending on your selection for prompt # 1). Press F1 or the ▶ icon to default to LAST. Press F2 or the 🏭 icon to search.

In the Properties Section: Ship Date

4.   Beginning

Enter the beginning invoice ship date to print. Press F1 or the ◀ icon to default to FIRST.

5.   Ending

Enter the ending invoice ship date to print. Press F1 or the ▶| icon to default to LAST.

In the Options Section:

6.   Descending Order

Indicate if you want to sort customers in descending order of profitability: This sorts customers within class or salesperson if not in customer order)

7.   Page Break

Indicate if you want the report to print each customer on a separate page.

In the Documents Section

8.   Select which types of documents you want to include in the report. You can select from: **Orders**, **Credit Memos**, and **Counter Sales**.

Order Activity Cost Code Listing (SOR625)

Function

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

User Inputs

Use the following inputs to print the Order Activity Cost Code Listing:

1.   Beginning Code

Enter the beginning activity cost code value. Press F1 or the ◀ icon to default to FIRST. Press F2 or the 🔍 icon to search.

2.   Ending Code

Enter the ending activity cost code value. Press F1 or the ◀ icon to default to LAST. Press F2 or the 🔍 icon to search.

In the Properties section:

3.   Warehouses:

Enter up to 20 two-character valid warehouse codes side by side for which the report is to print. The program defaults to the warehouse assigned to the terminal. Press F2 or the 🔍 icon to search. Press F3 or the 🌐 icon to default to ALL.

In the Cost Type section:

4.   Select which types of costs you want to include in the report. You can select from: **Order Costs, Warehouse Costs**, and **Line Costs**.

In the Document Type section:

5.   Select which types of documents you want to include in the report. You can select from: **Orders, Credit Memos**, and **Counter Sales**.

Order Booking Report (SOR735)

Use the Order Booking Report to review booked orders and print them for tracking purposes.

You must set the Order Booking flag on the Use tab of SO Static Control F/M to indicate how many months to store order booking information.

To ensure additional accuracy, the Order Booking Report is based on the system date (not the FACTS date). The End-Of-Period Update (SOU890) program also uses the system date for Order Booking processing.

Order Booking Process Description

The system books orders in the following ways:

- Orders are booked through SO Order Entry.

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

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

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

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

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

The program provides many report criteria options to allow for tailoring the report. You can print booked orders, orders that have been entered through various methods in the SO module (excluding direct invoices, credit memos, and counter sales) and edited orders, orders that have been changed and/or deleted.

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

Limitations/Exclusions

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

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

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

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

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

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

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

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

Input Descriptions

Use the following inputs to print the Order Booking Report:

1.   Order

Enter the order to use to print the report. You can select from order date, edit date, primary, or inside slsp order. Press enter to default to O-order date. Note: If you select primary or inside salesperson the system uses the date as the secondary sort order. Also note that dates and times are the system date when the order was created/edited.

2.   Beginning range

Enter the beginning range value (date or salesperson depending on your selection for prompt # 1). Press F2 or the 🔍 icon to search.

3.   Ending range

Enter the ending range value (date or salesperson depending on your selection for prompt # 1). Press F2 or the 🔍 icon to search.

4.   Primary/Inside Slsp

If you selected the Order date or Edit date as the primary sort order, the system enables the Primary/Inside Slsp prompt.

Indicate the type of salesperson range to set—you can select from primary salesperson or inside salesperson. Note that only the current salesperson on each order will be evaluated.

Note: These prompts will only be enabled if the primary sort order is Order date or Edit date.

5.   **Beginning**

Enter the beginning salesperson for the report. Press F1 or the ▶| icon to default to FIRST. Press F2 or the ⚹ icon to search.

6.   **Ending**

Select the ending salesperson for the report. Press F1 or the |◀ icon to default to LAST. Press F2 or the ⚹ icon to search.

7.   **Order/Edit Date**

Enter E (edit date) or O (Order date) to indicate the type of date to base the report on. If date range is edit date, the report format will always be in detail.

Note: These prompts will only be enabled if the primary sort order is Primary or Inside Slsp.

8.   **Beginning**

Select the beginning date to use for the report. Press F1 or the ▶| icon to default to FIRST.

9.   **Ending**

Select the ending date to use for the report. Press F1 or the |◀ icon to default to LAST.

10.   **Type**

Indicate the type of orders to include in the report. You can select from:

B-Both, to print both changed and deleted documents

C-Changed documents only

D-Deleted documents only

Note: This prompt is enabled if the date range in prompts 1 or 4 is by Edit date

11   **Include Deleted**

Indicate whether you want to include deleted order s on the report. Press Enter (CR) to include deleted orders as the default.

Note: This prompt will only be enabled if the date range in prompts 1 or 4 are by Order date.

12.   **Warehouse**

Enter initiating warehouse to use for the report. Press F2 or the ⚹ icon to search. Press F3 or the 🌐all icon to default to ALL.

13.   **Customer**

Enter customer to use for the report. Press F2 or the ⚹ icon to search. Press F3 or the 🌐all icon to default to ALL.

14.   User Code

Enter user code to print orders for on the report Press F2 or the 🔍 icon to search. Press F3 or the 🌐 icon to default to ALL.

15.   Scope

Enter S-summary or D-detail to indicate whether to print the report in summary or detail format. Press Enter (CR) to accept S-summary, the default.

Note: This prompt will be disabled if either range (primary or secondary) is by edit date.

16.   Totals Only

Indicate whether you want to print daily/salesperson totals only. Press Enter (CR) to enter No, the default.

Note: This prompt will only be enabled if Scope is S and date range is not by edit date (E). If Primary date range is a date type, then prompt will say "daily", otherwise it will say "salesperson".

17.   Cost Info

Indicate whether you want to include cost and gross margin information. Press Enter (CR) to enter No, the default.

Note: This prompt will only be enabled if the current user has the cost security code.

18.   New Page

Indicate whether you want to start a new page for each new salesperson/territory code on the report. Press Enter (CR) to enter No, the default.

Note: This prompt will only be enabled if the primary sort is by salesperson.

01-Demo Company, Order Booking Report (SOR735)

Template   Print Options   Help

Order [O - Order Date ▼]   Beginning [   ] |◄ ♯ First
                             Ending   [   ] ►| ♯ Last

Properties

Primary/Inside Slsp [P - Primary ▼]   Beginning [   ] |◄ ♯ First
                                        Ending   [   ] ►| ♯ Last

Order/Edit Date [O - Order Date ▼]   Beginning [   ] |◄ First
                                       Ending   [   ] ►| Last

Type [B - Both ▼]

Include Deleted ☑

Warehouse [   ] ♯ 📊 All

Customer [   ] ♯ 📊 All

User Code [   ] ♯ 📊 All

Scope [S - Summary ▼]

Totals Only ☐   Cost Info ☐   New Page ☐

[OK]

Template ——————   Printer ——————   [Cancel]
None   Print to file

Order Booking Report (SOR735)

Help

```
01-Demo Company              Order Booking Report                    SOR735

Order O Order Date        Beginning  First
                          Ending  Last
— Properties —
Primary/Inside Slsp P  Beginning  First            Ending  Last
Order/Edit Date O      Beginning  First            Ending  Last
Type B Both
Include Deleted Y
Warehouse  All
Customer  All
User Code  All
Scope S Summary
Totals Only N
Cost Info N
New Page N


— Template ——————————        — Printer ——————————
  None                          Print to file

CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit .
```

Past Invoice Report (SOR870)

Program Overview

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

Limitations/Exclusions

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

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

Input Descriptions

Use the following inputs to print the Past Invoice Report:

1. **Order**

Enter the order to use to print the report. You can select from Invoice, Document, Customer, Customer Class or Salesperson/Territory order. Press enter to default to O-order date. Note: If you select primary or inside salesperson the system uses the date as the secondary sort order. Also note that dates and times are the system date when the order was created/edited.

2. **Beginning range**

Enter the beginning range value (depending on your selection for prompt # 1). Press **F2** or the ⵌ icon to search.

3. **Ending range**

Enter the ending range value (depending on your selection for prompt # 1). Press **F2** or the ⵌ icon to search.

4. **Beginning Date**

Select the beginning invoice/credit memo date to use for the report. Press **F1** or the ◀ icon to default to FIRST.

5. **Ending Date**

Select the ending invoice/credit memo date to use for the report. Press **F1** or the ▶ icon to default to LAST.

6. **Ship-to Information**

Indicate whether to include ship-to information.

In the Restricted By section of the screen, select from the following parameters to marrow your report results.

7.   **Item**

Enter the item numbers to use for restricting the past invoices that print on the report. Press **F1** or the [all] icon to default to ALL. Press **F2** or the icon to search.

8.   **Vendor Class**

Enter the vendor classes to use for restricting the past invoices that print on the report. Press **F1** or the [all] icon to default to ALL. Press **F2** or the icon to search.

9.   **Item Class**

Enter the item classes to use for restricting the past invoices that print on the report. Press **F1** or the [all] icon to default to ALL. Press **F2** or the icon to search.

01-FACTS 7.5 Development , Past Invoice Report (SOR870)   _ □ ×

Template   Print Options   Custom Report Layout   Help

Order [I - Invoice ▼]   Beginning [   ] |◀| |🔍| First
                             Ending   [   ] |▶| |🔍| Last

Properties
    Beginning Date [   ] |◀| First
       Ending Date [   ] |▶| Last
 Ship-To Information ☐

    Restricted By
         Item [   ] |🔍| |🔍|
       Vendor [   ] |🔍| |🔍|
   Item Class [   ] |🔍| |🔍|

                                                        | OK |
Template ————————   Printer ————————   Layout ————————
  None   WindX Laser   Standard | Cancel |

Print in invoice, doc, cust, cust class or slsp/terr order? (I/D/C/K/S)

Past Invoice Report (SOR870)   _ □ ×

Help

01-FACTS 7.5 Development   Past Invoice Report   SOR870

Order I Invoice   Beginning First
                                 Ending Last

— Properties ——————————————————————————————————
Beginning Date First

Ending Date Last

Ship-To Information N

— Restricted By ——————————————————————————————
Item

Vendor

Item Class

— Template ——————   — Printer ——————   — Layout ——————
  None   WindX Laser   Standard

CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit .

End of Period (SOS800)

The End-of-Period Menu contains programs that should be run at the end of each sales orders period in order to close it correctly. For more information about end-of-period procedures, see the "Normal Procedures" section in Chapter 1 of this manual.

The Period Sales Register prints a recap of all the Daily Sales Registers run for the period listing a total for the period at the bottom. If used, the Daily Sales Registers recaps are also listed by salesperson, terminal, terms code, warehouse and/or department. The optional removal should be run to remove all registers for the start of the next period. The End-of-Period Update zeros out the monthly recap figures and increments the current sales orders period by one.
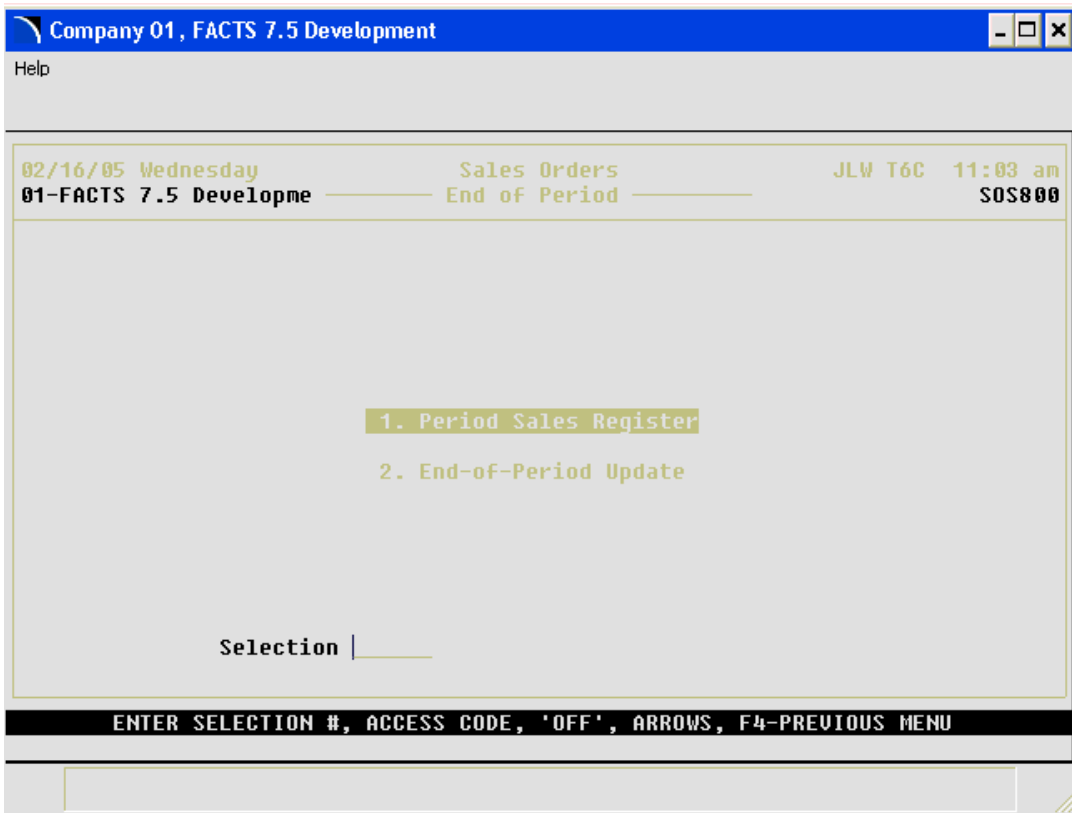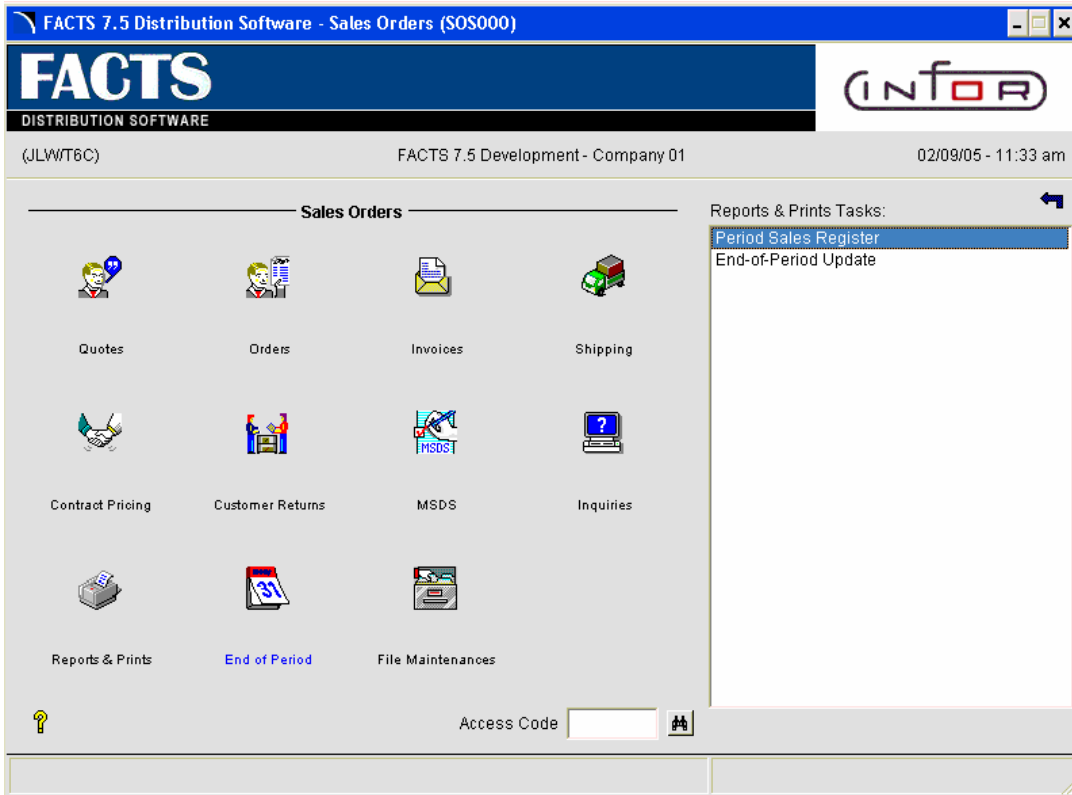
Period Sales Register (SOR810)

Function

This program enables you to print a Period Sales Register by date. An optional update following printing of the register allows removal of all records just printed.

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

The data for this program is the Daily Sales Register totals since the last Period Sales Register update was run. This data is stored in the Sales Orders Period Sales File.

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

User Inputs

The following inputs are involved in printing a Period Sales Register:

1. Beginning Date

Enter the beginning date of the register information to print (ref. 10). CR defaults to FIRST.

2. Ending Date

Enter the ending date of the register information to print (ref. 10). CR defaults to LAST.

Upon completion of the report, enter **N** or **YES** to indicate whether to remove records just printed on the report.

Technical Notes

Printing proceeds by reading through the Period Sales File (SOMNTH) from the beginning date entered to the ending date entered.

FILES UPDATED - SMCNTL, SOMNTH

Period Sales Register (SOR810)

Template   Print Options

Beginning Date   [_____] |◄| **First**

Ending Date   [_____] |►| **Last**

Template   Printer

None   Genicom Line Printer

_OK_

Cancel

Enter Beginning Date, F1-First

Period Sales Register (SOR810)

Help

```
01-FACTS 7.5 Development      Period Sales Register                    SOR810

Beginning Date  First

Ending Date  Last
```

```
— Template ——————————        — Printer ——————————
  None                          WindX Laser

CR-Run Report, F1-Template, F2-Printer, F3-Change Answers, F4-Exit '.
```

How to run the Period Sales Register

1. Access this program by choosing Sales Orders→End of Period→Period Sales Register

2. In the Beginning Date field, enter the beginning date of the register information to print. Press F1 or the ▶ icon to default to FIRST.

3. In the Ending Date field, enter the ending date of the register information to print. Press F1 or the ◀ icon to default to LAST.

4. Select the OK button to print the register. The system prints the register for the selected date range.

5. Once the report runs, indicate whether you want to remove the records just updated. Click OK (or type in YES) to remove them and update the SO Period Sales File or click Cancel (or enter N) to leave the records and abort the update.

End-Of-Period Update (SOU890)

Function

This program allows you to close the current sales orders period by resetting the current period and removing Daily Sales Register recap period-to-date information. For more information, please refer to the "Normal Procedures" section in Chapter 1 of this manual.

User Inputs

The following inputs are involved in running the sales orders End-of-Period Update:

1. Close-Out Period

Enter **Y** or **N** to indicate whether or not to close out the current sales orders period. CR defaults to Y.

Technical Notes

Updating proceeds by setting the current period to the next period and removing daily sales register recap period-to-date information from the Recap File (SORCAP).

FILES UPDATED - SMCNTL, SORCAP
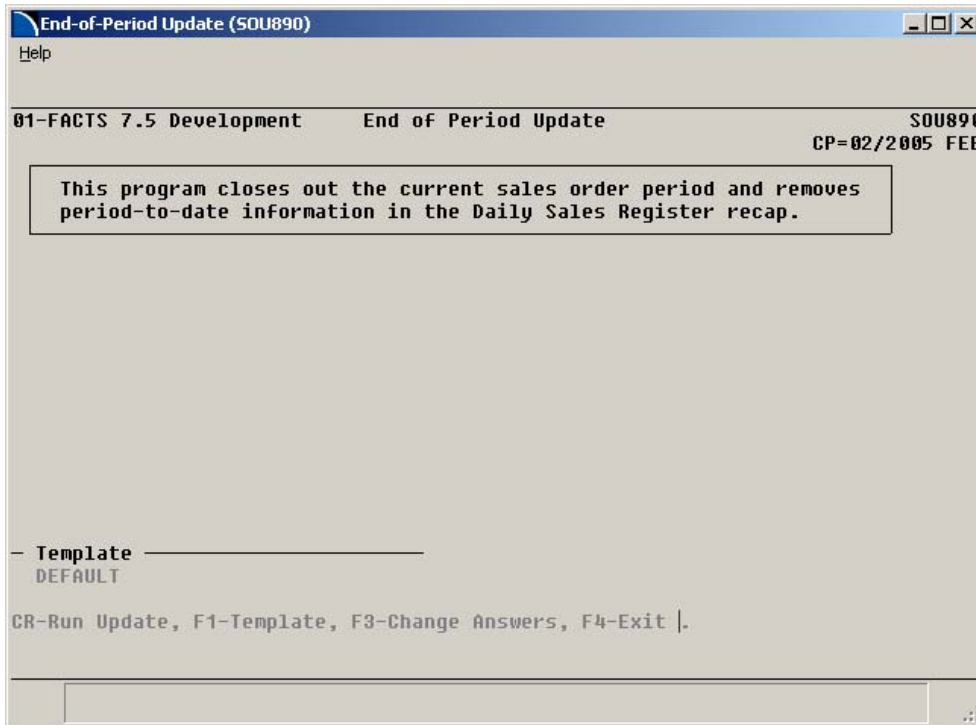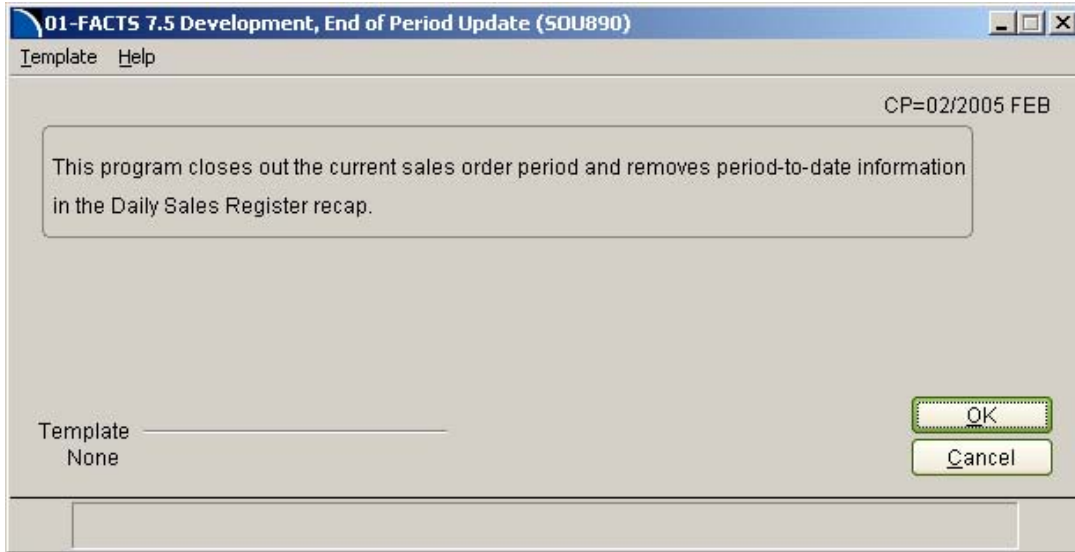
File Maintenances (SOS900)

File maintenance programs allow the user to enter, change and delete data. These programs are used to enter the initial data required to set up the system (refer to the *Installation Manual*).

Some file maintenance programs may be used more than others during the life of the system. Infrequent File Maintenances are explained in the next chapter.
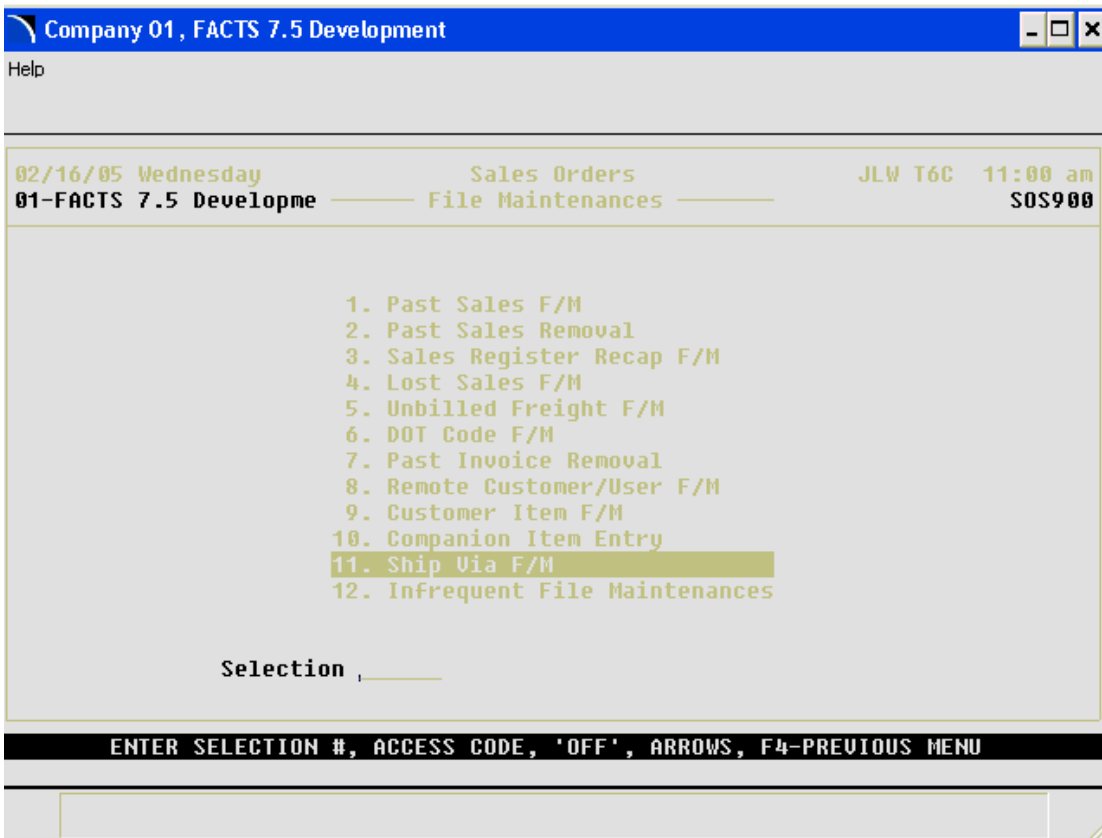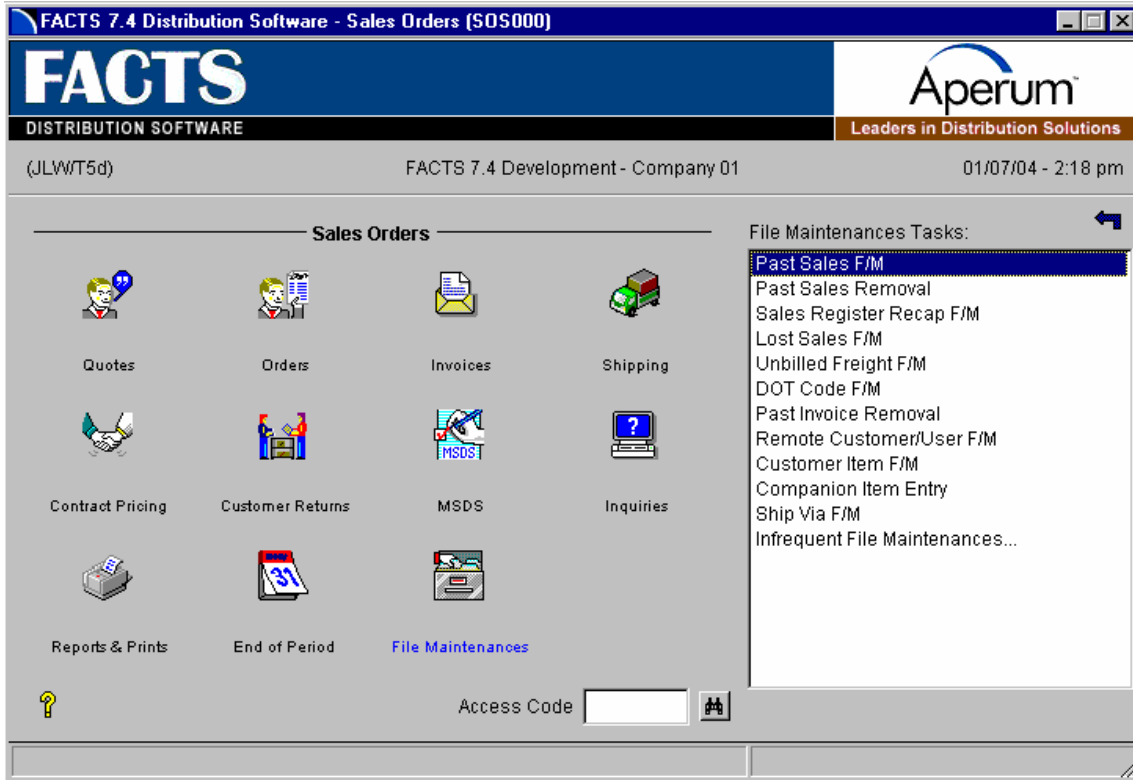
Past Sales F/M (SOF910)

Function

This program enables you to maintain records in the Past Sales History File. If past sales history is stored, three records are stored for each customer/item combination.

Data should only be entered manually when setting up the original customer and item information. Thereafter, it is updated by the Daily Sales Register update. Changes made by the user after the system is operational may compromise data.

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

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

Past Sales F/M (SOF910)

Customer　C100　Southeastern Industrial Supply

Item　I100　Pallet Loading Hand Truck　1000 lb capacity

Date	Invoice	Quantity	UM	Price	UM
11/04/1998	002131	1	EA	279.96	EA
11/11/1998	002126	1	EA	499.50	EA
11/16/1998	002104	1	EA	300.00	EA

[Save] [Delete] [New] [Exit]

Enter Date of Last Sale

Company 01 - Demo Company

Help

```
01-Demo Company            Past Sales F/M                         SOF910

*. Customer       C100 Southeastern Industrial Supply
*. Item                I100 Pallet Loading Hand Truck

   — Date ——  — Inv —  — Qty —  — UM —   — Prc —   — UM —
3. 11/04/1998  002131        1   EA       279.96      EA
4. 11/11/1998  002126        1   EA       499.50      EA
5. 11/16/1998  002104        1   EA       300.00      EA
```

```
Line to Change (F2-Cont), D-Delete, F4-Backup .
Arrows: Up-Prev Rec, Down-Next Rec, Pgup-First Rec, Pgdn-Last Rec
```

User Inputs

The following inputs are involved in creating past sales history:

* Customer

Enter the customer number for whom a past sales history record is to be established or displayed. The entry must be a valid customer. F2 allows a search (ref. 9).

* Item

Enter the item number for past sales history. The entry must be a valid item. Entering a valid item number displays description 1 and the selling and pricing units of measure from the Item File. F2 allows a search (ref. 20).

The following inputs are entered for the three past sale customer/item combinations stored:

1. Date

Enter the date of the sale (ref. 10). CR initially defaults to 010100. After the first sale has been entered, F3 ends the entry. **NOTE:** Enter the past sales information in descending (most current-input #3 to oldest-input #5). As the Daily Sales Register updates this file, it deletes the oldest (input #5), and inserts the current information (input #3). The Past Invoice Removal Program reads the first date (input #3), if this date is before the ending date to remove through, it removes the entire record (all three sales).

2. Invoice

Enter the invoice number of the sale. CR initially skips this entry.

3. Quantity

Enter the number of units sold in the sale. CR initially defaults to 0.

4. Price

Enter the price of the item of the sale per pricing unit of measure. CR initially defaults to 0.

Technical Notes

FILES USED - SMCNTL, ARCUST, ICMAST, ARCALX, ICALPX

FILES UPDATED - SOPAST

Past Sales Removal (SOU910)

Function

For systems storing sales orders past sales history, this program enables you to remove past sales history based on customer number, item number and date.

You have the option to:

- Select the beginning and ending customer to remove.
- Select the beginning and ending item to remove.
- Select the date to remove through.

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

The Past Sales History File is used in the sales order Customer Inquiry and is updated during the Daily Sales Register. Records may also be maintained or removed on an individual basis through the Past Sales F/M.

```
01-Demo Company              PAST SALES REMOVAL                    SOU910

THIS PROGRAM WILL REMOVE PAST SALES RECORDS BASED ON THE CRITERIA ENTERED BELOW.

BEGINNING CUSTOMER FIRST

ENDING CUSTOMER LAST

BEGINNING ITEM FIRST

ENDING ITEM LAST

CUTOFF DATE LAST GL PERIOD ENDING DATE 08/31/02




END OF INPUTS. ENTER 'YES' TO CONTINUE, F4-BACKUP |...
```

User Inputs

The following inputs are involved in using the Past Sales Removal Program:

1. Beginning Customer

Enter the beginning customer for which sales history is to be removed. CR defaults to FIRST.

2. Ending Customer

Enter the ending customer for which sales history is to be removed. CR defaults to LAST.

3. Beginning Item

Enter the beginning item for which sales history is to be removed. CR defaults to FIRST.

4. Ending Item

Enter the ending item for which sales history is to be removed. CR defaults to LAST.

5. Cutoff Date

Enter the date to remove through (ref. 10). Records that contain a sale date after the cutoff date are not removed. CR defaults to the ending date of the last GL period closed.

Technical Notes

Updating proceeds by reading through the Past Sales History File (SOPAST) based on the options selected. Records of the appropriate customers and items with last sales date on or before the cutoff date selected are purged from the file.

FILES USED - SMCNTL, ICMAST, ARCUST

FILES UPDATED - SOPAST

Sales Register Recap F/M (SOF920)

Function

This program allows you to create and maintain records in the Sales Register Recap File. Initially, this program is not used and the file is empty. Records are created depending on which recaps are to be used as set in the SO Static Control Record. Information in this file is used to print the Period Sales Register and the period-to-date information on the Daily Sales Register, if the **DSR Recap MTD** flag is set to Y in the SO Static Control Record.

User Inputs

The following inputs are involved in creating records in the Sales Register Recap File:

* Recap Type

Enter whether the recap type is **T**-terminal code, **W**-warehouse, **S**-salesperson/territory **C**-terms code or **D**-department for the recap type. The type entered determines the parameters for the **Type** input (i.e., if the user wants a recap for warehouse 01, then enter W for **Recap Type**, and 01 for **Type**).

* Type

Enter the type. For example, if salesperson was chosen above (S was entered), enter the salesperson. Entering a valid terminal / warehouse / salesperson / terms code / department displays the description. F2 allows a search (ref. 30).

The following inputs are needed to create a sales register recap type record (each input for last register, period-to-date, and next period):

1. Number Of Invoices

Enter the number of invoices on the last Daily Sales Register, for the period-to-date, and for the next period (0-99999). CR initially defaults to 0.

2. Merchandise

Enter the merchandise total on the last Daily Sales Register, for the period-to-date, and for the next period (+/-99999999.99). CR initially defaults to 0.

3. Miscellaneous

Enter the miscellaneous total on the last Daily Sales Register, for the period-to-date, and for the next period (+/-99999999.99). CR initially defaults to 0.

4. Cash

Enter the cash total for the last Daily Sales Register, for the period-to-date, and for the next period (+/-99999999.99). CR initially defaults to 0.

5. Cost

Enter the total cost for the last Daily Sales Register, for the period-to-date, and for the next period (+/-99999999.99). CR initially defaults to 0.

6. Discount

Enter the total invoice discount on the last Daily Sales Register, for the period-to-date, and for the next period (+/-99999999.99). CR initially defaults to 0.

7. Tax

Enter the total tax amount on the last Daily Sales Register, for the period-to-date, and for the next period (+/-999999.99). CR initially defaults to 0.

8. Freight

Enter the total freight amount on the last Daily Sales Register, for the period-to-date, and for the next period (+/-99999.99). CR initially defaults to 0.

```
┌─────────────────────────────────────────────────────────────────────────┐
│  Sales Register Recap F/M (SOF920)                              _ □ ✕   │
│                                                                           │
│     Recap Type    T - Terminal Code      ▼                    ⫯◀ ◀ ▶ ▶⫯  │
│         Code     T0      ⊞   Default Terminal Record                      │
│  ─────────────────────────────────────────────────────────────────────  │
│                  ┌─Last Register─┐  ┌─Current to Date─┐  ┌─Next Period─┐ │
│  # of Invoices   │           0   │  │           3     │  │         0    │ │
│  Merchandise     │         .00   │  │      748.25     │  │       .00    │ │
│  Miscellaneous   │         .00   │  │         .00     │  │       .00    │ │
│  Cash            │         .00   │  │      300.00     │  │       .00    │ │
│  Cost            │         .00   │  │      669.99     │  │       .00    │ │
│  Discount        │         .00   │  │         .00     │  │       .00    │ │
│  Tax             │         .00   │  │         .00     │  │       .00    │ │
│  Freight         │         .00   │  │       14.10     │  │       .00    │ │
│                                                                           │
│                      🖫  Save  │ ✕ Delete │ 🗋 New │ ⫯ Exit              │
│  ─────────────────────────────────────────────────────────────────────  │
│  Enter Number of Invoices Total on Last Sales Register                    │
└─────────────────────────────────────────────────────────────────────────┘
```

```
┌──────────────────────────────────────────────────────────────────────────────┐
│ Win with ProvideX                                                    _ □ ✕     │
├──────────────────────────────────────────────────────────────────────────────┤
│ Help                                                                           │
│                                                                                │
│ 01-Demo Company                Sales Register Recap F/M                SOF920   │
│                                                                                │
│  *. Recap Type      T                                                          │
│  *. Code            T0 Default Terminal Record                                 │
│                                                                                │
│                      Last Register    Current to Date   — Next Period —        │
│   3. # of Invoices                         3                    0              │
│   4. Merchandise                         748.25                .00             │
│   5. Miscellaneous                          .00                .00             │
│   6. Cash                                300.00                .00             │
│   7. Cost                                669.99                .00             │
│   8. Discount                               .00                .00             │
│   9. Tax                                    .00                .00             │
│  10. Freight                              14.10                .00             │
│                                                                                │
│                                                                                │
│                                                                                │
│                                                                                │
│                                                                                │
│ Line to Change (F2-Cont), D-Delete, F4-Backup ..                               │
│ Arrows: Up-Prev Rec, Down-Next Rec, Pgup-First Rec, Pgdn-Last Rec              │
│                                                                                │
│ ───────────────────────────────────────────────────────────────────────────  │
│      ┌────────────────────────────────────────────────────────────────┐       │
└──────────────────────────────────────────────────────────────────────────────┘
```

Technical Notes

FILES USED - SMCNTL

FILES UPDATED - SORCAP

Lost Sales F/M (SOF930)

Function

Information should only be entered into this program during initial installation and set up. Thereafter, it is updated by the Daily Sales Register update. Changes made by the user after the system is operational may compromise data.

NOTE: Entering original information into this file is optional.

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

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

Before using this program, the **Use Lost Sales** tracking flag must be set to Y in the SO Static Control Record.

User Inputs

* Warehouse

Enter the warehouse code. The entry must be a valid warehouse. The warehouse entered is where lost sales are tracked for the item in the **Item** input. CR defaults to the warehouse assigned to the terminal. F2 allows a search (ref. 30).

* Item

Enter the item number. Entering a valid number sets the defaults for item descriptions 1 and 2 from the Item File. Lost sales are recorded for this item and warehouse. F2 allows a search (ref. 20). F3 defaults to the first record on file.

* Reason Code

Enter the reason code for this lost sale. The entry must be a valid reason code. F2 allows a search (ref. 30). F3 defaults to the first record on file.

1. Description 1

Enter item description 1. If the item is a valid item, CR initially defaults to description 1 as set in the Item F/M for that item; otherwise CR defaults to NOT ON FILE.

2. Description 2

Enter item description 2. If the item is a valid item, CR initially defaults to description 2 as set in the Item F/M for that item.

3. Selling UM

Enter the selling unit of measure for the item (up to 2 characters). If the item is a valid item, CR initially defaults to the selling unit of measure as set in the Item F/M for that item; otherwise CR defaults to EA (each).

4. Total Requests

Enter the number of times this item was a lost sale (0-9999). (E.g., the user may have sold the item three times, losing 4 sales each of the last two times - enter **2**.) CR initially defaults to 0.

5. Total Units

Enter the total lost quantity of sales for this selling unit of measure for this item (0-9999999.99). (E.g., the user may have sold the item three times, losing 4 sales each of the last two times - enter **8**.) CR initially defaults to 0.

6. Total Dollars

Enter the total value of lost sales for this item (0-99999999.99). CR initially defaults to 0.

```
 Win with ProvideX                                          _ □ X
 Help

01-Demo Company                Lost Sales F/M                SOF930

  *. Warehouse        01 Atlanta Warehouse
  *. Item                        I100
  *. Reason Code      NS
  4. Description 1    Pallet Loading Hand Truck
  5.             2    1000 lb capacity
  6. Selling Um       EA Each
  7. Total Requests    1
  8.      Units              10
  9.      Dollars        500.00




Line to Change (F2-Cont), D-Delete, F4-Backup .
Arrows: Up-Prev Rec, Down-Next Rec, Pgup-First Rec, Pgdn-Last Rec
```

Technical Notes

FILES USED - SMCNTL, ICMAST, ICALPX,

FILES UPDATED - SOLOST

Unbilled Freight F/M (SOF940)

Function

This program enables you to create records in the Unbilled Freight File. The program should only be used once to enter original start-up information. Thereafter, it is updated by the update portion of the Daily Sales Register update. Changes made by the user after the system is operational may compromise date.

NOTE: Entering original information into this file is optional.

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

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

User Inputs

The following inputs are involved in entering unbilled freight:

* Ship Via

Enter the ship via for the unbilled freight (up to 15 characters). Ship Via codes are created and maintained in the Ship Via F/M. This entry must match the ship via entered in the header portion of the invoice. F2 allows a search.

* Invoice

Enter the invoice number for the unbilled freight (up to six characters). An entry is required, but the invoice does not have to exist.

1. Date

Enter the invoice date for the unbilled freight (ref. 10).

2. Customer

Enter the customer number for the unbilled freight. Entering a valid customer displays the customer's name. F2 allows a search (ref. 9).

3. Ship-To

Enter the ship-to name for the unbilled freight (up to 30 characters).

4. Weight

Enter the weight for the unbilled freight (0-99999999.9). CR initially defaults to 0.

```
Unbilled Freight F/M (SOF940)                                      _ □ ✕

      Ship Via   DHL OVERNIGHT        ⌨   DHL USA OVERNIGHT         |◄ ◄ ► ►|
      Invoice      000555
      ─────────────────────────────────────────────────────────────────
      Date     04/25/1998
      Customer              C102   🔍  Roark Architectural, Inc.
      Ship-to   Type in anything you want
      Weight            66.5


                                   💾  Save    ✕  Delete    ☐  New    ▮  Exit

      Enter Invoice Date
```

```
Win with ProvideX                                                 _ □ ✕
Help

01-Demo Company              Unbilled Freight F/M                  SOF940

   *.  Ship Via  DHL OVERNIGHT
   *.  Invoice   000555
   3.  Date      04/25/1998
   4.  Customer        C102  Roark Architectural, Inc.
   5.  Ship-to   Type in anything you want
   6.  Weight           66.5












   Line to Change (F2-Cont), D-Delete, F4-Backup .
   Arrows: Up-Prev Rec, Down-Next Rec, Pgup-First Rec, Pgdn-Last Rec
```

Technical Notes

FILES USED - SMCNTL, ARCUST, ARCALX, ARPHOX

FILES UPDATED - SOFRGT

DOT Code F/M (SOF530)

Function

This program allows the user of the FACTS System to create and maintain Department of Transportation (DOT) Codes for hazardous materials.

All materials that the DOT deems hazardous must have a DOT Code assigned to it. For more information on hazardous materials and regulations, please refer to the DOT's *Hazardous Materials Guide*.

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

For set-up and daily procedures, see the "Procedures" section following "User Inputs."

```
┌─ DOT Code F/M (SOF530) ──────────────────────────────────── _ □ X ┐
│                                                                    │
│      DOT Code  [OXID-1 ] [⚙]                          [◄◄][◄][►][►►] │
│                                                                    │
│   Shipping Name  [Oxidizing substances, solid, poisonous, n.o.s.  ]│
│   Freight Class  [     ]              Hazardous  [✓]                │
│  HM Column Entry [X    ]            Hazard Class  [8.1 ]            │
│       UN/NA ID#  [UN3087]          Packing Group  [I  ]            │
│           ERG #  [100  ]                                           │
│  Tech/Chem Name 1 [                                              ] │
│  Tech/Chem Name 2 [                                              ] │
│   Additional Desc 1 [OXIDIZER                                    ] │
│   Additional Desc 2 [POISON                                      ] │
│   Additional Desc 3 [                                            ] │
│   Additional Desc 4 [                                            ] │
│                                                                    │
│              [💾 Save]  [✗ Delete]  [ New]  [▐ Exit]              │
├────────────────────────────────────────────────────────────────── ┤
│  Enter Additional Description 3                                     │
└────────────────────────────────────────────────────────────────── ┘
```

```
┌──────────────────────────────────────────────────────────────────────────┐
│ 🖳 Win with ProvideX                                        ▬ □ ☒ │
│ Help                                                                       │
│                                                                            │
│ 01-Demo Company                    DOT Code F/M                    SOF530  │
│                                                                            │
│  *. DOT Code            ADHES                                              │
│  2. Shipping Name       Adhesives                                         │
│  3. Freight Class                                                          │
│  4. Hazardous           Y                                                  │
│  5. HM Column Entry     X                                                  │
│  6. Hazard Class        1,2                                                │
│  7. UN/NA ID#           UN1133                                             │
│  8. Packing Group       I                                                  │
│  9. ERG #                                                                  │
│ 10. Tech/Chem Name 1                                                       │
│ 11. Tech/Chem Name 2                                                       │
│ 12. Additional Desc 1                                                      │
│ 13. Additional Desc 2                                                      │
│ 14. Additional Desc 3                                                      │
│ 15. Additional Desc 4                                                      │
│                                                                            │
│                                                                            │
│                                                                            │
│ Line to Change (F2-Cont), D-Delete, F4-Backup │..                         │
│ Arrows: Up-Prev Rec, Down-Next Rec, Pgup-First Rec, Pgdn-Last Rec          │
│                                                                            │
│  ┌──────────────────────────────────────────────────────────┐            │
│  └──────────────────────────────────────────────────────────┘            │
└──────────────────────────────────────────────────────────────────────────┘
```

User Inputs

The following inputs are involved in creating and maintaining DOT codes:

* DOT Code

Enter the DOT Code (up to six characters). F2 allows a search (ref. 51). F3 defaults to the next record.

1. Shipping Name

Enter the DOT shipping name (up to 50 characters).

2. Freight Class

Enter the freight class (0 - 9999).

3. Hazardous

Enter **Y** or **N** to indicate whether this is a hazardous material. CR defaults to Y. If N is entered here, the program skips to the last selection prompt.

4. HM Column Entry

This input only displays if Y was entered at the previous selection prompt. Enter **X** for hazardous material or **RQ** for reportable quantities of a hazardous material.

5. Hazard Class

This input only displays if Y was entered at selection prompt #4. Enter the hazard class (up to five characters).

6. UN/NA ID #

This input only displays if Y was entered at selection prompt #4. Enter the UN or the NA identification number (up to seven characters). This entry must begin with either "UN" or "NA."

7. Packing Group

This input only displays if Y was entered at selection prompt #4. Enter I, II or III to indicate to which packing group this hazardous material belongs.

8. ERG #

This input only displays if Y was entered at selection prompt #4. Enter the Emergency Response Guide (ERG) number (optional) (up to three characters).

9. Tech/Chem Name 1

This input only displays if Y was entered at selection prompt #4. Enter the technical/chemical name 1 for this hazardous material (optional) (up to 50 characters).

10. Tech/Chem Name 2

This input only displays if Y was entered at selection prompt #4. Enter the technical/chemical name 2 for this hazardous material (optional) (up to 50 characters).

11. Additional Desc 1

This input only displays if Y was entered at selection prompt #4. Enter the additional description 1 for this hazardous material (optional) (up to 50 characters).

12. Additional Desc 2

This input only displays if Y was entered at selection prompt #4. Enter the additional description 2 for this hazardous material (optional) (up to 50 characters).

13. Additional Desc 3

This input only displays if Y was entered at selection prompt #4. Enter the additional description 3 for this hazardous material (optional) (up to 50 characters).

14. Additional Desc 4

This input only displays if Y was entered at selection prompt #4. Enter the additional description 4 for this hazardous material (optional) (up to 50 characters).

Procedures

The "Initial Set-up Process" briefly lists each step in the initial set-up process. Likewise, the "Daily Process" briefly lists each step in the daily process. These bullet lists can be used as quick overviews to the processes or as check-off lists. For detailed information on each step, refer to the corresponding program section (each corresponding program is *italicized*).

Initial Set-Up Process:

1. **Set Use DOT? flag**
   Set the **Use DOT?** flag to Y in the *SO Static Control F/M.*

2. **Set up emergency contact information**
   Enter the HazMat emergency contact and phone number in the *SO Static Control F/M.*

3. **Set the Print HazMat Only? flag**
   Set up the **Print HazMat Only?** flag in the *SO Document Print Control F/M*. If you set this flag to Y, only those items with DOT Codes that are deemed hazardous will print on the BOL. If you set this flag to N, all items with an assigned DOT Code will print.

   Note: An item can have a DOT Code assigned to it, but not be hazardous, if the **Hazardous** flag in the DOT Code F/M is set to N.

4. **Set up DOT Code information**
   Set up all applicable information for DOT Codes in the *SO DOT Code F/M.*

5. **Set up each item's DOT Code in the IC Item F/M**.

Daily Process

1. **Enter order and add to bill of lading to ready-to-print file**
   After orders are entered into the system through the *SO Order Entry Program*, enter Y to the prompt **Add to Bill of Lading Print File?** to add the bill of lading for the order to the BOL Ready-to-Print File. This prompt displays after memo entry (or after the credit limit message, if any) during the ending routine.

2. **Print bill of lading**
   Use the *SO Bill of Lading Print Program* to print all bills of lading that are in the BOL Ready-to-Print File, or to print on-demand any bill of lading for a document (current invoice, past invoice or warehouse transfer). This program may be used at any time.
   Note: When a bill of lading is printed, it will be identified as such. If it is printed again, the printed document will reflect the fact that it is a reprint. If the bill of lading is printed from a past invoice, it will always be a reprint.

3. **Print information on hazardous materials and DOT Codes for your reference (optional)**
   Use the *SO DOT Code Listing Program* to print information on hazardous materials and DOT Codes.

Past Invoice Removal (SOU920)

Function

For a system storing sales orders past invoice history (as set in the Sales Orders Static Control Record) this program allows you to remove past invoice history based on customer number, warehouse, date and type of invoice.

You have the option to:

- Select the beginning and ending customer to remove.
- Select warehouse(s) of invoices to remove.
- Select the date to remove through.
- Select the type of invoice - regular, credit memo or counter sales.
- Choose whether to remove history for invoices that are still open.

The Past Invoice History File is used in the Sales Orders Customer Inquiry, the Document Inquiry, and is updated during the Daily Sales Register update.

```
Past Invoice Removal (SOU920)                                              _ □ ✕
 Help

01-Demo Company                  PAST INVOICE REMOVAL                        SOU920

THIS PROGRAM WILL REMOVE PAST INVOICES BASED ON THE CRITERIA ENTERED BELOW.

BEGINNING CUSTOMER FIRST

ENDING CUSTOMER LAST

WAREHOUSE 01 Atlanta Warehouse

CUTOFF DATE LAST GL PERIOD ENDING DATE 08/31/02

TYPE ALL

REMOVE IF OPEN .




REMOVE PAST INVOICES WHICH ARE STILL OPEN IN AR? (N/Y), F4-BACKUP

```

User Inputs

The following inputs are involved in using the Past Invoice Removal Program:

1. Beginning Customer

Enter the beginning customer for which invoice history is to be removed. CR defaults to FIRST.

2. Ending Customer

Enter the ending customer for which invoice history is to be removed. CR defaults to LAST.

3. Warehouse

Enter up to twenty 2-character warehouse codes side by side for which invoice history is to be removed. CR defaults to the warehouse assigned to the terminal. F3 defaults to ALL.

4. Cutoff Date

Enter the date to remove through (ref. 10). Invoice dates after the cutoff date are not removed. CR defaults to the ending date of the last GL period closed.

5. Type

Enter whether to remove **I**-regular invoices, **C**-credit memos and/or **S**-counter sales. CR defaults to ALL.

6. Remove If Open

Enter **N** or **Y** to indicate whether to remove history for invoices that are still open in Accounts Receivable. CR defaults to N.

Technical Notes

Updating proceeds by reading through the Past Invoice History File (SOPINV) based on the options selected. Records of the appropriate customers from the selected warehouse(s), with the invoice date on or before the cutoff date and having an appropriate invoice type are removed from the Past Invoice History File, Past Invoice History Address File (SOPINA) and the Past Invoice History Serial/Lot Number File (SOPINL).

FILES USED - SMCNTL, ARCUST, AROPEN

FILES UPDATED - SOPINH, SOPIND, SOPINA, SOPINL, SOPINX, SOPILX

Remote Customer/User F/M (SOF540)

Function

This program allows you to maintain information of customers who use the Remote Order Entry System. This program provides crucial data identifying the remote user as a customer instead of a standard user as well as other information on the user. Enter all data relevant to your requirements for security and controlled access.

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

- Month-to-date sales
- Year-to-date sales
- PYR sales
- Number of failed login attempts
- Last sign-on date
- Last date an order was entered

Resetting failed logins. Each remote customer gets 10 login attempts. When the number of failed login attempts equals 10, you must reset the number to 0 and re-enable their login before the remote customer can log in again. For set-up and daily procedures, see the "Procedures" section following "User Inputs."

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

User Inputs

The following inputs are involved in maintaining information on Remote Order Entry customers:

*1. Customer

Enter the customer number (up to 10 characters). F2 allows a search (ref. 9). F3 defaults to the next record.

2. User Code

Enter the user code (up to three characters) to be used by the Remote Order Entry customer when accessing the FACTS System. CR defaults to NOT ON FILE.

3. Credit Check Action

Enter the credit check action to be performed when this customer does not pass the credit check. Options:

1 - display message and continue

2 - display message and reject

3 - display message and place document on hold

4. Credit Check Message

Enter the credit check message to be displayed if the remote customer does not pass the credit check. Options:

1	-	display no message
2	-	display dollars over credit limit
3	-	display days over credit days allowed
4	-	display both dollars over credit limit and days over credit days allowed

5. Freight

Enter the freight code. Options:

P	-	Prepaid
C	-	Collect
B	-	Bill later

6. Department

Enter the GL department (one character).

7. Change Ship Via

Enter **Y** or **N** to indicate whether the remote customer will be able to change ship via information. CR defaults to Y. (**Note:** If your system is integrated with Clippership, and Y is entered at this prompt, the system may still prevent remote users from changing ship via information if Clippership has begun processing the order.)

8. OA Printer

Enter the printer that is to be used to print OA's that have been entered by this Remote Order Entry customer. F1 defaults to CANNOT PRINT. Press F2 to search (ref. 30). This feature is currently not in use.

9. Pick Ticket Printer

Enter the printer that is to be used to print pick tickets that have been entered by this Remote Order Entry customer. F1 defaults to CANNOT PRINT. Press F2 to search (ref. 30).

10. Disable Login

Indicate whether or not you want to disable this user's login rights. This enables you to deactivate quickly and temporarily a remote customer's access to Remote Order Entry features. The flag defaults to N; however the system automatically selects this flag, or sets it to Y, if a remote user has more than 10 failed login attempts.

Restricted Access tab

The following flags let you indicate whether this remote customer is allowed to view certain information. The customer may only view, not change, this information.

11. Warehouse Quantities

Enter **Y** or **N** to indicate whether to allow this remote customer to view warehouse quantities. CR defaults to Y.

12. Pricing

Enter **Y** or **N** to indicate whether to allow this remote customer to view pricing information such as level and quantity breaks pricing. CR defaults to Y.

13. Order Inquiry

Enter **Y** or **N** to indicate whether to allow this remote customer to access Order Inquiry. CR defaults to Y.

14. Quote Inquiry

Enter **Y** or **N** to indicate whether to allow this remote customer to access Quote Inquiry. CR defaults to Y.

15. Past Sales Inquiry

Enter **Y** or **N** to indicate whether to allow this remote customer to view past sales. CR defaults to Y.

16. Past Invoice Inquiry

Enter **Y** or **N** to indicate whether to allow this remote customer to view past invoices. CR defaults to Y.

17. Customer Notes

Enter **Y** or **N** to indicate whether to allow this remote customer to view customer notes. CR defaults to Y.

After the record has been added, you have the following options:

> **R** - Reset number of failed login attempts
> **C** - Add customer/item numbers for this customer
> **N** - Display next screen
> **#** - Change line number
> **CR** - Display next record
> **D** - Delete record
> **F4 -** Add a new record

Reset Number of failed login attempts

Each remote customer gets 10 login attempts. When the number of failed login attempts equals 10, the customer's login is automatically disabled. In order to allow the customer to continue using the Remote Order Entry Subsystem, you must re-enable their login and reset the failed login attempts.

To do so, select the Customer Activity tab and enter 0 in the **Failed Login Attempts** field. Then select the General tab and deselect (or enter **N**) the **Disable Login** flag.

Remote Customer Setup Procedures

Also refer to the Remote Order Entry Setup Instruction in Chapter 17.

1. Choose which customers are to be remote users.

2. Carefully discuss recovery procedures with each remote user.

3. Set up each remote user in the *User Code F/M* with the following parameters:

   Valid Companies must be set correctly

   Security Codes must be the same as that used by the Remote Order Entry programs and menu system.

   Initial Menu must be the Remote Order Entry Menu (SOS250)

   Escape Code must be set to Y.

   Note: Remote users will not have access to the FACTS Finder menus. This flag will have no effect because remote users will always have standard FACTS menus.

4. Set up each remote user in the *AR Customer F/M*. Each user code may only be assigned to one customer, and each customer may only have one user code.

5. Set up each remote user in the *SO Remote Customer/User F/M* (this program) with the proper parameters.

6. Enter the customer's item numbers in the *SO Remote Customer/Item F/M* and link them to standard FACTS item number (optional).

7. Set up the proper warehouse security for the remote user in the *Warehouse F/M*. There must be at least one initiating warehouse. Shipping warehouses are not required, but may be set up as per the owner's requirements. This is required even if you do not use multiple warehouses on an order.

8. Set up the next remote order document number in the *SO Nonstatic Control Record*.

9. Set up the appropriate options in the *SO Print Control F/M*.

10. If you require a DSR recap of the remote sales, select that option in the *SO Static Control Record*.

11. Activate the Remote Order Entry sub-system in the *SO Static Control Record*.

Error Codes

Note: Remote users may receive the following error codes:

Code 01   No initiating warehouse
Code 02   Inactive or on-hold customer
Code 03   Customer failed credit check and credit check flag set to reject
Code 04   Customer not set up in the AR Customer F/M

User Disconnects

If, at any time, a user disconnects without properly logging off (e.g., power outage, turning computer off, problem with phone line or modem, etc.),

Customer Item F/M (SOF545)

Function

This program allows you to set up cross-references for the item numbers that customers use to ID items and the item codes used in FACTS. Both the customer item descriptions and the standard FACTS item descriptions print on pick tickets and invoices.

User Inputs

*1. Customer

Enter a valid remote order customer (up to 10 characters). F2 allows a search (ref. 9). F3 defaults to the next record.

*2. Customer's Item Number

Enter the customer item number (up to 20 characters). F2 allows a search (ref. 52). F3 defaults to the first record.

3. Facts Item Number

Enter the corresponding FACTS item number (up to 20 characters). Once a FACTS item number is entered, the description 1 for that item displays.

4. Customer's Item Description

Enter the customer item description (up to 30 characters).

5. Default Selling UM

Enter the default selling unit of measure (UM) for this item (up to two characters). F2 allows a search (ref. 30). CR defaults to the FACTS default selling UM for this item.

Companion Item Entry (SOE150)

Use Companion Item Entry to designate item to import when a specified item is entered in Order
Entry, Quotes, Confirmation, Direct Invoices or Counter Sales. You can indicate whether the import
of items/memos is automatic or prompted for each Order Entry program type.
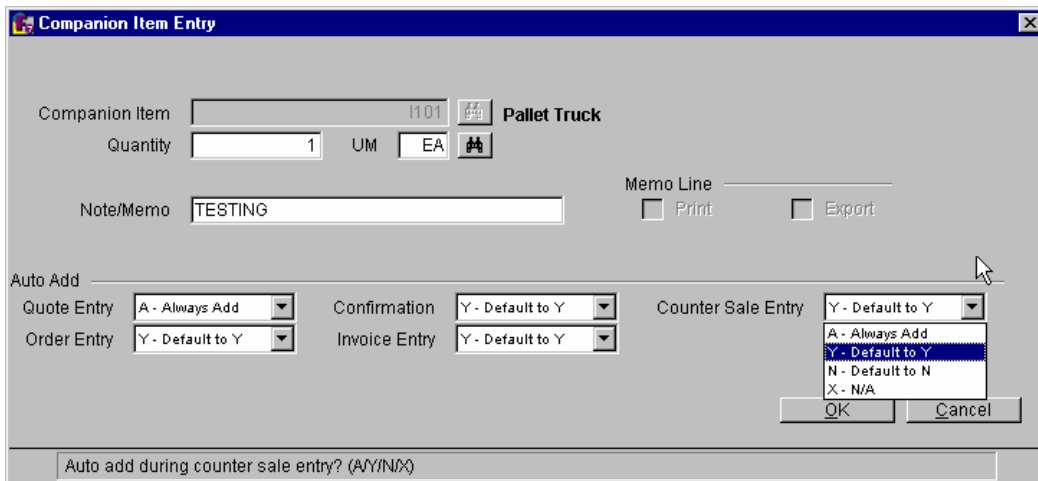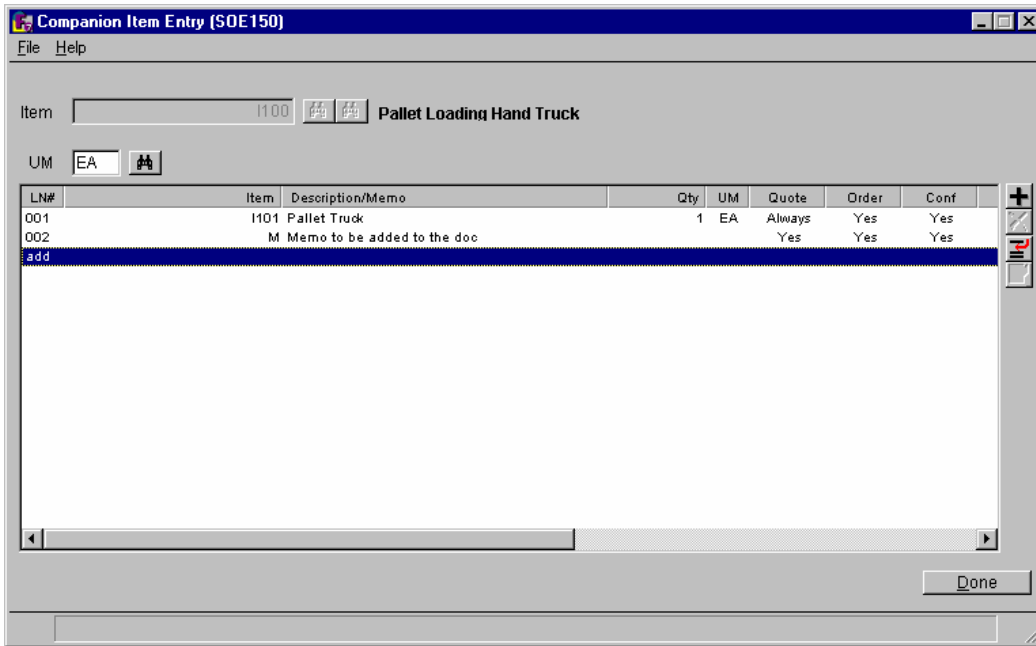
```
┌─────────────────────────────────────────────────────────────────────────┐
│ 🏠 Companion Item Entry (SOE150)                              _ □ ✕       │
│  Help                                                                     │
│ ─────────────────────────────────────────────────────────────────────── │
│ 01-FACTS 7.1 Development      Companion Item Entry      ▸        SOE150   │
│                                                                           │
│ Item                    I100 Pallet Loading Hand Truck                    │
│ UM    EA                                                                  │
│ ───────────────────────────────────────────────────────────────────────│
│ LN#                     Item Description/Memo          Qty  UM   Quote    │
│ 001                     I101 Pallet Truck               1   EA  Always    │
│ 002                   M Memo to be added to the doc                Yes    │
│ add                                                                       │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│ CR-Edit, INS, DEL, F3-Done, F10-Menu .                                    │
│ Arrows: Up=Prev, Down=Next, Left/Right=Lines, PgUp, PgDn, Home, End  First line │
│ ───────────────────────────────────────────────────────────────────────│
│ [                                                                    ]    │
└─────────────────────────────────────────────────────────────────────────┘
```

```
┌─────────────────────────────────────────────────────────────────────────┐
│ 🏠 Companion Item Entry (SOE150)                              _ □ ✕       │
│  Help                                                                     │
│ ─────────────────────────────────────────────────────────────────────── │
│ 01-FACTS 7.1 Development      Companion Item Entry               SOE150   │
│                                                                           │
│ Item                    I100 Pallet Loading Hand Truck                    │
│ UM    EA                                                                  │
│ ───────────────────────────────────────────────────────────────────────│
│ LN#                     Item Description/Memo          Qty  UM   Quote    │
│ 001 ┌Companion Item Entry──────────────────────────────────────────┐ s   │
│ 002 │                                                               │     │
│ add │ Companion Item               I101 Pallet Truck                │     │
│     │ Quantity                1     UM EA                           │     │
│     │                                          ── Memo Line ──      │     │
│     │ Note/Memo        TESTING                 Print N  Export N    │     │
│     │                                                               │     │
│     │ ── Auto Add ──────────────────────────────┐ ┌──────────────┐ │     │
│     │ Quote Entry A    Confirmation  Y   Counter Sale Entry │ A Always Add │
│     │ Order Entry Y    Invoice Entry Y                     ┃Y Default to Y┃ │
│     │                                                      │N Default to N│ │
│     │                                                      │X N/A         │ │
│     └─────────────────────────────────────────────────────┴──────────────┘ │
│                                                                           │
│ Auto add during counter sale entry? (A/Y/N/X), F10-Menus, F4-Backup       │
│ ───────────────────────────────────────────────────────────────────────│
│ [                                                                    ]    │
└─────────────────────────────────────────────────────────────────────────┘
```

Companion Item Processing

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

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

Limitations and Exclusions

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

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

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

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

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

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

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

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

- Temporary items may not be setup as companions.

Input Descriptions

Use the following inputs to set up companion items:

1. **Item**

Enter item for which you want to associate companion items.

2. **UM**

Enter the item's unit of measure. The system displays the item's default unit of measure. Press **F2** or select the ⛏ icon to search.

In the browser in the lower portion of the screen, the system displays any companion items previously associated with this item. You can

Select the 📝 icon to make changes for the highlighted companion item.

Select the ➕ icon to add a companion item.

Select the ⬛ button to add a line item above the highlighted companion item in the browser.

Select the ❌ icon to delete the highlighted companion item.

When you edit, add, or insert a companion item, the system displays the following inputs:

3. **Companion Item**

Enter the item number for the item you want to associate as a companion. Press **F2** or select the ⛏ icon to search.

4. **Quantity**

Enter the quantity of this item to associate.

5. **UM**

Enter the UM for the item you are associating as a companion. Press **F2** or select the ⛏ icon to search.

6. **Note/Memo**

Enter any note or memo text to associate with the companion item when it is added to an order.

7. **Memo Line**

In the Memo Line section indicate whether to print the text you entered in the Note/Memo input as a memo line when this companion item is added to an order by selecting the **Print** checkbox (Character Users designate the Print input as **Yes**) and indicate whether to export the memo line when the companion item is added to an order by selecting the **Export** checkbox (Character Users designate the Export input as **Yes**).

In the AutoAdd section, indicate the type companion item functionality used by the individual Order Entry Programs: Quote Entry, Order Entry, Confirmation, Invoice Entry, Counter Sale Entry.

8.-12. Quote Entry, Confirmation, Counter Sale Entry, Order Entry, Invoice Entry

For each of the programs listed you can select to:

A - Always Add (i.e. the system will add it to the document automatically with no intervention by the user) .

Y - Default to Y (i.e. the user may choose to add it to the document or not but it will be defaulted to Yes to automatically add it to the given document type).

N - Default to N (i.e. the user may choose to add it to the document or not but it will be defaulted to No to not automatically add it to the given document type).

X - Not Applicable (i.e. is not offered at all)--the system does not display the Companion Items Selection dialog box during line-item entry.

13. **Select the OK button to save the companion item.**

14. When the system returns you to main Companion Item Entry screen, press the 🖫 icon to save your changes**.**

Infrequent File Maintenances

Infrequent file maintenance programs are used most often during initial system installation and setup; they primarily allow you to control overall operation of other programs in the SO module (refer to the *Installation Manual*). Once set up, these programs are often maintained by the system and rarely require editing. However, if you are not getting the desired results from entry programs, reports or inquiries, certain file maintenance programs may need to be modified.

Eighteen file maintenance programs make up the Sales Orders Infrequent F/M subsystem:

1. **Document Print Control** — handles print specifications for quotes, pick tickets, invoices, counter sale slips and bills of lading.

2. **Route F/M** — maintains delivery route information for use in various order and invoice headers. This feature is helpful to users who offer delivery services.

3. **Credit Card Control F/M** — configures FACTS for credit card handling. Set up IC*VERIFY* controls to integrated credit card handling into FACTS or turn them off to use voice authorization or an independent credit card verification service.

4. **Deposit Earned Reason Code F/M** — sets up and maintains user-defined "reasons" codes used in the SO deposit entry program.

5. **Returns Code F/M** — manages codes used in Credit Memo entries that determine whether goods sent back by the customer should be entered as returns or allowances.

6. **Package F/M** — calculates and maintains dimensional measurements of shipping containers, based on UPS definitions (not used in systems integrated with Clippership).

7. **Shipping Control F/M** — sets up the defaults used in Freight Entry and contains flags that affect C.O.D. label printing and UPS Weight F/M (not used in systems integrated with Clippership).

8. **UPS Weight F/M** — stores UPS weight tables for users who wish to add UPS charges into freight (not used in systems integrated with Clippership).

9. **UPS Zone F/M** — sets up UPS zones by warehouse for users who wish to add UPS charges into freight (not used in systems integrated with Clippership).

10. **Lost Sales Reasons Code F/M** — allows users to manage user-defined reason codes used in order entry to track lost sales.

11. **Warehouse Code F/M** — controls which users can access the initiating or shipping warehouse in the Order Entry Program.

12. **Terms Code Order Setup** — enables users to manage the display of multiple terms codes in the ending routines of direct invoice and counter sale entries.

13. **Order Activity Cost Code Entry (SOE620)** — allows users to enter cost codes; you can use cost codes to associate cost activities with orders, shipping warehouses, or order lines.

14. **SO Entry Options F/M** — defines which header and item prompts users can edit in SO Order, Credit Memo, Invoice and Confirmation entry programs. This file maintenance builds on flags formerly available in the SO Static Control F/M in FACTS 6.06 and earlier.

15. **Ship Via F/M** — enables users to create and maintain ship via codes and link those codes to Clippership carrier codes if FACTS is integrated with the shipping package.

16. **SO to GL Posting F/M** — determines how the Daily Sales Register posts to the General Ledger.

17. **Static Control F/M** — contains a variety of flags that control how Sales Order programs process information for you. For example, you can set up or disable the system's ability to use contract pricing, invoice history or line discounts, or allow backorders in order entry programs. The information in the Static Control F/M stays the same.

18. **Nonstatic Control F/M** — contains flags that the system updates periodically, such as the current Sales Order period, last quote number and date of last release register.

19. **Rebuild SO Sort Files** — cleans out faulty data in the sort files that may have been caused by system crashes. FACTS Affiliates should run this program, rather than the end user.

```
┌─────────────────────────────────────────────────────────────────────────┐
│ ╲ Company 01, FACTS 7.5 Development                          _ □ ✕       │
├─────────────────────────────────────────────────────────────────────────┤
│ Help                                                                      │
│                                                                           │
│ ┌───────────────────────────────────────────────────────────────────┐   │
│ │ 02/16/05 Wednesday              Sales Orders          JLW T6C  11:00 am│ │
│ │ 01-FACTS 7.5 Developme — Infrequent File Maintenances —        SOS910 │ │
│ │                                                                       │ │
│ │                                                                       │ │
│ │      1. Document Print Control F/M      12. Cash Tray F/M             │ │
│ │      2. Route F/M                       13. Cash Drawer F/M           │ │
│ │      3. Returns Code F/M                14. Terms Code Order Setup     │ │
│ │      4. Package F/M                     15. Order Activity Cost Code Entry│ │
│ │      5. Shipping Control F/M            16. SO Entry Options F/M       │ │
│ │      6. UPS Weight F/M                  17. Document Import Control F/M │ │
│ │      7. UPS Zone F/M                    18. SO to GL Posting F/M        │ │
│ │      8. Lost Sales Reason Code F/M      19. Static Control F/M          │ │
│ │      9. Warehouse Code F/M              20. Nonstatic Control F/M       │ │
│ │     10. Deposit Earned Reason Code F/M  21. Rebuild SO Sort Files       │ │
│ │     11. Credit Card Control F/M                                        │ │
│ │                                                                        │ │
│ │                                                                        │ │
│ │            Selection _____                                            │ │
│ │                                                                        │ │
│ ├────────────────────────────────────────────────────────────────────┤  │
│ │   ENTER SELECTION #, ACCESS CODE, 'OFF', ARROWS, F4-PREVIOUS MENU   │  │
│ └────────────────────────────────────────────────────────────────────┘  │
│ ┌────────────────────────────────────────────────────────────────────┐  │
│ │                                                                      │  │
│ └────────────────────────────────────────────────────────────────────┘  │
└─────────────────────────────────────────────────────────────────────────┘
```

Document Print Control F/M (SOF950)

Function

This program allows you to create and maintain the print parameters for quotes, pick tickets, invoices, counter sale slips and bills of lading. It should be set up prior to using the Sales Orders System. Defaults in this program are set to accommodate the preprinted FACTS forms, which users can purchase separately from Infor Forms division. (See the "Sample Forms" section in the *Installation Manual* for samples.)

If your company uses its own preprinted forms, modifications may need to be made to the various programs that affect quote, pick ticket, invoice and counter sales printing. If this is the case, contact your Affiliate.

Preprinted forms are not necessary, however. Samples of non-preprinted outputs are included in the Appendix C of this manual (C-3 through C-8).

User Inputs

Quote Screen

1. Quote Form Depth

This prompt allows you to indicate how long your quote documents are, enabling the system to print your documents without running information off the bottom edge of the paper.

A form length of 42 accommodates a 7-inch long form and prints 14 line-items per form (most of the FACTS preprinted forms are 7 inches long). Other common settings are 51, which prints 24 line-items on an 8½-inch long form, and 66, which prints 40 line-items on an 11-inch long form.

If your form depth is different from these standards, you can usually multiply the length by 6 to get the proper form depth setting. For example, if you have a 14-inch long form, multiply 14 (your form depth) by 6 (the number of lines per inch) to get 84. The system supports depth settings of 29 to 99.

Note: Simply changing the depth setting without increasing your paper size will not fit more line-items on your form. So, if you change the Quote Form depth to 66, but you're still using 7-inch long forms, your documents will not print correctly

2A. Preprinted Form

If you are using the preprinted FACTS forms or your own preprinted forms, set this flag to Y. If you don't use preprinted forms, select N to print to plain paper. (see samples in Appendix C).

2B. Info

If you select Y, the system asks you whether you want to print company information, warehouse information or no information at all on your document.

3. Item Description

If you have two descriptions entered in the IC Item F/M, you can print Description 1, 2 or both. CR initially defaults to 1.

➢   If you choose to print both line-item descriptions, the number of line-items that print per form will be cut in half. In other words, if you select both descriptions and set the quote form depth to 66 to accommodate an 8½-inch long form, you will get 20 line-items per form instead of 40.

4. Standard Memo

The memo entered in this prompt serves as the default for all your quote documents. You can override this memo for single documents during Quote Entry, where you are given the option to enter a memo for the specific document that you are working on. Other documents remain unaffected by your changes to a specific document memo.

When FACTS updates a sales order document during routine processing, the standard memo on a document is also updated. For example: A quote document memo will be updated to the pick ticket memo when the quote is converted to a sales order.

Press **F2** to default to NONE. This memo can be up to 50 characters long.

Pick Ticket Screen

1. Pick Ticket Form Depth

Follow the instructions for Quote Form Depth (1). If your pick ticket form depth is greater than your quote form, use the formula provided in the Quote Order form depth description to figure your order form depth setting.

2a. Preprinted Form

All of the preprinted forms in this program behave the same. See the instructions for preprinted quote forms (2A).

2b. Info

See the instructions for quote forms (2B).

3. Item Description

See the instructions for quote forms (3).

4. Print Ordered By

Enter **Y** or **N** to indicate whether to print the Ordered By prompt information on pick tickets. Press **Enter** (**CR**) to initially default to N.

5. Standard Memo

The memo entered in this prompt serves as the default for all your pick tickets. You can override this memo for single documents during Sales Order Entry, where you are given the option to enter a memo for the specific document that you are working on. Other documents remain unaffected by your changes to a specific document memo.

When FACTS updates a sales order document during routine processing, the standard memo on a document is also updated. For example: When you create a sales order and ship or backorder a line on the sales order, the system updates pick ticket memo to now contain the standard invoice memo.

Invoice Screen

1. Invoice Form Depth

See the instructions for quote forms (1). If your invoice form depth is different than your quote forms, follow the formula given in the Quote Form Depth description to determine the proper setting.

2a. Preprinted Form

See the instructions for preprinted quote forms (2A).

2b. Address

This is essentially the same as the Info prompt that appear if you select preprinted quote and order forms. The difference is that addresses are included with each of the following selections.

C   prints your company name, address and phone number,

W   prints your company name, warehouse description and address

N   *does not* print company or address information on the preprinted invoice form. CR initially defaults to N. The program assumes your preprinted forms include this information.

3. Print Format

When using the FACTS preprinted forms, several types of invoice forms are available: a short form, a short form with a gross margin tear-off or a long form. Enter **S** to print on short form, **G** to print to the short form with the gross margin tear-off, or **L** to print to the long invoice form. CR initially defaults to S.

If you are not using preprinted forms, these options are still available, but your output will look something like ASCII art (See the pages C-3 to C-8 in Appendix C of this manual). Retaining the print format settings for non-preprinted forms is sometimes helpful if you run out of preprinted forms.

If you select one of the short form options, make sure your invoice form depth is set to 42. When using the long print format, set your invoice form depth to 66.

4. Item Description

See the instructions for quote forms.

3. Print Ordered By

Enter **Y** or **N** to indicate whether to print the Ordered By prompt information on invoices. Press **Enter** (**CR**) to initially default to N.

5. Standard Memo

The memo entered in this prompt serves as the default for all your invoices. You can override this memo for single documents during Sales Order Entry, where you are given the option to enter a memo for the specific document that you are

working on. Other documents remain unaffected by your changes to a specific document memo. When FACTS updates a sales order document during routine processing, the standard memo on a document is also updated based on the document processing. For example: When you create a sales order and ship or backorder a line on the sales order, the system updates pick ticket memo to now contain the standard invoice memo.

Counter Sale Screen

1. Counter Sale Form Depth

See the instructions for quote forms.

2. Preprinted Form

See the instructions for quote forms.

3. Print Format

Even though FACTS gives you the option for **S**-short form or **L**-long form, S is the only valid input. Long forms don't exist for Counter Sale documents. If you are using the FACTS preprinted short form, make sure your Counter Sale Form Depth is set to 42.

4. Line Feeds

In most cases, additional line feeds won't be necessary if the form depth has been set correctly. CR initially defaults to 0, and this is the recommended setting for most instances. Some continuous feed printers may require extra line feeds to position the perforated line so that you can tear the form off the printer; however, this usually wastes an entire form. If you do find line feeds are necessary, you can enter a value up to 8.

5. Item Description

See the instructions for quote forms (3).

6. Print Ordered By

Enter **Y** or **N** to indicate whether to print the Ordered By prompt information on counter sales. Press **Enter** (**CR**) to initially default to N.

7. Standard Memo

This prompt enables you to create a default memo for all your counter sale documents. The length is determined by the maximum memo length in input #18. You can override this memo for single documents during Counter Sale entry where you are given the option to enter a memo for the particular document you are working on. F2 defaults to NONE.

Bill of Lading Screen

1. BOL Use Preprinted Form

Enter **Y** or **N** to indicate whether to print bills of lading on preprinted forms. CR initially defaults to N.

2. BOL Print Hazardous Only

Enter **Y** or **N** to indicate whether to print hazardous items only on the bills of lading. If N is entered here, all items with an assigned DOT Code will print. CR initially defaults to N.

Note: An item can have a DOT Code assigned to it but not be hazardous if the **Hazardous** flag in the Inventory Control DOT Code F/M is set to N for that DOT Code.

3. BOL Print Item Weights

Enter **Y** or **N** to indicate whether to print the weight of items on the bill of lading. CR initially defaults to N.

Document Print Control F/M (SOF950)   _ □ ×

| Quote | Pick Ticket | Invoice | Counter Sale | Bill of Lading |

Form Depth   42

Preprinted Form   ☑ Info   C - Print Company Information on Form   ▼

Item Description   1 - Print Item Description Line 1   ▼

Standard Memo   Our Quotes are very Competitive!   ⊘

💾 Save   ✗ Delete   New   🚪 Exit

Enter Depth of Quote Form at 6 Lines/Inch (Usually 42, 51 or 66)

Document Print Control F/M (SOF950)   _ □ ×

Help

```
01-FACTS 7.5 Development      Document Print Control F/M            SOF950

1. Pick Ticket Form Depth 66
2.              Preprinted N Info C
3.              Item Desc   1
4.              Ordered By  Y
5.              Std Memo    Thank you for your order!
```

```
Quote, Pick Ticket, Invoice, Counter Sale, Bills of Lading
Enter Line #, D-Delete, F10-Menu, F4-End .
```

```
▲ 01-FACTS 7.5 Development, Document Print Control F/M (SOF950)      _ □ ×
 Help

        Quote        Pick Ticket       Invoice     Counter Sale    Bills of Lading

        Form Depth       66
     Preprinted Form   ☑ Info    C - Print Company Information on Form    ▼
       Print Format    S - Use Counter Sale Short Form    ▼
        Line Feeds       0
     Item Description   1 - Print Item Description Line 1    ▼
    Print Ordered By   □
     Standard Memo     Don't forget our ANNIVERSARY SPECIALS!            ⊘

                                  ┌─┐          ┌─┐          ┌─┐        ┌─┐
                                  │💾│ Save    │✕│ Delete   │ │ New    │▯│ Exit
                                  └─┘          └─┘          └─┘        └─┘

     Enter depth of sales slip at 6 lines/inch (usually 42, 51, or 66)
```

```
▲ Document Print Control F/M (SOF950)                              _ □ ×
 Help


01-FACTS 7.5 Development      Document Print Control F/M           SOF950

1. C Sale Form Depth         66
2.         Preprinted Form   Y Info C
3.         Print Format      S
4.         Line Feeds        0
5.         Item Description   1
6.         Ordered By        N
7.         Standard Memo     Don't forget our ANNIVERSARY SPECIALS!











Quote, Pick Ticket, Invoice, Counter Sale, Bills of Lading
Enter Line #, D-Delete, F10-Menu, F4-End |
```
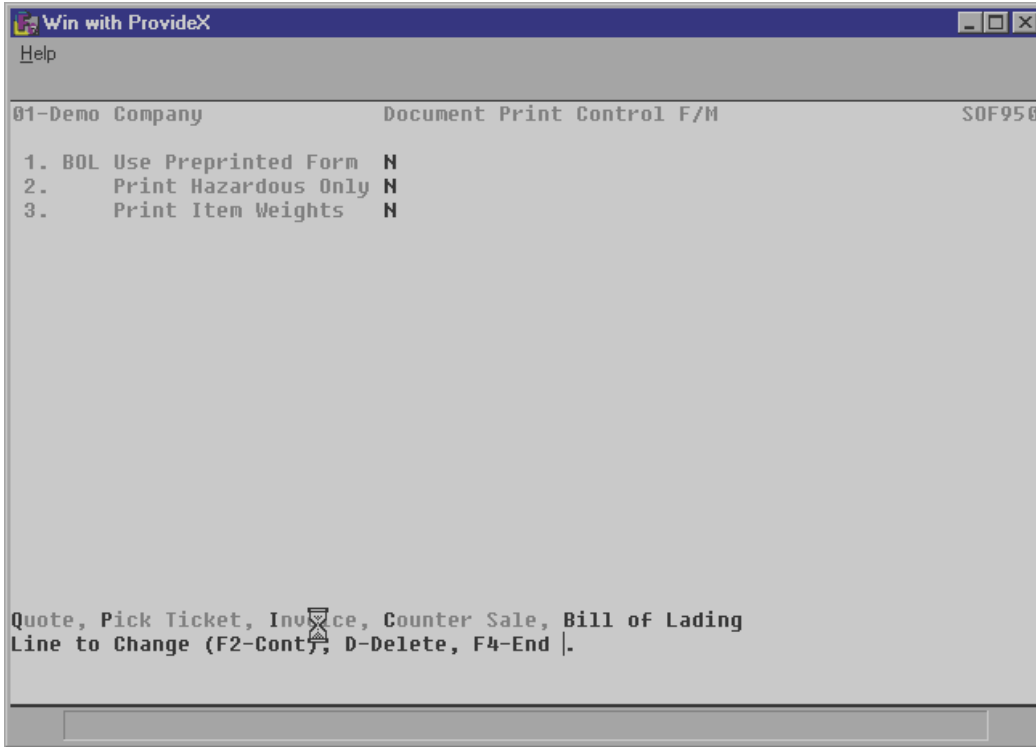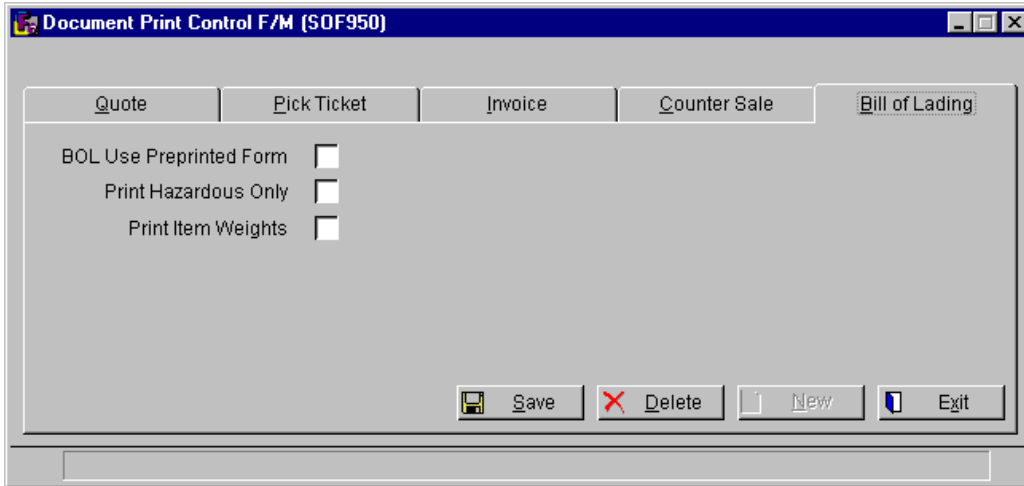
Technical Notes

FILES UPDATED - SMCNTL

Route F/M (SOF955)

Function

If you offer delivery services, this program enables you to create and maintain delivery route codes and corresponding descriptions. If routing is not used, (the **Use Routes** flag in the SO Static Control F/M is set to N), this program may be skipped.

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

NOTE: Invoices sent out with deliveries do not print on the Daily Sales Register (that is, post to the Accounts Receivable File) until the route has been released (or approved) in the Route Release Program (SOU310) under the Invoices menu. For example, on Tuesday, a truck goes out with TUE route invoices. When the Daily Sales Register is printed on Tuesday, TUE invoices do not appear because the Route Release Program has not been run for route TUE. This is because the TUE invoices are still on the delivery truck and some merchandise might be refused; some corrections may have to be made to the TUE invoices before updating them to Accounts Receivable. Only after the truck has returned with the invoice slips and the corrections have been made to these invoices should the TUE route be released. Once released, the Tuesday invoices will print on the next Daily Sales Register and post to AR.
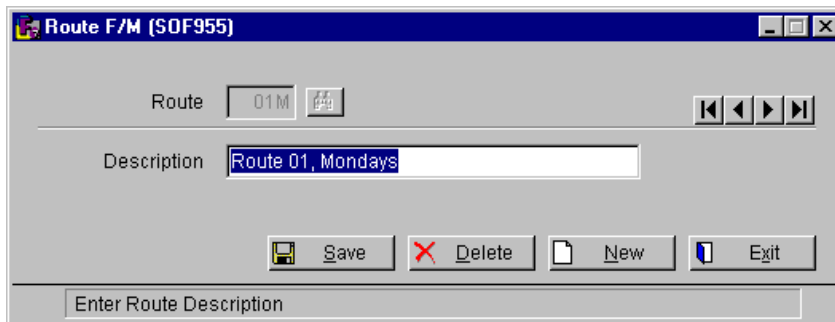
```
┌─────────────────────────────────────────────────────────────┐
│ █ Win with ProvideX                                [_][□][X]  │
│ Help                                                          │
│                                                               │
│ 01-Demo Company              Route F/M                 SOF955 │
│                                                               │
│  *. Route        01M                                          │
│  2. Description  Route 01, Mondays                            │
│                                                               │
│                                                               │
│                                                               │
│                                                               │
│                                                               │
│                                                               │
│                                                               │
│                                                               │
│                                                               │
│                                                               │
│                                                               │
│ Line to Change (F2-Cont), D-Delete, F4-Backup |.              │
│ Arrows: Up-Prev Rec, Down-Next Rec, Pgup-First Rec, Pgdn-Last Rec │
│                                                               │
│ ┌───────────────────────────────────────────────────────┐   │
│ └───────────────────────────────────────────────────────┘   │
└─────────────────────────────────────────────────────────────┘
```

User Inputs

1. Route

Enter the route (up to 3 characters). F2 allows a search (ref. 30) in the character-based mode. Press the search button if you are a graphical user.

2. Description

Enter the user-defined route description (up to 30 characters).

Technical Notes

FILES UPDATED - SMCNTL

Credit Card Control F/M (SOF957)

Function

This program enables you to activate, deactivate and manage various credit card handling features in the FACTS system.

FACTS allows for two types of credit card handling: manual and automatic. A manual system accommodates users who already have electronic credit card processing already in place, as well as those who are using imprint devices and settling credit card payments over the phone. Those using a manual credit card system would select the Use Voice Authorization Only flag, and ignore the other fields in this program.

The automatic system integrates credit card handling into FACTS with the use IC*VERIFY*, a third-party credit card processing software package. If your company uses or plans to use ICVERIFY, the Credit Card Handling F/M bridges that program to FACTS. Some of the flags in this program can be activated to turn on security features, or they can be deactivated to speed up credit card transactions.

Note: Several other file maintenance programs also require edits for ICVERIFY to properly interface with FACTS. Please refer to "Additional Features" section in Chapter 1. In addition, make sure you have read and followed the instructions in the ICVERIFY manual.

User Inputs

Use the following inputs to manage credit card handling features in FACTS:

The following fields are available for the ICVERIFY credit card processor.

1. **Transaction Polling Directory**

Enter the pathname to the "master" station, which is the PC that you have designated to process credit card transactions. The pathname must be 60 characters or less. If this pathname is not supplied to FACTS, an error will likely occur when you try to run credit card transactions.

2. **Recognition Timeout**

This setting tells FACTS how long it should wait for the credit card processor (CPC) to answer your call before hanging up. You can enter up to 999 seconds.

3. **Response Timeout**

This setting tells FACTS how long it should wait for a response, or authorization, *after* the processor answers your call. FACTS supports up to 999 seconds.

4. **Use Address Verification**

Enter **Y** (or select the box) to require users who process credit cards to enter customer addresses during credit card transactions. This is intended to offer the customer an additional level of security by asking them to supply additional information.

Enter **N** if you do not want to add this step to credit card transactions.

5.   **Use Voice Authorization Only**

Select the check box if you are **not** using the ICVERIFY software, or if for some reason you cannot reach your credit card processor via modem.

Do not select the checkbox if you are using ICVERIFY and the modem connection to your credit card processor works.

If voice authorization is turned on, FACTS requires you to enter an authorization code during the credit card transaction.

6.   **Use Last 4 Digit Security**

Enter Y to require users to enter the last four digits of the customers' credit card number when using ICVERIFY magnetic stripe readers during credit card transactions. This is intended to provide the customer with an additional level of security by verifying the last four numbers on the customer's card. **Note:** If a clerk keys in the number instead of swiping the card, FACTS *does not* prompt you to enter the last four digits.

Enter N if you do not want this step added to credit card transactions.

7.   **Transmit To IC Verify**

When set to **Y**, this flag allows FACTS to communicate with ICVERIFY, which is essential if you want to settle or close out transactions at the end of the day or at the end of a shift.

If this flag is set to **N**, credit card transactions collect in the Process Pending Transactions program (under the Invoices menu). For more information, refer to the Process Pending Transactions program topic.

Processing Credit Card Transactions Offline for ICVerify To work in an "offline" mode (which is usually the exception not the rule per ICVerify)., the Transmit to ICVerify flag should to be set to **N** (off). Then all operations will default to using Voice Authorization and will be batched as a pending transaction. When you are ready to transmit, change the "Transmit to ICVerify" flag to **Y** (on). Then use the Process Pending Transactions program to transmit the pending transactions to the card processor.

8.   **Columns For CC Receipt**

This sets the width of your credit card receipts, which can range from 30 to 80 columns wide. Enter 0 if you do not want a receipt to print.

9.   **Receipt Message**

Enter the message (up to 25 characters) that you want printed at the bottom of your receipts.

The following fields are available for the Payflow Pro credit card processor.

 1.   **Payflow Pro Interface**

Select the Payflow Pro interface method. This program presently defaults to **T-TCP/IP Manager** as the default.

In the TCP/IP Manager section of the screen, complete the following:

2. **Host Address**

Enter the host address for the TCP/IP Manager.

3. **Host Port**

Enter the host port for the TCP/IP Manager.

4. **Response Timeout**

Enter number of seconds until timeout connecting to TCP/IP Manager.

In the Verisign Settings section of the screen, complete the following:

5. **Host Address**

Enter Payflow Pro host address.

6. **Test Host Address**

Enter Payflow Pro test host address

7. **Host Port**

Enter Payflow Pro host port.

8. **Response Timeout**

Enter number of seconds until timeout connecting to Payflow Pro.

9. **Partner**

Enter name of authorized Verisign reseller.

10. **Password**

Enter authorized Verisign account password.

11. **Vendor**

Enter the Verisign login name.

12. **Verbosity**

Enter level of detail of responses. You can select from L-Low or M-Medium.

In the Proxy Settings section of the screen, complete the following:

13. **Address**

Enter the Proxy Server address.

14. **Port**

Enter the Proxy Server port.

15. **Logon**

Enter the Proxy Server logon name.

16. **Password**

Enter the Proxy Server password.

17. **Use Address Verification Service (AVS)**

Indicate whether to require users who process credit cards to enter customer addresses during credit card transactions. This is intended to offer the customer an additional level of security by asking them to supply additional information.

18. **Transmit To Payflow Pro**

When selected, this checkbox allows FACTS to communicate with Payflow Pro, which is essential if you want to settle or close out transactions at the end of the day or at the end of a shift.

When unselected, credit card transactions collect in the Process Pending Transactions program (under the Invoices menu). For more information, refer to the Process Pending Transactions program topic.

{bmc pinpurpl.shg} **Processing Credit Card Transactions Offline for Payflow Pro** To work in an "offline" mode (which is usually the exception not the rule per Payflow Pro)., the Transmit to Payflow Pro flag should to be unselected (off). Then all operations will default to using Voice Authorization and will be batched as a pending transaction. When you are ready to transmit, select the "**Transmit to Payflow Pro**" checkbox (on). Then use the Process Pending Transactions program to transmit the pending transactions to the card processor.

19. **Use Credit Card Security Code (CSC)**

Select this checkbox to require users to enter the last four digits of the customers' credit card number when using Payflow Pro magnetic stripe readers during credit card transactions. This is intended to provide the customer with an additional level of security by verifying the last four numbers on the customer's card. **Note:** If a clerk keys in the number instead of swiping the card, FACTS *does not* prompt you to enter the last four digits.

20. **Use Voice Authorization Only**

Select the check box if you are **not** using the Payflow Pro software, or if for some reason you cannot reach your credit card processor via modem.

Do not select the checkbox if you are using Payflow Pro and the modem connection to your credit card processor works.

If voice authorization is turned on, FACTS requires you to enter an authorization code during the credit card transaction.

21. **Columns for Credit Card Receipt**

This sets the width of your credit card receipts, which can range from 30 to 80 columns wide. Enter 0 if you do not want a receipt to print.

22. **Receipt Message**

Enter the message (up to 25 characters) that you want printed at the bottom of your receipts.

Press the Test button to test the connection to Payflow Pro using the test server address.
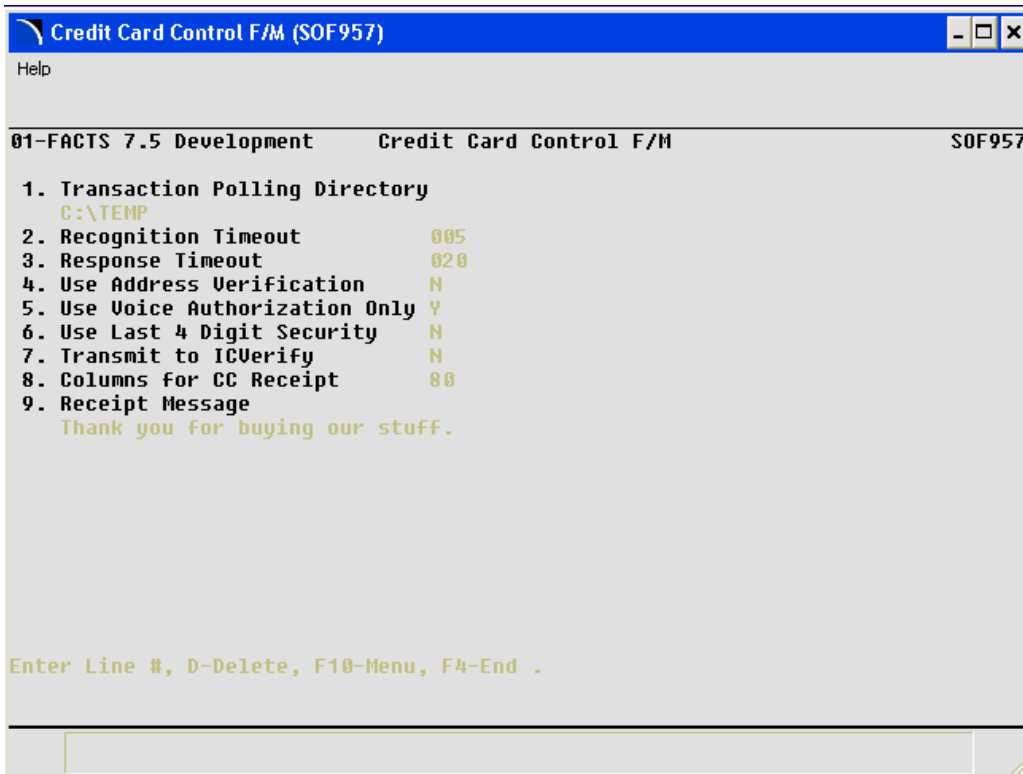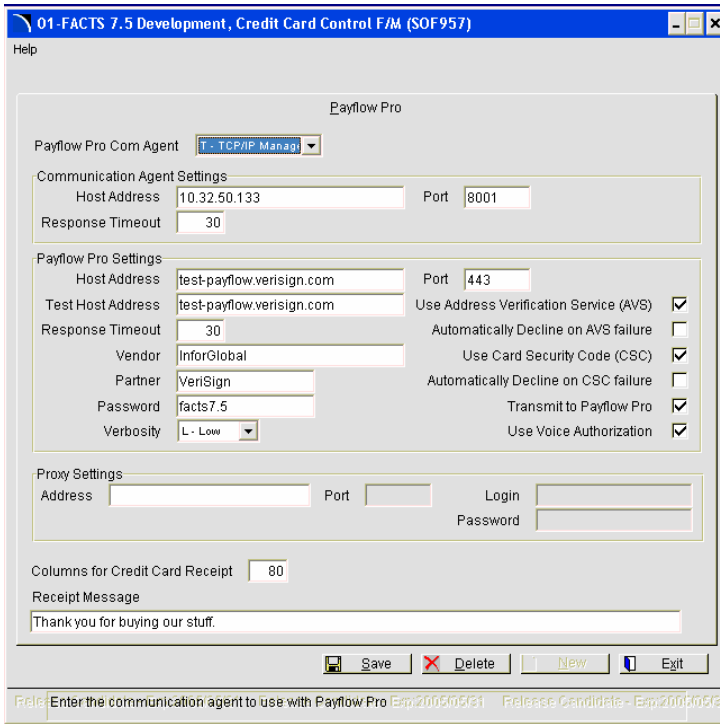
Technical notes

FILES USED — SMCNTL

Deposit Earned Reason Code (SOF958)

Function

This program enables you to set up one or more two-character reason codes, their descriptions and corresponding General Ledger numbers to handle instances in which deposits are earned (e.g., a customer cancels a special order after the order arrives). Reason codes work something like terms codes in that they provide a description of the transaction and indicate to which GL account the transaction should be posted.

Deposit Earned Reason Codes are used in SO deposit entries, which can be accessed from several of SO entry programs.

User Inputs

*.   Reason Code

This field can be used to create new reason codes or open existing reason code records. To create a new code, enter two characters. If the code entered is not already, to pull up an existing reason code, enter the code or press F2 to search the available codes. Press F3 to view or edit the next record.

2.   Description

Enter up to 30 characters. Descriptions print on invoices and counter sales receipts.

3.   GL Number

Enter a General Ledger account number that has been set up in the system. The Daily Sales Register uses this account number to post the General Ledger.

Technical Notes

FILES USED – SMCNTL

Returns Code F/M (SOF995)

Function

This program enables you to create and maintain a list of returns codes that the systems uses to determine if goods returned should be categorized as returns or allowances. The returns code is entered in the Credit Memo Entry program.

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

User Inputs

1. Returns Code

Enter a returns code (up to two characters). F2 allows a search (ref. 30) in the character-based mode. Press the search button if you are a graphical user.

2. Description

Enter the returns code description (up to 30 characters).

3. Return/Allowance

Enter whether the type is a **R**-return or **A**-allowance returns code. This flag determines whether to update the warehouse on-hand quantity in the Credit Memo Entry Program (R updates on-hand quantity) and which G/L number to use when posting to general ledger in the Daily Sales Register.

Technical Notes

FILES UPDATED - SMCNTL

Package F/M (SOF935)

This program allows you to calculate and maintain dimensional measurements of shipping containers if your system is not integrated with the Clippership shipping software. The dimensional weight, as defined by UPS, is used when shipping packages measuring more one cubic foot via UPS Next Day Air or 2nd Day Air. If the dimensional weight is greater than the actual weight, the dimensional weight is used to calculate shipping charges.

The calculation used to determine dimensional weight is

$$\frac{\text{length } x \text{ width } x \text{ height}}{194 \text{ (dimensional weight factor)}}$$

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

The calculated dimensional weight is displayed on the screen

```
Package F/M (SOF935)                                    _ □ ✕
Help

01-FACTS 7.5 Development      Package F/M                      SOF935

   *. Package Code    C22
   2. Description     Number 22 Cardboard Box
   3. Length          24
   4. Width           12
   5. Height          12

Dimensional Weight        18 (24 x 12 x 12 divided by 194)




Enter Line #, D-Delete, F10-Menu, F4-Backup .
Arrows: Up-Prev Rec, Dn-Next, Pgup-First, Pgdn-Last
```

User Inputs

1. Package Code

Enter the package code (up to three characters). F2 allows a search (ref. 30).

2. Description

Enter the description (up to 30 characters) of the code.

3. Length

Enter the length of the package in inches.

4. Width

Enter the width of the package in inches.

5. Height

Enter the height of the package in inches.

Technical Notes

The dimensional weight factor is stored in SOF960 Shipping Control F/M.

FILES USED - SOPACK, SMCNTL

FILES UPDATED - SOPACK

Shipping Control F/M (SOF960)

Function

This program enables you to create and maintain the Shipping Control Record, which consists of UPS rates and weight limits. If your system is integrated with Clippership, you will not need to edit this program.

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

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

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

NOTE: The Freight Subsystem has been approved by UPS as a host computerized manifest system. However, each user will have to contact the appropriate UPS representatives and get their approval as well. Also, FACTS can use other carriers/freight companies; just enter their information instead of the information from UPS.

User Inputs

The following inputs are used when creating the Shipping Control Record:

1. UPS C.O.D. Charge

Enter the amount UPS charges for collecting cash on delivery (0-99.99). CR initially defaults to $4.00.

2. UPS Call Tag Charge

Enter the amount UPS charges for a call tag shipment (0-99.99). (Call tags are shipments that UPS picks up at an address and delivers back to the user.) CR initially defaults to $1.60.

3. Insurance Per $100

Enter the amount UPS charges for insurance. This amount should be entered per one hundred dollars worth of insurance after the first $100. (At the time of printing, the first $100 was no charge, but each $100 thereafter was $.35). CR initially defaults to $.35.

4. Use UPS Alt Ctl #

Enter **N** or **Y** to indicate whether to use the invoice number (or sales order number) as the alternate control number on UPS C.O.D. labels, or to use the control number (preprinted on the UPS label) as itself. CR defaults to N.

5. UPS Price Breaks

This field can only be set to **N**.

6. Default Declared Value

Enter the default declared value for the line items in the Freight Entry Program. At the time of printing, UPS provided $100 worth of insurance at no charge. CR defaults to $100.

7. Default Weight

Enter the default weight for the line items in the Freight Entry Program. CR initially defaults to 10.

8. Company on C.O.D. Label

Enter **Y** or **N** to indicate whether your company name is to be printed on the UPS C.O.D. labels. If you enter Y, the company name along with the ship-to address will be printed as the return address. Enter N if you are using labels preprinted with your company name. CR defaults to Y.

9. Label At Each Line Item

Enter **Y**, **N**, or **M** (maybe) to indicate whether to print labels at the end of each line-item in the Freight Entry Program. If you enter M, the user is prompted at the end of each line-item. Depending on the ship via, the Freight Entry Program uses the Shipping Label Print Program (SOP410), UPS Shipping Label Print Program (SOP450), or UPS C.O.D. Label Print Program (SOP420). The printer used is defined in the SM Program F/M for these programs. CR defaults to N.

10. Address On UPS Label

Enter **Y** or **N** to indicate whether to print company name and address on the UPS shipping label. CR initially defaults to Y.

11. Addl Handling Chrg

Enter the amount UPS charges for additional handling. A charge will apply to all domestic UPS packages that contain articles, cans or pails that are either not fully encased in an outside shipping container or are not in an appropriate shipping container; any packages that exceed 60 inches in length. CR initially defaults to $1.00.

12. Max Liability Per Pkg

Enter the amount of the maximum liability per package. A maximum liability amount applies to any package shipping through UPS Next Day Air, UPS 2nd Day Air, UPS 3 Day Select, UPS Ground and UPS GroundTrac services. CR initially defaults to $50,000.

13. Dim Wt Conv Factor

Enter the dimensional weight conversion factor. This factor is used to calculate dimensional weight when you are shipping a package through UPS Next Day Air or UPS 2 Day Air and the package measures over one cubic foot. Charges for packages measuring over one cubic foot are based on dimensional weight, when the dimensional weight exceeds the actual weight. Dimensional weight is calculated by multiplying a package's length, height and width, in inches, and dividing the total by this conversion factor. This calculation replaces the oversize charge for Next Day and 2nd Day Air packages. CR initially defaults to 194.

Technical Notes

FILES UPDATED - SMCNTL

UPS Weight F/M (SOF965)

Function

This program enables the FACTS user to create, maintain and view the UPS weight tables (if applicable). If UPS charges are not to be implemented into the freight, then this program may be skipped.

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

FACTS is supplied with the weights and zones for the 48 contiguous states current as of February 4, 1995. Users outside the 48 contiguous states must enter the rates that apply to them.

UPS Weight F/M (SOF965)

UPS Zone [2]

Ground Delivery Type [C - Commercial ▼]

| Weight Table 1 | Weight Table 2 | Weight Table 3 | Weight Table 4 | Weight Table 5 |

Letter [0.00] **N/A**

1 lb	2.93	7 lb	3.60	13 lb	4.37	19 lb	4.94
2 lb	2.99	8 lb	3.73	14 lb	4.48	20 lb	5.05
3 lb	3.07	9 lb	3.86	15 lb	4.58	21 lb	5.17
4 lb	3.19	10 lb	3.99	16 lb	4.67	22 lb	5.30
5 lb	3.32	11 lb	4.12	17 lb	4.75	23 lb	5.43
6 lb	3.46	12 lb	4.25	18 lb	4.84	24 lb	7.77

[💾 Save] [✖ Delete] [▯ New] [▮ Exit]

Enter Cost to Ship 1 Pounds to Zone 2

UPS Weight F/M (SOF965)

Help

01-FACTS 7.5 Development   UPS Weight F/M   SOF965

```
*. UPS Zone      2
*. Ground Delivery Type C
0. Letter     0.00 N/A

1.  1 lb    3.62    7.  7 lb    4.38 13. 13 lb    5.33 19. 19 lb    5.98
2.  2 lb    3.67    8.  8 lb    4.54 14. 14 lb    5.44 20. 20 lb    6.11
3.  3 lb    3.70    9.  9 lb    4.69 15. 15 lb    5.58 21. 21 lb    6.25
4.  4 lb    3.88   10. 10 lb    4.85 16. 16 lb    5.65 22. 22 lb    6.39
5.  5 lb    4.06   11. 11 lb    5.01 17. 17 lb    5.74 23. 23 lb    6.55
6.  6 lb    4.14   12. 12 lb    5.16 18. 18 lb    5.84 24. 24 lb    6.71
```

Weight Table 1, Weight Table 2, Weight Table 3, Weight Table 4, Weight Table 5
Enter Line #, D-Delete, F10-Menu, F4-Backup |.
Arrows: Up-Prev Rec, Dn-Next, Pgup-First, Pgdn-Last

User Inputs

The following inputs are involved in creating the UPS weight table:

1. UPS Zone

Enter the UPS zone (up to 3 characters).

2. Ground Delivery Type

Enter whether this delivery is a **C**-commercial or **R**-residential UPS ground delivery. UPS charges different rates for commercial and residential deliveries. CR initially defaults to C.

3. GroundTrac

This input is only applicable to UPS zones 2-8, both commercial and residential ground deliveries; otherwise, it is skipped. Enter **N** or **Y** to indicate whether this zone uses the UPS electronic tracking service, GroundTrac. If Y, this record is its corresponding rate chart for billing. If N, this record is for the standard rate chart.

0. Letter

If applicable for the zone selected, enter the charge for an air letter.

1-150. Cost

Enter the costs (0-999.99) to ship for each of the first 75 pounds of weight for the zone selected. CR initially defaults to 0.

NOTE: To make costs entries easy, the user can enter the cents amount only and the dollar amount from the previous entry will be added to the cents. For example, if the user wants to enter a cost of $16.75 in entry 71 and the cost in entry 70 is $16.45, the user can just enter .75 and $16.75 will appear in entry 71.

Next Weights

Displays costs to ship for the next 75 pounds of weight if applicable for the zone selected. The user can automatically switch between screens during entry.

Technical Notes

FILES USED - SMCNTL

FILES UPDATED - SOTABL

UPS Zone F/M (SOF970)

Function

This program allows the user of the FACTS System to create and maintain the UPS zones (if applicable). The UPS zone determines the cost of shipping a package from the warehouse to the desired location. If UPS charges are not to be implemented into the freight, then this program may be skipped.

In this program, the user creates and maintains zones by warehouse location. This is done by entering the beginning and ending zip code (first three characters) and the zone for the codes as assigned by UPS. *The zones should be entered directly from the UPS zone chart.*

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

```
┌ UPS Zone F/M (SOF970) ────────────────────────────────── _ □ ✕ ┐
│ Help                                                            │
│                                                                 │
│ 01-FACTS 7.5 Development      UPS Zone F/M              SOF970   │
│                                                                 │
│   *. Warehouse      01 Atlanta Warehouse                        │
│   *. Ending Zip     005                                         │
│   3. Beginning Zip  004                                         │
│   4. Zone            5                                          │
│                                                                 │
│                                                                 │
│                                                                 │
│    ┌Important Notice:──────────────────────────────────────┐   │
│    │                                                        │   │
│    │   Set up Alaska and Hawaii as zone 14 or 224, Puerto Rico as zone 15 │
│    │   or 225, Rural Alaska as zone 16 or 226               │   │
│    │                                                        │   │
│    └────────────────────────────────────────────────────────┘   │
│                                                                 │
│  Enter Line #, D-Delete, F10-Menu, F4-Backup .                  │
│  Arrows: Up-Prev Rec, Dn-Next, Pgup-First, Pgdn-Last            │
└─────────────────────────────────────────────────────────────────┘
```
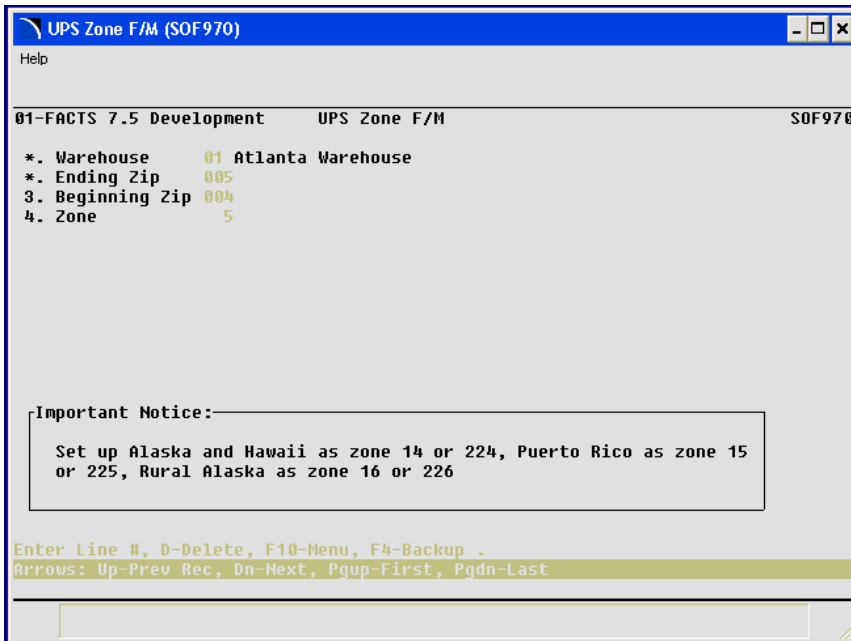
User Inputs

The following inputs are involved in creating UPS zones:

1. Warehouse

Enter the warehouse code for the UPS zone. The entry must be a valid warehouse. CR defaults to the warehouse assigned to the terminal. F2 allows a search (ref. 30).

2. Beginning Zip

Enter the first three digits of the beginning zip code (001-999). CR initially defaults to 000.

3. Ending Zip

Enter the first three digits of the ending zip code (001-999). It must be greater than the beginning zip. Encompassing ranges or zip code prefixes in other ranges is not allowed.

4. Zone

Enter the UPS zone for the range of zip codes entered in inputs #2 and #3 (2-8, 12, 14, 15, 16). Zip codes are not used by the system to determine charts for zones outside the USA

Technical Notes

FILES USED - SMCNTL

FILES UPDATED - SOZONE

Lost Sales Reason Codes F/M (SOF925)

Function

This program enables the FACTS user to enter, change and delete lost sales reason codes. A Lost Sales Reason Code is a three-character code that indicates why merchandise was not sold (e.g., out of stock, extended lead time, found better price, etc.). The purpose of this code is mostly informational. It does not affect the General Ledger.

User Inputs

1. Reason Code

Enter up to three characters. If the code you enter does not exist, the system asks if you want to create a new record (Y or N). F2 allows a search existing codes and their descriptions (ref. 30). F3 defaults to the next record on file.

2. Description

Enter a description (up to 30 characters).

Technical Notes

FILES UPDATED—SMCNTL

Warehouse Code F/M (SOF945)

Function

This security program gives warehouse managers control over who has access to their warehouse stock. It is one of several programs used to set up multi-warehousing capabilities and controls. (*See also* Warehouse F/M and Warehouse/Item F/M in the *Inventory Control* Manual.)

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

Once line items have been entered in a sales order, the initiating warehouse may not be changed Regardless of authorization level,.

User Inputs

1. **Warehouse**

Two-character warehouse codes are created in the Warehouse F/M in Inventory Control Infrequent File Maintenance. You can look up the available codes by pressing F2 (ref. 30).

2. **Authorization**

When you press CR at this prompt, a popup box appears from which you may select **I** - initiating or **S** - shipping warehouses.

Once an authorization level has been selected, the program displays all users with warehouse rights on this level. You then have the following options:

U	-	Add all users for this warehouse
D	-	Delete all users
A	-	Add one user
P/N	-	Show previous or next screen (if there are more than 45 users)
#	-	Delete line number (which allows you to delete a user)

Technical Notes

FILES USED - SMCNTL, SMZART, SMNAME

FILES UPDATED – SOWSEC

01-Specialty Distributors, Inc., Warehouse Code F/M (SOF945)

Help

Warehouse   01 [ ] **Atlanta Warehouse**

Authorization   I - Initiate ▼

User Code   AMF [ ] Not on file

User	Name
AMF	Not on file
AW	ABBE
BA	Brett Allen
BOB	Robert Johnson
BP	Betty Peterson
BTP	Betty Peterson
CAG	CHERYL GRIFFIN
CG	CHERYL GRIFFIN
CHR	Jim Anderson
CLP	CODE LEVEL-PAIGE
CLR	Code Level Ready
CM1	Charles R. Morris
CRM	Charles R. Morris
DAM	Dale A. Martin
DAN	Daniel Simmons
DAP	DAVID PORTER
DCD	DENISE-ALIAS
DD	DONNA DEMBOSKY
DEW	Deluxe Equipment Whse.
DFK	Darryl Keller
DFM	Dallas Furniture Mart

Add All   Delete All   Done

Warehouse Code F/M (SOF945)

Help

```
01-Specialty Distributors, I Warehouse Code F/M                    SOF945
Warehouse     01 Atlanta Warehouse
Authorization I Initiate

 User Code AMF Not on file

User  Name
AMF   Not on file
AW    ABBE
BA    Brett Allen
BOB   Robert Johnson
BP    Betty Peterson
BTP   Betty Peterson
CAG   CHERYL GRIFFIN
CG    CHERYL GRIFFIN
CHR   Jim Anderson
CLP   CODE LEVEL-PAIGE
CLR   Code Level Ready
CM1   Charles R. Morris
CRM   Charles R. Morris

Add All, Delete All
DEL, F3-Done .
Arrows: Up=Prev, Down=Next, Left/Right=Lines, PgUp, PgDn, Home, End   First line
```

Terms Code Order Setup (SOE530)

Function

Many of the SO Entry programs allow you to enter multiple payments in their respective ending routines. This program enables you to create and organize the list of terms that you want to appear in the footer of invoice, counter sale, order confirmation, service order and credit memo documents.

The six two-character terms codes must be set up in the Accounts Receivable Terms Code F/M program (**Accounts Receivable → Infrequent F/M → Terms Code F/M**), which can be searched by pressing F2. The descriptions that follow the codes are user defined (up to 10 characters).

Once entered, terms codes and their descriptions can be inserted, moved or deleted. Press F3 to save changes and exit, or press F4 to abandon changes before you exit the proram.

Information entered into the Terms Code Order Setup program determines which payment methods appear in the ending routines of counter sales, invoice, order and credit memo documents. "Cash" and "Terms" appear by default.

```
 Terms Code Order Setup (SOE530)                                _ □ ✕
 Help

 01-Demo Company              TERMS CODE ORDER SETUP                 SOE530

     TERMS
     CODE   DESCRIPTION
  1. rw     Check
  2. dw     ATM
  3. dw     Debit Card
  4. CC     V,M/C,A,D
  5. dd     coupon
  6.













 INSERT, DELETE, MOVE
 USE ARROW KEYS, CR-CHANGE, F4-END .
 ARROW: UP=PREV LINE, DOWN=NEXT LINE
```

User Inputs

1-6. Terms Code/Description

Enter the terms code — type 1-4 — that you want to display in the SO ending routines. Press F2 to search the Accounts Receivable Terms Code F/M. Press CR or TAB to the description field.

Enter up to 10 characters in the description field. Press CR to move to the next line.

You must enter at least one term code and description to this program or users will not be able to create documents in Direct Invoice Entry, Counter Sale Entry, Confirmation, Service Order Entry and Credit Memo Entry.

organizing entries

Once you have entered codes, you can move them around, delete them or insert new ones. Enter **I-**Insert, **M-**Move or **D-**Delete.

To insert entries: You must have at least one line unassigned. Select the line where you want to insert a code. Enter **I** and then press CR. Enter the new code and description.

To delete entries: Use your arrow keys to select the line you want to delete. Enter **D** and press CR. FACTS will ask if you are sure you want to this line. Enter **N** to cancel. Type in **YES** to delete the line.

To move entries: Use your arrow keys to select the line you want to move. Enter **M** and press CR. Arrow up or down to select the new line. Press CR.

Order Activity Cost Code Entry (SOE620)

Function

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

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

User Inputs

Use the following inputs to set up and organize cost codes:

1.   **Cost Type**

The cost type associated with the cost code. You can select from: **W**—Warehouse Costs, **L**--Line Costs, **O**--Order Costs or **A**—All Cost Types.

2.   **Document Type**

The document type associated with the cost code. You can select from: **O**—Sales Orders, **C**—Credit Memos, **S**—Counter Sales or **A**—All Documents.

When enter the cost type and document type, the system displays the current cost codes in the browser in the lower portion of the screen. Select:

3.   To add a cost code, select the ✚ (GUI Users) icon or the **Add Line** option in the browser (CUI Users) and complete the inputs below:

4.   To edit a cost code, select the 🖳 (GUI Users) icon or the **Edit Line** option in the browser (CUI Users) and modify the inputs below:

5.   **Cost Code**

The cost code is a 4-character user-defined field. Each cost code must be unique. If you key in a code that is already on file, display message, "Cost code already on file as a (type) code".

6.   **Type**

The cost type for the cost code. The line type defaults from the Cost Type header field and cannot be changed, unless the header field is set to All.

7.   **Description**

The cost code description; this is required.

8.   Warehouses

List the warehouses, side-by-side (up to 20), that the cost code applies to. For Order type codes, this input refers to the initiating warehouse. For Warehouse and Line type codes, this input refers to the shipping warehouse.

9.   Cost

The cost in dollars for each instance of the line, warehouse, or order.

10. Document

In the Document section select which document types the cost should be applied to. At least one must be selected. You can select from Order, Credit Memo, or Counter Sale. These selections default based on the header Document Types field. If it is set to "All Documents", all the document types default to Yes (selected), otherwise, only the type selected defaults to Yes (selected) and the remaining will default to No (unselected).

11. Items

In the Items section select which item types (for line level costs only) the cost should be applied to. At least one must be selected. You can select from Stocked, Nonstocked, or Uninventoried. These selections default based on the header Document Types field. Note: Nonstocked includes temporary and catalog items as well.

12. Shipments

In the Shipments section select which shipment types (for warehouse and line level costs only) the cost should be applied to. At least one must be selected. You can select from Warehouse Ships or Direct Ships.

Ship Via F/M

Function

Use this program to create and maintain ship via codes, which are used throughout the system to indicate which carrier will ship an order. In FACTS, ship via codes are created according to warehouse since they may vary on whether and how they post freight to the General Ledger, whether they add handling fees to freight charges . In addition, not all warehouse locations may use Clippership, so ship via codes for warehouses that don't use the shipping software will need to be set up differently than those that do.

```
Ship Via F/M (SOF978)                                              - □ ×
Help

01-FACTS 7.5 Development        Ship Via F/M                        SOF978


  *. Warehouse                01<
  *. Ship Via
  3. Description
  4. Freight G/L#             640-01-1
  5. Active                   Y
  6. Handling Charge
  7. Use Clippership          N
  8. Clippership Carrier Code
  9. Commercial or Residential  B
 10. Rate Shop                N









Enter shipping warehouse, F2-Search, F3-First Record, F4-Backup
```

User Inputs

1. Warehouse

Enter the warehouse code that corresponds to the ship via you want to create or review.

2. Ship Via

If you are upgrading to FACTS 6.07 from an earlier version, the system will create a database of ship via codes from the entries that existed in the system prior to the upgrade. New ship via codes can be created: if you enter a code the system doesn't recognize, it will ask if you want to create it. Codes can up to 15 characters long. Search existing codes by pressing F2.

It is advised that you create a ship via code for each carrier *service level*, rather than one code for each carrier. For example, create a separate code for UPS Next Day Air and UPS 2nd Day Air, as well as Fedex Priority Overnight, Fedex Standard Overnight, etc. This will help you track freight costs more accurately. If you are using Clippership, separate codes will be necessary so that you can tie each FACTS ship via code to a Clippership carrier code and then rate shops (see below).

3. Description

Create a description up to 30 characters long to help better identify the ship via code.

4. Freight G/L#

Initially, this field defaults to the General Ledger set in the SO to GL Posting Table; however, you can post freight and handling charges to another GL# that exists in the system. Press F2 to search the available account numbers.

5. Active

Initially, this flag defaults to **Y**es. Set this flag to **N** if a carrier code cannot be used for a temporary amount of time, but the code still needs to be kept on record. For example, if a carrier goes on strike for several months, the code can be set to inactive so that users entering order don't mistakenly select this carrier's code and delay the order.

6. Handling Charge

A default handling charge can be entered in this field. This charge will appear in the freight totals display, which appears in Order Entry, Confirmation, Direct Invoice Entry and Counter Sale Entry ending routines.

7. Use Clippership

This flag allows you to tell the system whether the code ties into Clippership (if the package is installed on your system). If you have set up a ship via for your own delivery service, this flag would be set to **N** for that code. If you are using the basic version of the Clippership programs, only the UPS ship via codes will be set to **Y**. If you purchased the upgrade and have the full version of Clippership is installed on your system, all codes handled by the software can be set to **Y** (see the Clippership documentation for the list of carriers supported by the program).

8. Clippership Carrier Code

If you set the **Use Clippership** flag to **Y** for the ship via code you are entering, you must link it to a Clippership carrier code. A carrier code represents a single carrier service, such as Fedex Next Day Priority or UPS Ground. You will need to look up the carrier codes at a Clippership station (see the documentation concerning carrier code searches in the Clippership documentation). If a carrier code is not entered and the **Use Clippership** is set to Y, then Clippership and FACTS will not be able to tie into each other and features such as real-time freight calculations and rate shopping will not be available.

If the **Use Clippership** flag is set to **N**, the program skips this field.

9. Commercial Or Residential

Certain carriers, such as UPS, provide services specifically for residential deliveries. A flat fee is often added for such deliveries. If the **Use Clippership** flag is set to **Y**, you can designate whether the ship via code is associated with a commercial delivery service, a residential delivery service or both.

If the **Use Clippership** flag is set to **N**, the program skips this prompt.

10. Rate Shop

If the **Use Clippership** flag is set to **Y**, you can designate the ship via you are entering as a rate shop code. These codes represent groups of carrier services, such as Delivery By Next Morning, Delivery By Next Afternoon, 2nd Day Air,

etc. Rate shops are created and maintained in the Clippership program. They are also another reason why separate ship via codes should be created for different levels of carrier services.

When a rate shop code is entered in a ship via field, Clippership reviews all the carriers that offer the rate shop's service and determines which of the carriers can deliver the order at the best price. If a certain carrier offers Next Day Delivery by 10 a.m., but not to Alaska where your order is being shipped, then Clippership excludes that carrier as an option. (See the "Additional Features" section of Chapter 1 for more information about rate shopping).

If the **Use Clippership** flag is set to **N**, the program skips this prompt.

SO Entry Options F/M (SOF915)

Function

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

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

- not required.

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

- can be disabled i.e. un-editable but still be seen by the user.

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

Programs that can be modified through this file maintenance are

Quote Entry

Order Entry (also modifies Service Order Entry)

Credit Memo Entry

Order Confirmation and Direct Invoice Entry

Counter Sales

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

Modifying SO Document headers

1. Select Document Type.

Select the SO entry program that you want to modify.

2. Define each of the header-related fields.

The Header Fields tab lists all possible header inputs for SO Order Entry Management Documents. Each of these inputs can be accessed through the program's Header Detail window even if they don't appear in main screen's header section.

If an input appears disabled, it either means it is not available for the type of document selected or the feature may not be available on your system. For instance, if Routes are not used on your system, the Route input will appear disabled on this tab.

You can set edit options for each input or accept the defaults.

Edit Options:

Y-Allow Edits to the Field. Select this option to allow users free access to this field, whether it appears on the main screen or just in the Header Detail. This is the default Edit option.

N-Skip Do Not Allow Edits to the Field. Select this option if you want the field disabled in the Header Detail window of the selected program.

B-Allow Backup into Field. Select this option to initially skip a field, but allow users to back up to it if they need to edit the information later in the entry process. This option does not disable the field.

D-Disable. Select this option to make this field un-editable. A disabled field is usually grayed out in appearance and the value cannot be changed. It is important to also note that even if a field is disabled, the field and its value can still be seen by the user.

Required options:

Y-Required Input. Users must enter information to complete the document. You can set any number of the inputs to "Required." Those that will not fit on the main entry window will appear in a separate window.

N-Not Required. This is the default. Fields set to Not Required appear, but the program does not force users to enter information in them to finish the entry.

S-Required Input and Main Screen Display. Use this setting when the input is not only required, but you want it to appear on the main window of the SO document that you selected. You can set up to three inputs to appear on the main window in addition to the standard inputs. Ship-to, Order Date, Request Date, Invoice Date and Ship Date always appear on their respective main windows so the **Require on Main Screen** option is not available for these inputs.

3.   Select the Header Prompt tab.

Indicate whether you want customer balances and/or credit limits to appear when users enter the selected document header.

Also indicate whether aging information, quotes information and customer notes should be available to users in the selected document type.
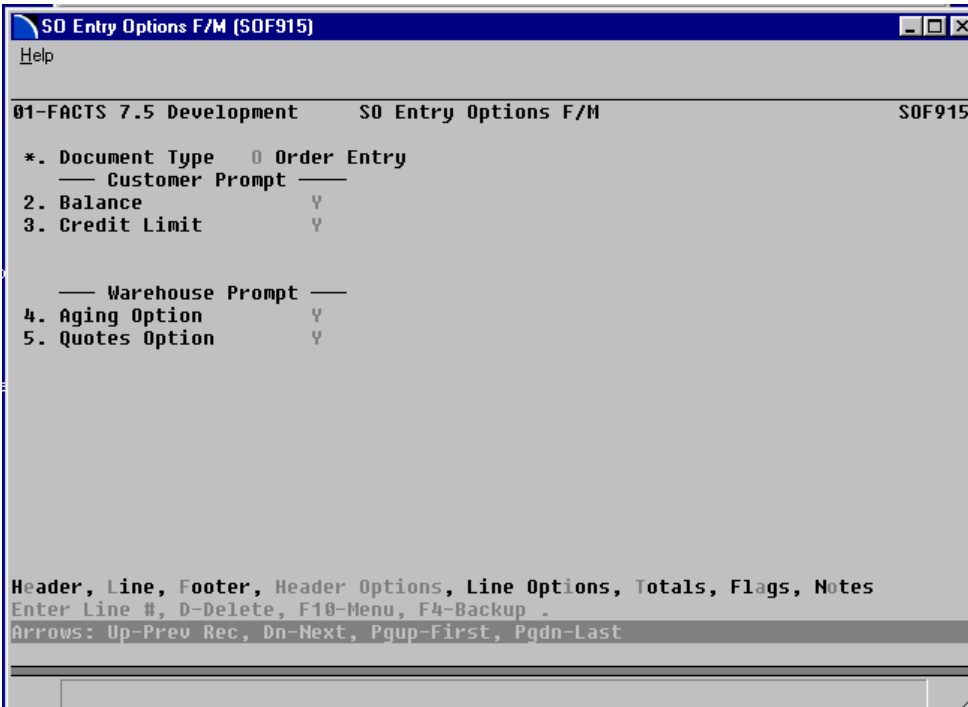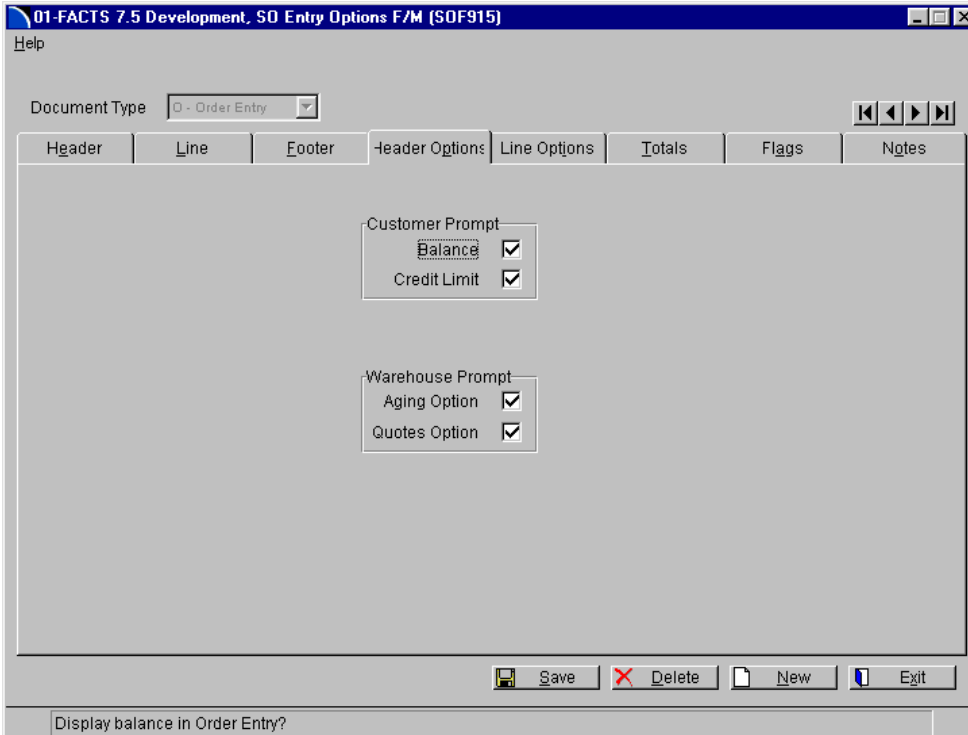
Modifying SO line-item entry sections

1.   **Select a document type.**

Use the VCR buttons to scroll through the document options or select **New** to return to the dropdown list.

2.   Select the Line Fields tab.

All the possible detail inputs for line-item entry are listed on this tab. Each of these inputs can be accessed through the program's Line Detail window even if they don't appear in a popup window during line-item entry.

Set *Edit* options.

Y-Allow Edits. The input appears on the screen and users can edit the field once they select it or tab into it.

N-Do Not Allow Edits. Use this option if you want the field disabled in the Line Detail window for the selected program.

B-Allow Backup into Field. Select this option to initially skip a field, but allow users to back up to it if they need to edit the information later in the entry process. This option does not disable the field.

D-Disable. Select this option to make this field un-editable. A disabled field is usually grayed out in appearance and the value cannot be changed. It is important to also note that even if a field is disabled, the field and its value can still be seen by the user.

Set *Required* options.

Certain inputs always appear in the line-item entry portion of SO document entry screens. Your business may require other item-related information during document entry. Required fields other than the standard line-item entry fields appear in a popup window.

For graphical users, there is only one Additional Inputs window and it only appears when they add or insert line items, not when they edit them.

For character users, up to three Additional Inputs windows can appear and they do so in all modes.

Y-Allow Edits. The input appears on the screen and users can edit the field once they select it or tab into it.

N-Do Not Allow Edits. Use this option if you want the field disabled in the Line Detail window for the selected program.

B-Allow Backup into Field. Select this option to initially skip a field, but allow users to back up to it if they need to edit the information later in the entry process. This option does not disable the field.

1-Set 1. *Graphical users:* Use this option to set the fields that should appear at the beginning of the additional inputs window.

Character users: Use this option to set the fields that should appear in first additional inputs window that displays after users enter the item number.

2-Set 2. *Graphical users:* Use this option to select the next set of fields to appear in the additional inputs window.

Character users: Use this option to select the fields that appear in the second Additional Inputs window. This window displays immediately before the price field.

3-Set 3. *Graphical users:* Use this option to select the final set of fields to appear in the additional inputs window.

Character users: Use this option to select the fields that appear in the third Additional Inputs window. This window displays immediately after the price field.

N-Input Not Required. This is the default option. Inputs set to Not Required appear in the Line Detail, but users are not required to edit the field.

M-Access from Menu. This may be useful if when there are several fields that are **not** required but need to be easily accessible. This option enables users to access line item related fields from the *Options* menu as needed. Users are not required to edit this input; however it is accessible from the main screen through the menu option and the field appears in a pop up window.

3.   Set temporary items fields.

The following fields can appear when users enter temporary items in the system:

- Vendor
- Item Class
- Weight
- Unit of Measure (UM)

Define whether users edit, skip or back into these fields for the selected program.


```
SO Entry Options F/M (SOF915)                                          _ □ ✕
Help

01-FACTS 7.5 Development      SO Entry Options F/M                    SOF915

  *. Document Type   O Order Entry
        —— Options ——
  2. Direct       Y                  16. Price Search           Y
  3. Committed    Y                  17. Gross Margin Display    Y
  4. On Order     Y                  18. Gross Margin Warning    Y
  5. Warehouse    Y
  6. Quotes       Y                      —— Sugg PO/TR by Type ——
  7. Substitutes  Y                  19. Stocked                N
  8. Past Sales   Y                  20. Nonstocked             N
                                     21. Uninventoried          C
        —— Prices ——                22. Temporary              C
  9. Standard     Y
 10. Level        Y                  23. SPN UM                 S
 11. Contract     Y
 12. Best         Y
 13. List         Y
 14. Last         Y
 15. Qty Break    Y


Header, Line, Footer, Header Options, Line Options, Totals, Flags, Notes
Enter Line #, D-Delete, F10-Menu, F4-Backup ..
Arrows: Up-Prev Rec, Dn-Next, Pgup-First, Pgdn-Last
```

4.   **Select the Line Options tab.**

For the **Order Qty (quantity)** Prompt section, indicate the options that you want to display in the line entry process when entering order quantities.

For the Prices section, indicate the options that you want to display in the line entry process when entering pricing for items. You can select from: **Standard, Level, Contract, Best, List, Last**, and **Qty Break**.

For the **Price Search, Gross Margin Display, Gross Margin Warning** prompts indicate the options that you want to display in the line entry process when entering pricing for items.

For the Sugg PO/TR by Type section, indicate whether you want to have the system ask to create suggested purchase orders or suggested transfers during Order Entry line processing for each of the following item types?

For the **Stocked** and **Nonstocked** prompts indicate whether you want to have the system ask to create suggested purchase orders or suggested transfers during Order Entry line processing.

You can select from the following options:

C Always Create Suggested PO—Indicates you want to always create suggested POs for out of stock items. If no suggested document already exists for the sales order line, the system does not prompt the user to add a suggested PO during sales order line item entry but creates one automatically for the item's primary vendor. If a suggested PO or a suggested transfer already exists, the system updates the suggested document automatically using the sales order receipt line (from the SORSOL table) values. The system also updates the existing suggested PO vendor into the sales order receipt line (SORSOL) vendor field if it is not already the same.

If the vendor is inactive, the user receives a message that the vendor is inactive and a suggested PO cannot be created and the system displays the Create Suggested Transaction window. If a suggested transfer exists and the user changes the shipping warehouse on the line, the system deletes the suggested transfer. Then, if there is a backorder quantity on the line, the system automatically creates a suggested purchase order for the item's primary vendor.

R Always Create Based on Restocking Path—Indicates you do not want the user to be prompted to add or change a suggested document but you want to have the system create/update a suggested document automatically. If the restocking path of the shipping warehouse is from the vendor and no suggested document exists, the system will not prompt the user to add a suggested PO but creates one automatically for the item's primary vendor. If the restocking path is another warehouse and no suggested document exists, the system will not prompt the user to add a suggested transfer but automatically creates one with the "From" warehouse set to the restocking warehouse. If a suggested PO or a suggested transfer already exists, the system will automatically update it using the sales order receipt line (SORSOL) values. The system also updates the existing suggested PO vendor into the sales order receipt line (SORSOL) vendor field if it is not already the same.

If the vendor is inactive, the system displays a message that the vendor is inactive and a suggested PO cannot be created, and the system displays the Create Suggested Transaction window. If a suggested document exists and the user changes the shipping warehouse on the line, the system deletes the suggested document. If there is a backorder quantity on the line, the system creates a suggested document based on the restocking path of the new warehouse.

Y Always Ask Defaulting to a Suggested PO—Indicates you want to always ask the user before creating a suggested PO. If there is a backorder quantity on the line and no suggested document already exists, the system displays the Create Suggested Transaction window during SO line entry. The Create prompt defaults to "P" for suggested PO and the vendor prompt defaults to the item's primary vendor. The user can then change these prompts as desired. If the line is edited and a suggested document already exists, the system displays a window prompting to keep/update the suggested document.

A Always Ask Defaulting to Restocking Path—Indicates that you always want the system to ask the user before creating a suggested document. If there is a backorder quantity on the line and no suggested document already exists, the system displays the Create Suggested Transaction window during SO line entry. If the item is restocked from the vendor, the system defaults to creating a suggested purchase order and the Vendor prompt defaults to the item's primary vendor. If the item's restocking is from another warehouse, the system creates a default suggested transfer from the restocking warehouse. The user can then change these prompts as desired. If the line is edited and a suggested document already exists, the system displays a window prompting the user to keep/update the suggested document.

N Never create—Indicates that you do not want the system to prompt the user to add a suggested document and no suggested PO/Transfer is automatically created. If a suggested PO or transfer already exists for the line, the system displays a dialog box describing the document that exists and prompting the user to either keep/update it or not. If the user selects to keep/update the document, the document information is re-written to the Suggested PO (POSUGG) file using the current sales order receipt line (SORSOL) information. The system updates the existing suggested PO vendor into the sales order receipt line (SORSOL) vendor prompt if it is not already the same. If the user selects not to keep/update the document, the system deletes it. The system does not display the Create Suggested Transaction window during SO line entry. If the vendor is inactive, or the shipping warehouse is changed, the system deletes the suggested document, displays a message indicating the deletion, and does not create a suggested transaction document.

For the **Uninventoried** and **Temporary** prompts indicate whether you want to have the system ask to create suggested purchase orders or suggested transfers during Order Entry line processing.

You can select from the following options:

C Always Create Suggested PO—Indicates you want to always create suggested POs for out of stock items. If no suggested document already exists for the sales order line, the system does not prompt the user to add a suggested PO during sales order line item entry but creates one automatically for the item's primary vendor. If a suggested PO or a suggested transfer already exists, the system updates the suggested document automatically using the sales order receipt line (from the SORSOL table) values. The system also updates the existing suggested PO vendor into the sales order receipt line (SORSOL) vendor field if it is not already the same.

If the vendor is inactive, the user receives a message that the vendor is inactive and a suggested PO cannot be created and the system displays the Create Suggested Transaction window. If a suggested transfer exists and the user changes the shipping warehouse on the line, the suggested transfer is deleted. Then, if there is a backorder quantity on the line, the system automatically creates a suggested for the item's primary vendor.

Y Always Ask Defaulting to a Suggested PO—Indicates you want to always ask the user before creating a suggested PO. If there is a backorder quantity on the line and no suggested document already exists, the system displays the Create Suggested Transaction window during SO line entry. The Create prompt defaults to "P" for suggested PO and the vendor prompt defaults to the item's primary vendor. The user can then change these prompts as desired. If the line is edited and a suggested document already exists, the system displays a window prompting to keep/update the suggested document.

N Never create—Indicates that you do not want the system to prompt the user to add a suggested document and no suggested PO is automatically created. If a suggested PO already exists for the line, the system displays a dialog box describing the document that exists and prompting the user to either keep/update it or not. If the user selects to keep/update the document, the document information is re-written to the Suggested PO (POSUGG) file using the current sales order receipt line (SORSOL) information. The system updates the existing suggested PO vendor into the sales order receipt line (SORSOL) vendor prompt if it is not already the same. If the user selects not to keep/update the document, the system deletes it. The system does not display the Create Suggested Transaction window during SO line entry.

For the **SPN UM** prompt indicate whether to use the Standard Part Number UM or the FACTS item UM as the default selling unit of measure when an item is added on a document.

Modifying SO document footers

The following fields can be modified on SO document footers:

>   Memo

>   Discount

>   Tax Code

>   Freight $

Define whether users edit, skip, disable or back into these fields for the selected program.

➲ If you disable (set to S-Skip) the **Freight $** input, freight amounts cannot be imported shipping software, such as Clippership.
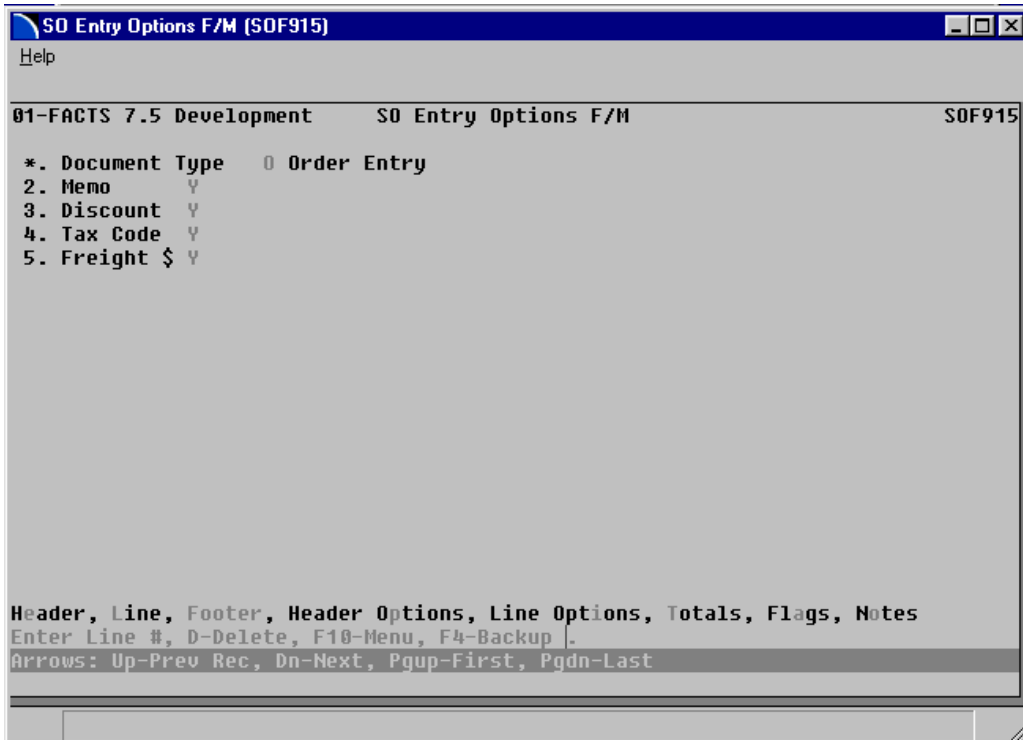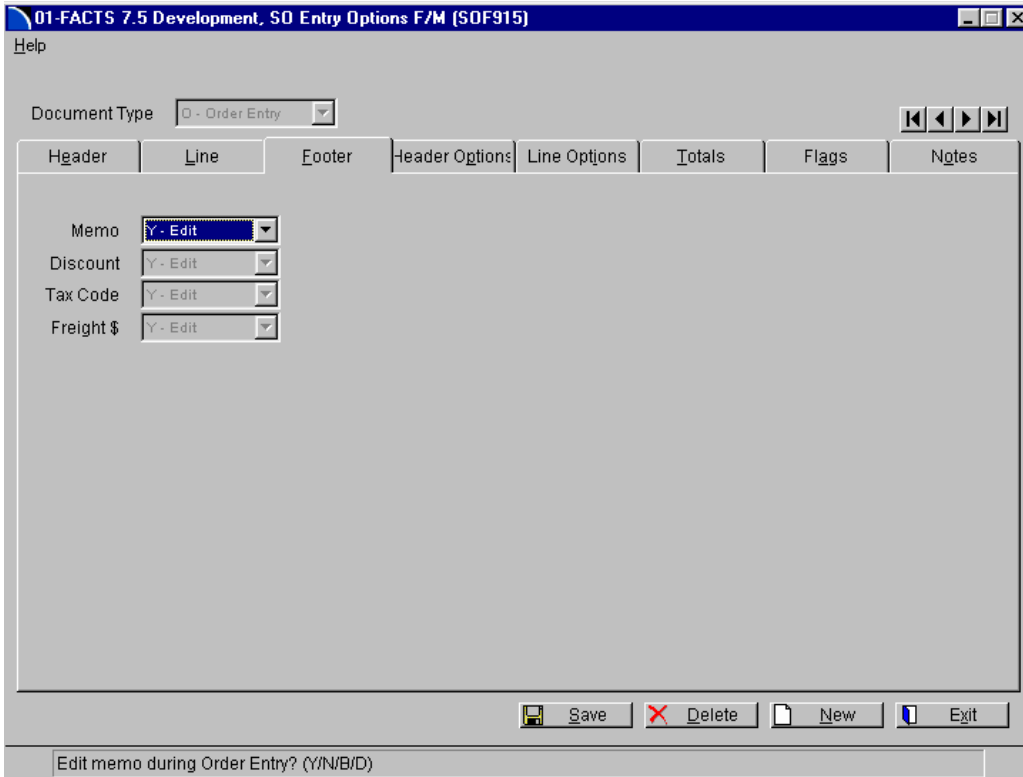
Displaying totals on SO document main screens

1.   Select the document type if you have not already done so.

Use the VCR buttons to scroll through the document options or choose **New** to access the dropdown list.

2.   Select the Totals tab.

3.   Select up to four totals to display at the bottom of the main entry screen.

If you select more than four, only the first four appear on the main entry screen.

Setting the Unit of Measure

4.   Select the Unit of Measure to display in SO entry programs and SO Document Inquiry.

In the Total UM input select the UM to use in SO Entry, Invoice and Confirmation Entry, Quote Entry and SO Document Inquiry. You can select from S-smallest Um for an item, L-selling UM for the item, or T-stocking UM for the item.

```
┌────────────────────────────────────────────────────────────────────┐
│ ▌ SO Entry Options F/M (SOF915)                          _ □ X      │
│ Help                                                                 │
│                                                                      │
│ 01-FACTS 7.5 Development      SO Entry Options F/M          SOF915   │
│                                                                      │
│   *. Document Type    0 Order Entry                                  │
│   ───────── Totals ─────────        ─────── Custom Totals ───────   │
│    2. Display Total Weight   Y       12. Display Total          N    │
│    3. Display Total Units    Y       13. Display Total          N    │
│    4. Display Total Cost     N       14. Display Total          N    │
│    5. Display Total Mdse     Y                                       │
│    6. Display Total Taxable  N       15. Total Units UM         T    │
│    7. Display Total Misc     N                                       │
│    8. Display Total Tax      N                                       │
│    9. Display Total          N                                       │
│   10. Display Total          N                                       │
│   11. Display Total          N                                       │
│                                                                      │
│                                                                      │
│                                                                      │
│                                                                      │
│                                                                      │
│  Header, Line, Footer, Header Options, Line Options, Totals, Flags, Notes │
│  Enter Line #, D-Delete, F10-Menu, F4-Backup ..                     │
│  Arrows: Up-Prev Rec, Dn-Next, Pgup-First, Pgdn-Last                │
│                                                                      │
│ ┌──────────────────────────────────────────────────────────┐      │
│ └──────────────────────────────────────────────────────────┘    // │
└────────────────────────────────────────────────────────────────────┘
```
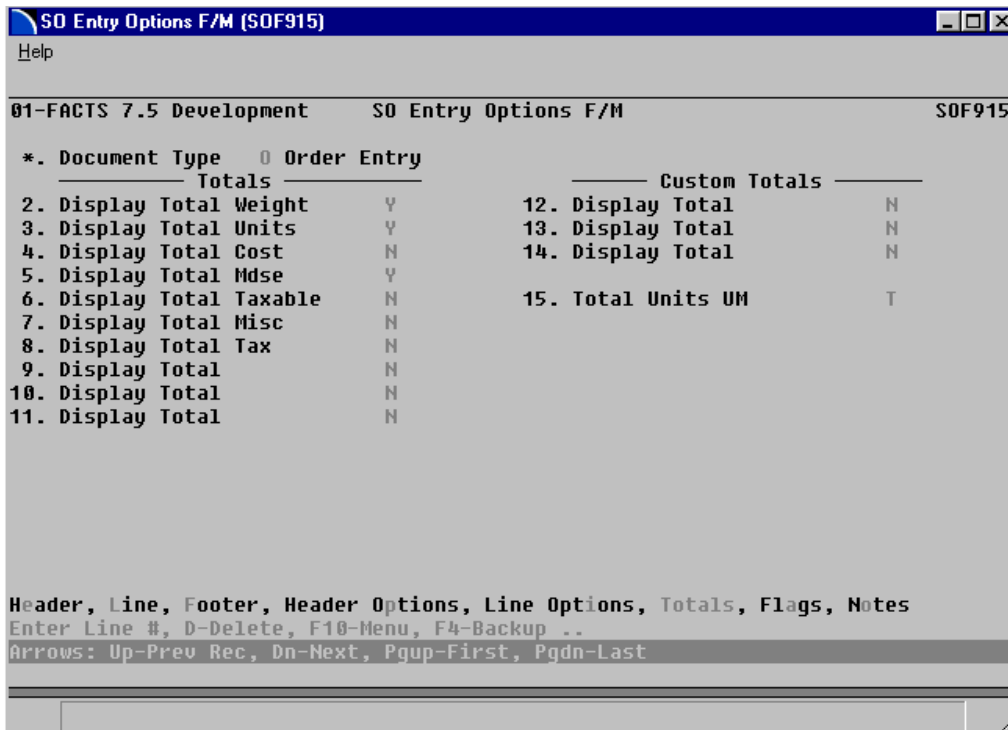
Setting item flags

You may find it necessary to flag certain items so they stand out in the item browser. The flags make it easy for you to see which items on a document are temporary, nonstock or backordered; which require direct ships; and which need to be shipped from an alternate warehouse.

Each input also displays the letter associated with each flag that displays in the line-item browser in the designated entry program. You can use this as a reference to understand the meaning of the letters shown in the entry browser.
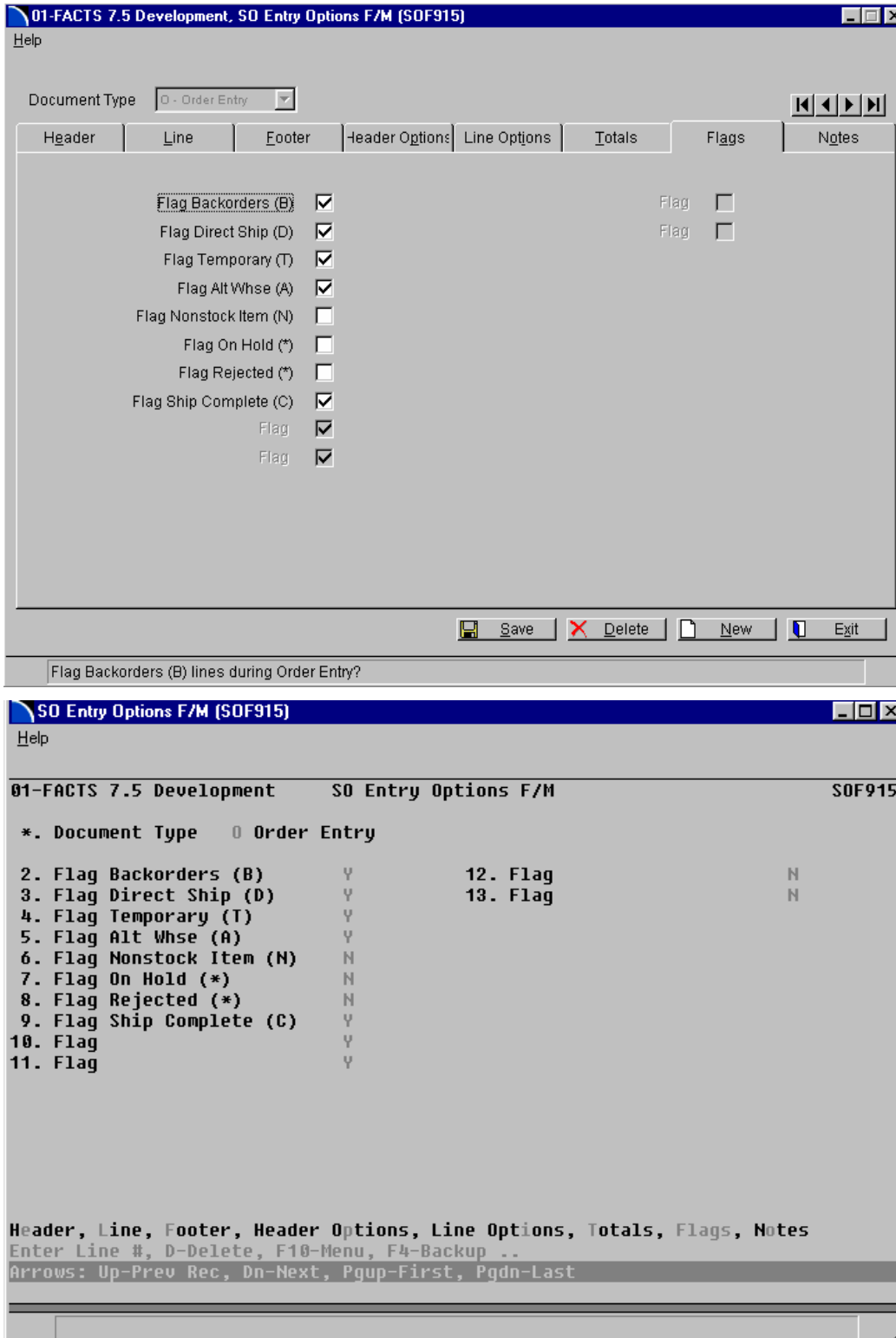
In the browser, the flags appear as single letters. More than one flag can appear for each item.

B = Backordered   N = Nonstock Item

D = Direct Ship   O = Item is on hold

T = Temporary Item   R = Item has been rejected

A = Item shipped from alternate warehouse

Example:

LN#	Item	Flags	WH	Ordered
001	DNLOT		01	3
002	I119		01	1
003	Crackle vases	BT	01	4
add				

Setting Notes pop-up functionality

Use this screen to set Item and Customer notes to display in a pop-up window in Sales Order Entry programs. For the Customer Notes and Item Notes inputs, indicate whether Customer and Item notes should display in the Important Notes on File pop-up window from Sales Order Entry programs when you access a customer or item that has notes associated with it. You can select to display U-urgent notes only, A-all notes or N-no notes at all in the pop-up window.

```
 SO Entry Options F/M (SOF915)                              _ □ ×
Help

01-FACTS 7.5 Development      SO Entry Options F/M              SOF915

 *. Document Type   O Order Entry
 2. Customer Notes  A
 3. Item Notes      A
 4. Header Notes    N
 5. Line Notes      N

















Header, Line, Footer, Header Options, Line Options, Totals, Flags, Notes
Enter Line #, D-Delete, F10-Menu, F4-Backup .
Arrows: Up-Prev Rec, Dn-Next, Pgup-First, Pgdn-Last
```
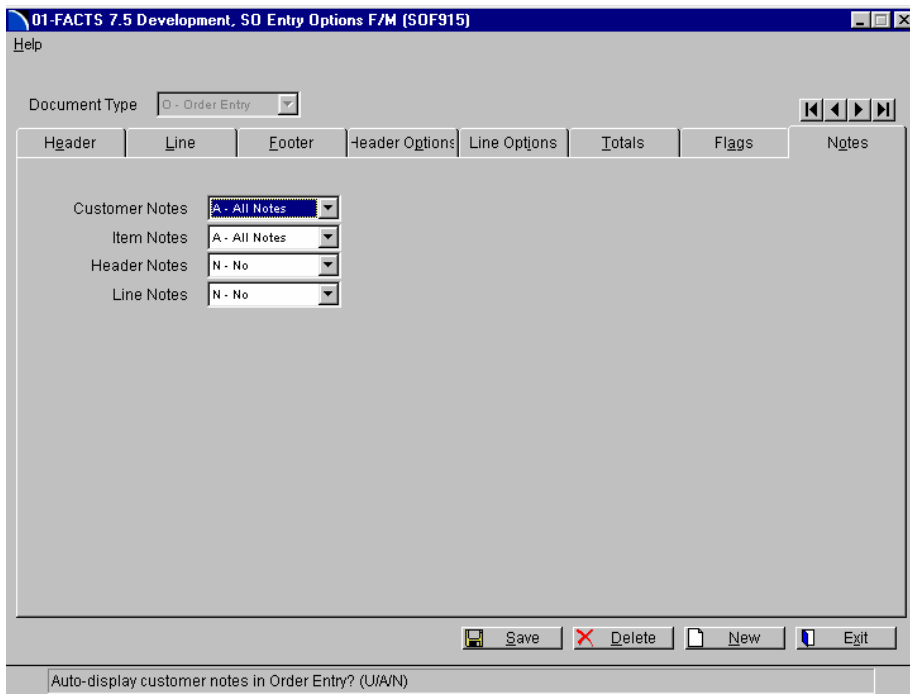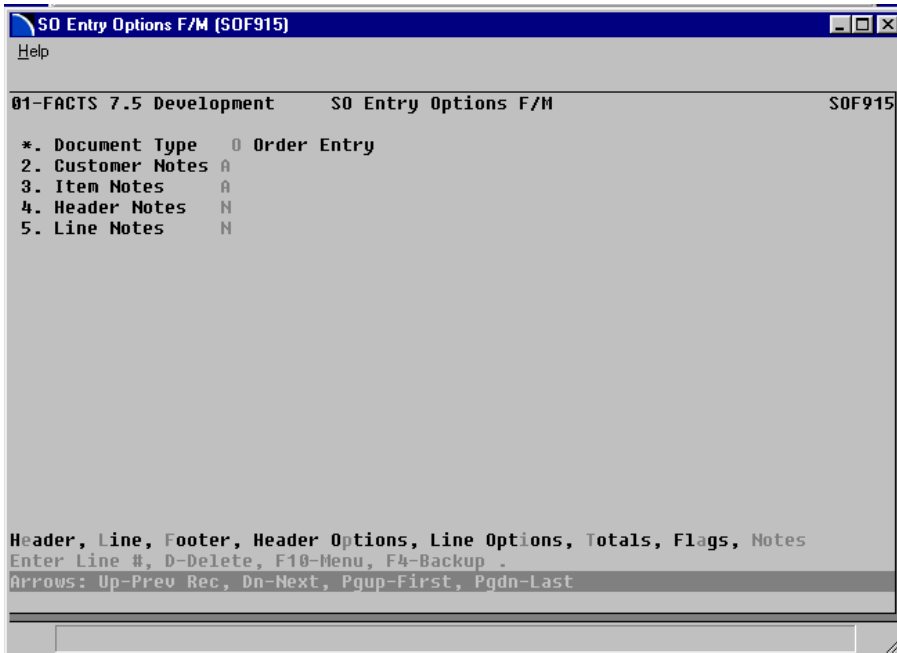
Document Import Control F/M (SOF972)

Function

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

Input Descriptions

Use the following inputs to create and maintain information for each type of importable document:

1. Source Document Type

Select the source document type. You can select from: Q Quotes, O Open Orders, I Invoices. Press Enter (CR) to accept Q-Quotes as the default. Press F4 to end.

2. Shipping Warehouse

Indicate whether to set the shipping warehouse to S-the source document's shipping warehouse or I-the new document's initiating warehouse. Press F4 to backup. Press Enter (CR) to accept I-New document's initiating warehouse as the default.

3. Warehouse/Direct

Indicate whether to set the warehouse/direct ship status to S-the source document's ship status or D-the new document default ship status? Press F4 to backup. Press Enter (CR) to accept D-New document's default ship status as the default.

4. Other Customers

Indicate whether to allow importing documents from customers other than the new document's customer. Press F4 to backup. Press Enter (CR) to accept No as the default. If you set this prompt to N, the system disables the prompts for importing from another customer. If you set this prompt to Y, the system enables the prompts for importing from another customer.

The following prompts are identical for both the same customer and different customer sections:

5. Default Price

Indicate whether to use S-the prices from the source document or C-calculate the current default price? Press F4 to backup. Press Enter (CR) to accept C--Current default pricing as the default value.

6. Discount

Indicate whether to use S-the line discount from the source document or C-the current default line discount? Press F4 to backup. Press Enter (CR) to accept C--Current default line discount as the default value.

7. Override Default Price

When importing, indicate if the user is allowed to override whether the default price comes from the source document or is recalculated. Press F4 to backup. Press Enter (CR) to accept No as the default value.

SO to GL posting F/M (SOF975)

Function

This program enables you to determine how sales orders, via the Daily Sales Register (DSR), post to general ledger (GL), if at all. It contains information (such as journal and account numbers) that the system references in performing the automatic posting of SO Daily Sales Register data to the General Ledger during the Daily Sales Register Update. This program only allows you to use General Ledger numbers that are already set up in the General Ledger Account F/M program.

 Do not make changes to this program without the approval of your company's Accounting Manager or Controller.

To create a SO to GL distribution table:

1. Begin by selecting the type of GL distribution, which determines how transactions processed by the Daily Sales Register post into the Journal File in General Ledger (example: summary, detail). See the **GL Distribution** input for options.

2. Then indicate to which General Ledger Journal file the distribution should post, such as Sales Journal.

3. Select a **basis**. The basis tells the system whether to use the default GL number set in this program, or GL numbers that exist in various GL Table file maintenances located in other modules.

   For instance, Accounts Receivable entry in this program give you the option of posting to the default GL number or the customer's GL number. If you look in the Customer F/M program, it contains a field in which you can assign an AR GL Table to each customer. By selecting the customer basis, you are telling FACTS that you want the DSR to post to the Accounts Receivable GL number associated with the table assigned to that customer — not to the GL number entered here.

   In many cases, the other basis options — such as customer, item, tax code, ship via and returns code — enable you to create a much more accurate and detailed accounting system than you could be simply posting to default GLs.

4. Indicate whether you want the **department and/or branch numbers** embedded within the GL account number (if applicable). If you use departments and branches and select this option, the system looks at the department and branch number on the invoices and inserts this information into the GL number.

   For example, if the G/L number to post is **415-00-00** (department is fourth and fifth digits, branch is sixth and seventh digits), the department is 01 and the branch is 02, then the system posts to **415-01-02**. The system inserts the department and/or branch in the proper place within the GL account number.

If the **Department Position** flag in the Company Control Record is 0, the department inputs are disabled. If the **Branch Position** flag in the Company Control Record is 0, the branch inputs are disabled. By default, these inputs are deselected, or in character, set to N.

5. Enter default GL numbers for each of the accounts listed in this program regardless of whether you intend to use the default basis or not. In some cases, the system can only post to a default GL entered in this program.

User inputs

The following inputs are found in this program:

Standard GLs I screen

1.   GL Distribution number

The Sales Orders system can be set to post to General Ledger automatically. The Daily Sales Register may print a General Ledger distribution and make a journal posting to GL during the update. Enter **0**, **1**, **2** or **3** to indicate how SO is tied in with General Ledger. CR initially defaults to 0.

0 - no GL distribution is printed or posted.

1 - the GL distribution is printed in detail format but not posted to GL.

2 - the GL distribution is printed in detail format and posted to GL in summary format (posting includes the total amount posted per account number).

3 - the GL distribution is printed and posted to GL in detail format (posting includes each item contributing to the amount for each account number).

2.   Posting Journal

If you selected 0 or 1 in the **GL Distribution** input, this input becomes disabled. Enter the General Ledger journal number to post to when the Daily Sales Register (DSR) posts sales. The entry must be a valid journal number. F2 allows a search.

3.   Accounts Receivable

Select the **basis** upon which to build distribution. The options are the **D**-default G/L number or **C**-customer GL posting table. CR initially defaults to D.

Accounts Receivable cannot post by department. Skip this input.

Indicate whether or not you want the **branch** number embedded in the Accounts Receivable GL number. Make sure the corresponding Branch flags in AR to GL and JC to GL Posting F/Ms are set same way. If the **Branch Position** flag in SM Company Control F/M is set to 0, this input is disabled.

Enter the **default general ledger account number** for the Accounts Receivable account. F2 allows a search. This is the account number the system uses when the basis is set to **D-**default. The default GL number *does not* change if you change the basis. It always refers to the default basis.

Sales Merchandise

Select the basis upon which to build distribution: the D-default GL number, C-customer GL posting table or I-item GL posting table. CR initially defaults to D.

Department and Branch - indicate whether or not the system should insert the department and branch in the Sales G/L number. By default, these inputs are deselected, or in character, set to N. If the Department Position or Branch Position flags are set to 0 in SM Company Control F/M, these inputs are disabled.

Enter the **default GL account number**. F2 allows a search. This is the number the system posts to if you select the **D**-default basis. If you set the basis to **C**-customer GL posting table or **I**-item GL posting table, the system posts to the number set in the GL Posting Table F/M in either the Accounts Receivable or Inventory Control modules. This number *does not* change when you change the basis. It always refers to the default basis.

5. **Sales Miscellaneous**

Select the **basis** upon which to build distribution: the **D**-default G/L number, **C**-customer GL posting table or **I**-item GL posting table. CR initially defaults to D.

Indicate whether or not you want the **department** and/or **branch** numbers embedded in the Sales Miscellaneous GL number. By default, these inputs are deselected, or in character, set to N. If the **Department Position** or **Branch Position** flags are set to 0 in SM Company Control F/M, these inputs are disabled.

Enter the default general ledger account number for the Sales Miscellaneous account. F2 allows a search. This is the account number the system uses when the basis is set to **D-**default. The default GL number *does not* change if you change the basis. It always refers to the default basis.

6. **Tax**

Select the **basis** upon which to build distribution: the **D**-default G/L number or **T**-tax code. The tax code basis pulls the sales tax G/L number assigned to each tax code in the AR Tax Tables F/M. The tax code basis enables you to break out sales tax to multiple accounts.

Indicate whether the system should embed the **department** and/or **branch** numbers in the Tax GL number. By default, these inputs are deselected, or in character, set to N. If the **Department Position** or **Branch Position** flags are set to 0 in SM Company Control F/M, these inputs are disabled.

Enter the **default general ledger account number** for the Tax account. F2 allows a search. This is the account number the system uses when the basis is set to **D-**default. The default GL number *does not* change if you change the basis to Tax Code. It always refers to the default basis.

7. **Freight**

Select the **basis** upon which to build distribution: the **D**-default G/L number or the **S-**Ship Via G/L. CR defaults to D. The Ship Via basis pulls the freight G/L numbers assigned to each ship via code in Ship Via F/M

Indicate whether the system should embed the **department** and/or **branch** numbers in the Freight GL number. By default, these inputs are deselected, or in character, set to N. If the **Department Position** or **Branch Position** flags are set to 0 in SM Company Control F/M, these inputs are disabled.

Enter the **default general ledger account number** for the Freight account. F2 allows a search. This is the account number the system uses when the basis is set to **D-**default. The default GL number *does not* change if you change the basis to Freight. It always refers to the default basis.

Standard GLs II screen

1.   Inventory

Select the **basis** on which to build the distribution: the **D-**default G/L number or **I-**item GL posting table. CR initially defaults to D. If you select Item, the DSR posts to the Inventory GL number associated with the table assigned to each item in Item F/M.

Indicate whether the system should embed the **department** and/or **branch** numbers in the Inventory GL number. By default, these inputs are deselected, or in character, set to N. If the **Department Position** or **Branch Position** flags are set to 0 in SM Company Control F/M, these inputs are disabled.

Enter the **default general ledger account number** for the Inventory account. F2 allows a search. This is the account number the system uses when the basis is set to **D-**default. The default GL number *does not* change if you change the basis to Item. It always refers to the default basis.

2.   Cost of Goods Sold

Select the **basis** on which to build the distribution: the **D-**default G/L number or **I-**item GL posting table. CR initially defaults to D. If you select Item, the DSR posts to the Inventory GL number associated with the table assigned to each item in Item F/M.

Indicate whether the system should embed the **department** and/or **branch** numbers in the Cost of Goods Sold GL number. By default, these inputs are deselected, or in character, set to N. If the **Department Position** or **Branch Position** flags are set to 0 in SM Company Control F/M, these inputs are disabled.

Enter the **default general ledger account number** for the Cost of Goods Sold account. F2 allows a search. This is the account number the system uses when the basis is set to **D-**default. The default GL number *does not* change if you change the basis to Item. It always refers to the default basis.

3.   Credit Memo Allowance

Select the **basis** on which to build the distribution: the **D-**default G/L number or the **S-**sales G/L number for Sales Merchandise or Sales Miscellaneous (depending on the transaction). Press **Enter** (**CR**) to initially default to D. If you select **S**, the DSR posts to the GL number indicated in the Sales Merchandise entry or the Sales Miscellaneous entry located on Standard GLs I. Which GL number the system uses depends what the basis is set to in those entries.

Indicate whether the system should embed the **department** and/or **branch** numbers in the Credit Memo Allowance GL number. By default, these inputs are deselected. If the **Department Position** or **Branch Position** flags are set to 0 in SM Company Control F/M, these inputs are disabled.

Enter the **default general ledger account number** for the Credit Memo Allowance account. Press **F2** to search. This is the account number the system uses when the basis is set to **D-**default. The default GL number *does not* change if you change the basis to Sales. It always refers to the default basis.

4.   **Credit Memo Return**

Select the **basis** on which to build the distribution: the **D**-default G/L number or the **S**-sales G/L number for Sales Merchandise or Sales Miscellaneous (depending on the transaction). CR initially defaults to D. If you select Item, the DSR posts to the GL number indicated in the Sales Merchandise entry or the Sales Miscellaneous entry located on Standard GLs I. Which GL number the system uses depends what the basis is set two in those entries.

Indicate whether the system should embed the **department** and/or **branch** numbers in the Credit Memo Return GL number. By default, these inputs are deselected, or in character, set to N. If the **Department Position** or **Branch Position** flags are set to 0 in SM Company Control F/M, these inputs are disabled.

Enter the **default general ledger account number** for the Credit Memo Return account. F2 allows a search. This is the account number the system uses when the basis is set to **D-**default. The default GL number *does not* change if you change the basis to Sales. It always refers to the default basis.

5.   **Nonstocked Inventory**

Select the **basis** on which to build the distribution: the **D**-default G/L number or **I**-item GL posting table. CR initially defaults to D. If you select Item, the DSR posts to the Nonstocked Inventory GL number associated with the table assigned to each item in Item F/M.

Indicate whether the system should embed the **department** and/or **branch** numbers in the Nonstocked Inventory GL number. By default, these inputs are deselected, or in character, set to N. If the **Department Position** or **Branch Position** flags are set to 0 in SM Company Control F/M, these inputs are disabled.

Enter the **default general ledger account number** for the Nonstocked Inventory account. F2 allows a search. This is the account number the system uses when the basis is set to **D-**default. The default GL number *does not* change if you change the basis to Item. It always refers to the default basis.

6.   **Inter-Warehouse Cost of Goods Sold**

Select the **basis** on which to build the distribution: the **D**-default G/L number or **I**-item GL posting table. CR initially defaults to D. If you select Item, the DSR posts to the Inventory GL number associated with the table assigned to each item in Item F/M.

Indicate whether the system should embed the **department** and/or **branch** numbers in the Inter-Warehouse Cost of Goods Sold GL number. By default,

these inputs are deselected, or in character, set to N. If the **Department Position** or **Branch Position** flags are set to 0 in SM Company Control F/M, these inputs are disabled.

Enter the **default general ledger account number** for the Inter-Warehouse COG account. F2 allows a search. This is the account number the system uses when the basis is set to **D-**default. The default GL number *does not* change if you change the basis to Item. It always refers to the default basis.

7.   **Inter-Warehouse Accounts Receivable**

Select the **basis** on which to build the distribution: the **D**-default G/L number or **I**-item GL posting table. CR initially defaults to D. If you select Item, the DSR posts to the Inventory GL number associated with the table assigned to each item in Item F/M.

Indicate whether the system should embed the **department** and/or **branch** numbers in the Inter-Warehouse AR GL number. By default, these inputs are deselected, or in character, set to N. If the **Department Position** or **Branch Position** flags are set to 0 in SM Company Control F/M, these inputs are disabled.

Enter the **default general ledger account number** for the Inter-Warehouse AR account. F2 allows a search. This is the account number the system uses when the basis is set to **D-**default. The default GL number *does not* change if you change the basis to Item. It always refers to the default basis.

8.   **Non Inventory**

Select the **basis** on which to build the distribution: the **D**-default G/L number or **I**-item GL posting table. CR initially defaults to D. If you select Item, the DSR posts to the Inventory GL number associated with the table assigned to each item in Item F/M.

Indicate whether the system should embed the **department** and/or **branch** numbers in the Non Inventory GL number. By default, these inputs are deselected, or in character, set to N. If the **Department Position** or **Branch Position** flags are set to 0 in SM Company Control F/M, these inputs are disabled.

Enter the **default general ledger account number** for the Non Inventory account. F2 allows a search. This is the account number the system uses when the basis is set to **D-**default. The default GL number *does not* change if you change the basis to Item. It always refers to the default basis.

CRS Accounts screen

1.   **Restocking Fee**

Restocking fee transactions always post to the default GL number established on this tab. The restocking fee is the account credited if the customer is being charged a restocking fee. The customer may be returning $100.00 worth of goods but there may be a 15% restocking charge, which calculates to $15.00. The customer returns account is debited for $100.00 and the offset credit is AR - $85.00 and Restocking Fee - $15.00.

Indicate whether the system should embed the **department** and/or **branch** numbers in the Restocking Fee GL number. By default, these inputs are deselected, or in character, set to N. If the **Department Position** or **Branch Position** flags are set to 0 in SM Company Control F/M, these inputs are disabled.

Enter the **default general ledger account number** for the Restocking Fee account. F2 allows a search.

2.   Returned Inventory

Select the **basis** on which to build the distribution: the **D-**default G/L number, **C-**disposition code or **I-**item GL posting table. CR initially defaults to D. If you select Disposition Code, the DSR posts to the GL number entered in the CRS Returns Disposition Code F/M's Returned Inventory field for each code. If you select Item, the DSR posts to the Inventory GL number associated with the table assigned to each item in Item F/M.

Indicate whether the system should embed the **department** and/or **branch** numbers in the Returned Inventory GL number. By default, these inputs are deselected, or in character, set to N. If the **Department Position** or **Branch Position** flags are set to 0 in SM Company Control F/M, these inputs are disabled.

Enter the **default general ledger account number** for the Returned Inventory account. F2 allows a search. This is the account number the system uses when the basis is set to **D-**default. The default GL number *does not* change if you change the basis to Item or Disposition Code. It always refers to the default basis.

3.   Customer Returns

Select the **basis** on which to build the distribution: the **D-**default G/L number, **C-**disposition code or **I-**item GL posting table. CR initially defaults to D. If you select Disposition Code, the DSR posts to the GL number entered in the CRS Returns Disposition Code F/M's Returned Inventory field for each code. If you select Item, the DSR posts to the Inventory GL number associated with the table assigned to each item in Item F/M.

Indicate whether the system should embed the **department** and/or **branch** numbers in the Customer Returns GL number. By default, these inputs are deselected, or in character, set to N. If the **Department Position** or **Branch Position** flags are set to 0 in SM Company Control F/M, these inputs are disabled.

Enter the **default general ledger account number** for the Customer Returns account. F2 allows a search. This is the account number the system uses when the basis is set to **D-**default. The default GL number *does not* change if you change the basis to Item or Disposition Code. It always refers to the default basis.

4.   Return COGS

Select the **basis** on which to build the distribution: the **D-**default G/L number, **C-**disposition code or **I-**item GL posting table. CR initially defaults to D. If you select Disposition Code, the DSR posts to the GL number entered in the CRS Returns Disposition Code F/M's Returned Inventory field for each code. If you

select Item, the DSR posts to the Inventory GL number associated with the table assigned to each item in Item F/M.

Indicate whether the system should embed the **department** and/or **branch** numbers in the Return COG GL number. By default, these inputs are deselected, or in character, set to N. If the **Department Position** or **Branch Position** flags are set to 0 in SM Company Control F/M, these inputs are disabled.

Enter the **default general ledger account number** for the Return COGs account. F2 allows a search. This is the account number the system uses when the basis is set to **D-**default. The default GL number *does not* change if you change the basis to Item or Disposition Code. It always refers to the default basis.

Cash/Deposits screen

1. **Cash Drawer Discrepancy**

This input corresponds to the cash drawer feature in the Counter Sales program. If the cash drawer is either short or over when it is closed out, the amount will post to the General Ledger based on the distribution information set up at this prompt. The system only posts to the **D – default** G/L number.

Indicate whether the system should embed the **department** and/or **branch** numbers in the Cash Drawer Discrepancy GL number. By default, these inputs are deselected, or in character, set to N. If the **Department Position** or **Branch Position** flags are set to 0 in SM Company Control F/M, these inputs are disabled.

Enter the **default general ledger account number** for the Cash Drawer Discrepancy account. F2 allows a search.

2. **Deposits**

Select the **basis** on which to build the distribution: the **D-**default G/L number or **C-**Customer GL posting table. CR initially defaults to D. If you select Customer, the DSR posts to the Customer GL number associated with the table assigned to each customer in Customer F/M.

Indicate whether the system should embed the **department** and/or **branch** numbers in the Deposits GL number. By default, these inputs are deselected, or in character, set to N. If the **Department Position** or **Branch Position** flags are set to 0 in SM Company Control F/M, these inputs are disabled.

Enter the **default general ledger account number** for the Deposits account. F2 allows a search. This is the account number the system uses when the basis is set to **D-**default. The default GL number *does not* change if you change the basis to Customer. It always refers to the default basis.

3. **Deposits Earned**

Select the **basis** on which to build the distribution: the **D-**default G/L number or **R-**Reason Code. CR initially defaults to D. If you select Reason Code, the DSR posts to the GL number associated with each code in the Deposit Earned Reason Code F/M.

Indicate whether the system should embed the **department** and/or **branch** numbers in the Deposits Earned GL number. By default, these inputs are

deselected, or in character, set to N. If the **Department Position** or **Branch Position** flags are set to 0 in SM Company Control F/M, these inputs are disabled.

Enter the **default general ledger account number** for the Deposits Earned account. F2 allows a search. This is the account number the system uses when the basis is set to **D-**default. The default GL number *does not* change if you change the basis to Reason Code. It always refers to the default basis.

Technical Notes

FILES USED - GLMSTR, GLALPX

FILES UPDATED - SMCNTL

Static Control F/M (SOF980)

Function

The Static Control F/M consists of many flags and entries that activate or deactivate many of the features available in the Sales Order module. For instance, from this program you can determine whether or not to use job costing, past sales, cash drawer handling and quick customer creation, just to name a few of the possibilities. This program also enables you to show or hide certain header and line-item entry prompts for during entry in Blanket Sales Orders, Recurring Invoices, and the Customer Returns System.

CAUTION! Infor strongly advises that administrators place a password on this program. Changes should be made only with extreme caution and under the supervision of your Affiliate.

CAUTION! Several of the following inputs are marked with an *. This indicates that changes to these fields after initial installation may create errors throughout your system. Please call your Affiliate before making any changes.

The SO Static Control F/M contains six tabs of controls.

1.   Use tab

2.   Inventory tab

3.   Entries tab

4.   BSO tab

5.   Hazmat tab

6.   Miscellaneous tab

NOTE: This is a two-screen file maintenance. Press **N** - Next or **P** - Previous to toggle between the screens.

User Inputs

The following inputs are involved in creating the company SO Static Control Record:

Use Screen

1.   Use Job Cost

Enter whether to **N**-not use job cost at all, **Y**-use and post to job cost, or **P**-enter the job cost number in all sales order entry programs to print on the invoice but do not enter job cost detail information or post to job cost. CR initially defaults to N.

2.   Use Contract Pricing

Enter **N** or **Y** to indicate whether contract pricing is allowed in the sales order entry programs. CR initially defaults to N and contract prices are eliminated. If Y is entered, the Contract Price F/M may be used.

3. Use Period Sales Register

Enter **N** or **Y** to indicate whether the Period Sales Register is used. If Y is entered, the Period Sales Register is available. It N is entered the Period Register File is not used and the Period Sales Register is not available. CR initially defaults to N.

4. Use Invoice History

Enter **N** or **Y** to indicate whether invoice history is stored. If N is entered, the Invoice History File is not used and past invoice inquiry is not available. If Y is entered, the Invoice History File is active and inquiry into invoice history is available. CR initially defaults to N.

5. Use Past Sales

Enter **N** or **Y** to indicate whether to store past sales history for each customer by item and past sales tracking is used. If Y is entered, the Past Sales File is active. The Daily Sales Register updates the file; the file is used when inquiring by past sales in the Customer Inquiry, the past sales search by item in the line item portion of the sales orders entry programs, the Past Sales F/M, and the Past Sales Removal (see Past Sales F/M). If N is entered, the customer/item sales history is not stored. CR initially defaults to N.

6. Use Lost Sales

Enter **N** or **Y** to indicate if lost sales tracking is used. If N is entered, the Lost Sales File is not used and the Lost Sales Report is not available. If Y is entered, the Lost Sales File is active and the Lost Sales Report is available. Lost sales are calculated in the Daily Sales Register by subtracting the committed amount from the ordered amount when there is no backordered amount and enough available to fill the order (see Lost Sales F/M). CR initially defaults to N.

7. Use Line Discounts

Enter the type of line-item discounts allowed in the sales orders entry programs. Options are:

      % - percentage discounts may be entered.

      $ - dollar discounts may be entered.

      N - no line-item discounts are allowed and the line-item discount input is skipped.

      CR - initially defaults to N.

8. Use Invoice Discounts

Enter the type of invoice discount allowed in the ending routine of the sales orders entry programs. Options are:

      % - percentage discounts may be entered.

      $ - dollar discounts may be entered.

      N - no invoice discount is allowed and the invoice discount input is skipped.

      CR - initially defaults to N.

9.   Use Inside/2nd Slsp

Enter the type of salesperson/territory to use in addition to the salesperson assigned to the customer in the customer file in the header portion of the sales orders entry programs. Options are:

1 - use an inside salesperson only. Optional entry of inside salesperson. Commissions are not affected (inside salesperson receives no commission).

2 - use a second salesperson/territory. Optional entry of second salesperson/territory. Commissions are split at the rate input.

N - do not use an inside or a second salesperson/territory.

B - use both the inside salesperson and/or the second salesperson/territory. The user has the option in the header portion of the sales orders entry programs to use either or both.

CR   - initially defaults to N.

10.   Use Remote Order Entry

Indicate whether or not you want to use the Remote Order Entry system. This feature gives your customers a way to dial in and place orders directly.

11.   Use Cash Drawer Handling

When set to Y, this flag enables the cash drawer handling system, which can be accessed from the Counter Sales menu under Invoices. If this flag is set to No, the system allows users to make cash-type payments without requiring them to sign on to a cash drawer first.

*12. Use Routes

Enter **N** or **Y** to indicate if routing is used. If N is entered, the routing feature and its appearance in any of the sales orders programs is eliminated. If Y is entered, invoices may be printed by route number and the route must be released before the invoice appears on the Daily Sales Register. CR initially defaults to N.

13. Use Customer Creation

Enter **N** or **Y** to indicate if customer creation is to be allowed, meaning that if a customer is not on file at the time of Quote Entry, Work Order Entry, Direct Invoice Entry, Counter Sales Entry or Credit Memo Entry the user may then enter the customer information without exiting the program. CR initially defaults to N.

14. Use Returns Tracking

Enter **N** or **Y** to indicate whether to track returns from the sales orders System. If Y is selected the Daily Sales Register writes information to the Returns File. This information (item, description, warehouse, returns code, invoice number, etc., see Returns Report) can be printed by the Returns Report. If N is selected, the user still has to enter returns codes in the entry programs, as the system has to know whether the return is a return or allowance in order to update inventory quantities.

15. Multiple Warehouses

Enter **N** or **Y** to indicate whether to have the ability to ship from a warehouse other than the initiating warehouse in Sales Order entry. CR defaults to N.

16.   Order Booking

Enter the number of months (0-99) to store order booking data. Press F1 to enter Not Used as the default. Enter 99 to indicate to the system that you never want to delete order booking data.

Inventory Screen

1.   Allow Backorders

Enter **N** or **Y** to indicate whether backorders are allowed. If N is entered, backorders are not allowed and the backorder input in the sales orders entry programs is skipped. If Y is entered, backorders are allowed depending on how the **Allow Backorder** flag is set for the customer in the Customer F/M. CR initially defaults to N.

2.   Auto Reprint of Back Orders

Enter **N** or **Y** to indicate whether backorders should automatically be added to the Order Reprint File after the Daily Sales Register has been run. CR initially defaults to N.

3.   Default Price

Enter the hierarchy of the order in which the system is to look for prices for an item when determining the default price. When setting up this flag, the user must determine the order in which prices should be selected. Valid entries will be any combination of:

> **S** - standard price
>
> **L** - level prices for both quantity breaks or level breaks
>
> **Q** - quantity break
>
> **C** - contract pricing
>
> **X** - lowest price which includes all other options. Enter this option first if you want the system to search for lowest price. If it falls in any other order, the system will not look for this option.

The price search program is what the system uses to find the default price. The default price is found based on a number of factors including the quantity being sold, the selling and pricing units of measure on the sales order line item, the types of prices available for the item being sold as well as a number of system control flags (ref. 26).

4.   Default Cost

The cost entered her is used as the default cost in the Sales Order programs. The GL Cost of Goods Sold and the Inventory Asset accounts are affected by this cost. This cost is also pulled and used in the gross margin calculations. This cost is posted to Sales Analysis. Cost of Goods Sold, the expense related to inventory, is often the largest expense on the income statement. As a result,

improper accounting for inventory may have a major effect upon other reported financial statement items.

Enter the cost to use as the default cost in the sales orders entry programs.
Options are:

M - Manual cost from the Item File: This method is typically used in a manufacturing environment and results in an anticipated cost of producing and/or selling a unit. All manufacturing costs are charged to cost objects at standard cost.   Used when detailed or actual costs per unit are not used for management purposes. Costs are used to reflect the transfer of units between work in process to finished inventory or from finished inventory to cost of goods sold. The item's manual cost is tied to the item, not a warehouse or specific vendor. Both Item and Vendor manual costs are completely user defined. Changes to manual cost must be performed by the user.

A - Average cost from the Inventory Cost/Price File. The average unit cost computed is affected by the number of units purchased at various costs. The total of the number of units purchased plus the units on hand prior to the purchase is divided into total cost of goods available for sale. The cost of goods sold is stated at an amount less than obtained using LIFO but more than obtained under FIFO.

L - Last cost from the Inventory Cost/Price File. This method is typically used in a manufacturing environment. Also known as the replacement method, this option returns the cost of replacing inventory at current market prices. Last cost is not vendor specific. If an item is purchased from multiple vendors (primary, secondary, etc), it is important that as many vendor and item combinations as necessary are set up in the PO Vendor/Item F/M program, otherwise item values will be pulled which may not be desirable.

F - FIFO (first in first out) cost from the Inventory Cost/Price File. The costs of the first goods purchased are the first costs charged to cost of goods sold. Inventory consists of the newest units and their related costs. Balance sheet amounts for inventory are likely to approximate current market values. Offers a more precise matching of historical cost of goods sold with sales revenue.

O - LIFO (last in first out) cost from the Inventory Cost/Price File: The costs of the last goods purchased are the first costs sold. Item costs are normally closer to replacement costs and selling prices are frequently based on replacement costs. LIFO results in the largest cost of goods sold because the newest costs that are charged out of inventory are also the highest costs. Offers a more precise matching of historical cost of goods sold with sales revenue.

CR - initially defaults to the default cost set up in the Inventory Static Control Record.

5. **Default CM Terms Code**

Enter the terms code to use as the default terms code in Credit Memo Entry.
The entry must be a valid AR terms code.   Entering a valid terms code displays a partial description. F2 allows a search (ref. 30).

6. **Default Cash Customer**

Enter the customer number which is used as the default cash customer in Counter Sale Entry. The entry must be a valid customer. Entering a valid customer displays a partial description. F2 allows a search (ref. 30).

7.   **Min. Allowable G.M.%**

Enter the minimum allowable gross margin percent (+/-999). If the gross margin percent for the item falls below this number during quote, order, invoice or credit memo entry, a message is displayed and the user may continue. CR initially defaults to zero.

8.   **Max. Allowable G.M.%**

Enter the maximum allowable gross margin percent (+/-999). If the gross margin percent for the item is above this number during quote, order, invoice or credit memo entry, a message is displayed and the user may continue. CR initially defaults to zero.

9.   **Display G.M.%**

Enter whether **Q**-to only show the gross margin percentage during quote entry, **A**-to show the gross margin percentage in all the sales orders entry programs (except Counter Sale Entry), or **N**-never show the gross margin percentage. CR initially defaults to N. If Y is entered and the gross margin needs to be displayed in Counter Sales, see the technical notes in the Counter Sale Entry Program.

10. **Pick Ticket Quantity**

Enter one of the following values to indicate what type of item quantity to print on the pick ticket: **O** - print ordered quantity only (in ordered column). CR defaults to this value.

> **C** - print committed quantity and backordered quantity. The committed quantity is printed in the ordered column on preprinted forms. If the backordered quantity is too large for the column, it is printed on the next line.

11. **BOM on Pick Ticket**

Enter **N** or **Y** to indicate whether to print the component items of a bill of material item on the pick ticket. If the item's **BOM/Formula** flag is set to B in the Item F/M, the system prints the component items used to produce the bill of material item on the pick ticket. CR initially defaults to N.

12. **BOM On Invoice**

Enter **N** or **Y** to indicate whether to print the component items of a bill of material item on the invoice. If the item's **BOM/Formula** flag is set to B in the Item F/M, the system prints the component items used to produce the bill of material item on the invoice. CR initially defaults to N.

13. **BOM Update**

Enter **N** or **Y** to indicate whether to update the component items during the SO entry programs. If this flag is set to Y, the system checks the **Update in SO** flag of the MC BOM Entry Program to see how to handle assembling to BOM component items in SO. If this flag is set to N, BOM items are produced through manufacturing, regardless of the value in the **Update in SO** flag. CR initially defaults to N.

14. Post Actual Total

Enter whether you want to post **A** - actual total of LIFO/FIFO or **W** - weighted average. CR initially defaults to A.

15. Commit Last Item

This input enables users to have all available items committed on sales orders or leave one in inventory. The Commit Backorder program will look at this field when calculating the amount available to be committed to backorders. CR defaults to No.

16.   Post Temporary Items to Past Sales

If you sell temporary items and want to be able to view them in Customer Inquiry, Past Sales lookup in Sales Order Entry programs and maintain them in SO Past Sales F/M, select this flag (or set it to **Y**). Otherwise, the system will not maintain easily accessible information about the sales of temporary items.

Miscellaneous Screen

*1.   Charge Tax

Enter **N**-to skip tax input and do not charge tax, **Y**-charge tax based on the tax code and the item's taxable status, or **O**-allow the calculated tax amount to be overridden. This entry affects the ending routine of the sales orders entry programs (freight is taxed based on the **Tax Freight** flag in the Accounts Receivable Tax File). CR initially defaults to N.

2.   Charge Freight

Enter **N** or **Y** to indicate whether freight may be charged in the sales orders entry programs. If N is entered, the freight input is skipped and no freight is charged. If Y is entered, freight may be entered manually. CR initially defaults to N.

3.   OE Serial/Lot # Entry

Enter whether users **N**-do not assign serial numbers or lot numbers in Order Entry, **Y**-always assign the serial numbers or lot numbers in the line-item portion of Order Entry, or **M**-maybe, allow the option of assigning the serial numbers or lot numbers in Order Entry. CR initially defaults to N.

4.   POs for Direct Ships

Enter whether users **N**-do not allow the system to automatically create a purchase order for a direct shipment, **Y**-automatically create a purchase order for a direct shipment (**NOTE:** the system creates a PO, not a suggested PO), or **M**-maybe, allow the user the option at the time of Order Entry, Order Confirmation or Direct Invoice Entry to create the PO. CR initially defaults to N.

5.   Change Printed Invoice

Indicate whether to allow changes to printed invoices: **Y**es = allow changes, **N**o = do not allow changes or **P**assword = changes allowed if a password is supplied. If **P** is selected, use the override password set up in **System Management → File Maintenance → Company Control F/M**.

6.   **DSR Recap Options**

Enter whether to print **T**-terminal code, **W**-warehouse, **S**-salesperson/territory, **C**-terms code, **D**-department recaps and/or **R**-remote sales on the Daily Sales Register. CR initially defaults to none (blanks). F2 defaults to none (blanks).

8.   **DSR Recap Period-To-Date**

Enter **N** or **Y** to indicate if the period-to-date recap should be included when printing the Daily Sales Register. CR initially defaults to N.

In the Pick Ticket section of the screen, complete the following:

9.   **Quantity**

Enter one of the following values to indicate what type of item quantity to print on the pick ticket: O -   print ordered quantity only (in ordered column). Press Enter (CR) to default to this value.

C   -   print committed quantity and backordered quantity. The committed quantity is printed in the ordered column on preprinted forms. If the backordered quantity is too large for the column, it is printed on the next line.

10. **Print by Location**

Enter N or Y to indicate if pick tickets should be printed in location order. If Y is entered, the items print in location order. If N is entered, the pick tickets print in the order that the items were entered. Press Enter (CR) to initially default to N.

11. **Print Alt Locations**

Enter Y or N to indicate whether alternate bin locations print on the pick ticket.

12. **Allow Print if Not Complete**

Indicate whether you want to allow the optional printing of sales orders that are not ready to ship.

This field is used at the end of sales order entry and the Pick Ticket Print program to dictate if you are prompted to print the initiating warehouse pick ticket for an order that is not ready to ship. If an order or line is "eligible to ship", it means the order has met the requirements to ship according to the ship complete status and the amount of committed stock on the order.

13. **Commit In Confirmation**

Enter **Y** or **N** to indicate whether to allow entry of a committed quantity in order confirmation.

14. **Freight Default Code**

In the Quote Entry header, the freight code can be set to one of three options: **P**-Prepaid, **C**-Collect, **B**-Bill Later or **A** - Prepay/Add. Use this flag to set the default for all quotes. Users will be able to change the flag on individual documents.

Entries Screen

The following controls relate to several fields in the SO Entry programs (Quote Entry, Blanket Sales Orders, Recurring Invoices, and the Customer Returns System:

1.   Recalc user override cost when import/convert quote

Indicates whether to recalculate user-overridden costs for items when a quote is imported to another quote or converted to a sale order. If you do not select this option, the quote or new sale order will use the old user-entered cost.

The inputs below apply to settings for Blanket Sales Orders, Recurring Invoices, and the Customer Returns System.

2.   Cost

This flag determines to what extent users can change the cost for line items during entry in Blanket Sales Orders, Recurring Invoices, and the Customer Returns System. Enter : N-Do Not Allow Change of Item Cost hides the prompt during line-item entry. Y

-Initially Prompt for Cost tells the system to stop at the cost prompt so users can enter information. If the flag is set to B-Allow Backing into Cost Field, the system initially skips this prompt in the entry process, but allows users to back into it and edit the cost from later prompts. This is useful if default information is set in the system, but the default may work in every case.

Cost prompts for other SO entry programs are controlled from the SO Line Item Entry Options F/M discussed later in this chapter.

2.   Commission %

This prompt determines to what extent users can change commission percentage in during entry in Blanket Sales Orders, Recurring Invoices, and the Customer Returns System line-item sections. Enter: N-Do Not Allow Change of Item Comm% hides the prompt during line-item entry. Y-Initially Prompt for Item Comm% allows users to change commission when they enter the field. B-Allow Backing into Cost Field tells the system to initially skip the prompt but then allows users to back into the prompt and change the information later.

Comm% prompts for other SO entry programs are controlled from the SO Line Item Entry Options F/M discussed later in this chapter.

3.   Taxable Flag

The taxable flag (Y or N) in during entry in Blanket Sales Orders, Recurring Invoices, and the Customer Returns System determines whether the item someone is entering should be taxed. This flag determines to what extent users will be able to change this flag during entry in Blanket Sales Orders, Recurring Invoices, and the Customer Returns System line-item section. Enter: N-Do Not Allow Change of Item Taxable Flag hides the prompt during line-item entry, Y-Initially Prompt for Taxable Flag allows users to choose between taxable and non-taxable when they enter the field, or B-Allow Backing into Taxable Flag Field tells the system to initially skip the prompt but then allows users to back into the prompt and change the information later.

Taxable fields for other SO entry programs are controlled from the SO Line Item Entry Options F/M discussed later in this chapter.

4.   **GL Table**

The Change GL Table flag during entry in Blanket Sales Orders, Recurring Invoices, and the Customer Returns System determines which GL posting table an item will post to when the Daily Sales Register is run. This flag determines to what extent users will be able to change this flag in the during entry in Blanket Sales Orders, Recurring Invoices, and the Customer Returns System line-item section. Enter: N-Do Not Allow Change of Item GL Table hides the prompt during line-item entry, Y-Initially prompt for Taxable Flag allows users to change the GL table number when they enter the field, or B-Allow Backing into Taxable Flag Field tells the system to initially skip the prompt but then allows users to back into the prompt and change the information later.

GL Table fields for other SO entry programs are controlled from the SO Line Item Entry Options F/M discussed later in this chapter.

BSO Screen

1.   **BSO Default Update Usage**

Enter **N** or **Y** to indicate the default for updating usage for blanket order line items. For each line item entered on a blanket sales order, the user sets an **update usage** flag. This flag tells the system when the item is sold, whether to update the usage of that item. When usage of an item is updated, this affects the restocking controls and the information calculated and printed on the Replenishment Report. When usage is not updated the system does not consider that usage in replenishment. CR initially defaults to N.

2.   **BSO Override Usage Flag**

For each line item entered on a blanket sales order, the user sets an **update usage** flag. This flag tells the system when the item is sold, whether to update the usage of that item (see previous input). Enter whether to allow the user to override this update usage flag for blanket order line items. Options: **Y** - Always allow override, **N** - Never allow override or **P** - Allow override if warehouse approval password is entered. CR initially defaults to Y.

3.   **BSO Lead Time Add Days**

Enter the default number of days to add to the lead time for release of blanket orders (0-999). For each line item entered on a blanket sales order, the user may enter additional days to add to the lead time for that item to be released. The lead time entered in this static record may be overridden by line item. This add days feature allows the user to enter any additional padding that might be needed for that item. For example, some items might require an additional day of padding due to where the item is stored or how long is takes to process an order for the item. CR initially defaults to 0.

4.   **BSO Release Basis**

Enter the default release basis for blanket sales orders. Options: **L** - Longest lead time of all items for a specific date, **F** - Fixed number of days or **G** - Greater of longest lead time and fixed number of days.

CR initially defaults to L. This release basis determines whether the release date is calculated based on lead time, based on a fixed number of days or the greater of the two. If set to the greater of the two, the system looks at both the fixed number of days set for the blanket order and compares to the longest lead time of all items on the order. Whichever is greater is what is then used to calculate the release date.

5.   BSO Fixed Release Days

This input is only available if F or G was entered in the previous input. Enter the default value for the fixed number of days for blanket order release. This is the default for the fixed days field in the Blanket Sales Order Entry program and may be overridden by each blanket order.

Hazmat Screen

1.   Use MSDS System

Enter **Y** or **N** to indicate whether to use the Material Safety Data Sheet (MSDS) System. If N is entered here, the MSDS programs are not available.

2.   Use DOT Bills Of Lading

Enter **Y** or **N** to indicate whether to use DOT bills of lading. If N is entered here, the bills of lading programs are not available.

3.   Hazmat Emergency Contact

Enter the name to contact in case of an emergency involving hazardous materials.

4.   Hazmat Emergency Phone Number

Enter the phone number to contact in case of an emergency involving hazardous materials.

SO Static Use screen

1. Use Job Cost

Enter whether to **N**-not use job cost at all, **Y**-use and post to job cost, or **P**-enter the job cost number in all sales order entry programs to print on the invoice but do not enter job cost detail information or post to job cost. CR initially defaults to N.

2. Use Contract Pricing

Enter **N** or **Y** to indicate whether contract pricing is allowed in the sales order entry programs. CR initially defaults to N and contract prices are eliminated. If Y is entered, the Contract Price F/M may be used.

3. Use Period Sales Register

Enter **N** or **Y** to indicate whether the Period Sales Register is used. If Y is entered, the Period Sales Register is available. It N is entered the Period

Register File is not used and the Period Sales Register is not available. CR initially defaults to N.

4. Use Invoice History

Enter **N** or **Y** to indicate whether invoice history is stored. If N is entered, the Invoice History File is not used and past invoice inquiry is not available. If Y is entered, the Invoice History File is active and inquiry into invoice history is available. CR initially defaults to N.

```
 Static Control F/M (SOF980)                                          _ □ ✕
Help

01-Demo Company              Static Control F/M                      SOF980

  1. Job Cost              Y
  2. Contract Pricing      Y
  3. PD Sales Register     Y
  4. Invoice History       Y
  5. Past Sales            Y
  6. Lost Sales            Y
  7. Line Discounts        $
  8. Invoice Discounts     %
  9. Inside/2nd Slsp       B
 10. Remote Order Entry    Y
 11. Cash Drawer Handling  Y
 12. Routes                N
 13. Customer Creation     Y
 14. Returns Tracking      Y
 15. Multiple Warehouses   Y
 16. Order Booking         99




Use, Inventory, Miscellaneous, Entries, BSO, Hazmat
Line to Change (F2-Cont), D-Delete, F4-End |..
```

01-Specialty Distributors, Inc., Static Control F/M (SOF980)

Help

| Use | Inventory | Miscellaneous | Entries | BSO | Hazmat |

Allow Backorders ☑

Auto Reprint of BOs ☑

Default

Price   QLSX

SO Cost   O - LIFO Cost   Ser/Lot Cost   A - Averaged Actual

CM Terms Code   CM   Credit Memo

Cash Customer   ZZZZZZCASH   CASH

BOM on

Pick Ticket ☑

Invoice ☑

Update ☑

Min Allowable G.M.%   10   Post Actual Total   W - Weighted

Max Allowable G.M.%   200   Commit Last Item ☑

Display G.M.%   A - All Entries

Save   Delete   New   Exit

Allow backorders?

Static Control F/M (SOF980)

Help

```
01-Specialty Distributors, InStatic Control F/M                    SOF980

   1. Allow Backorders     Y
   2. Auto Reprint of BOs  Y
   ─────────────────── Default ───────────────────
   3. Price                QLSX
   4. SO Cost              O         Ser/Lot Cost A
   5. CM Terms Code        CM Credit Memo
   6. Cash Customer        ZZZZZZCASH CASH

   7. Min Allowable G.M.%    10      13. Post Actual Total    W
   8. Max Allowable G.M.%   200      14. Commit Last Item     Y
   9. Display G.M.%          A

       ──────── BOM on ────────
  10. Pick Ticket          Y
  11. Invoice              Y
  12. Update               Y




Use, Inventory, Miscellaneous, Entries, BSO, Hazmat
Line to Change (F2-Cont), D-Delete, F10-Menu, F4-End ..
```

```
 Static Control F/M (SOF980)                                      _ □ X
 Help

 01-Specialty Distributors, InStatic Control F/M              SOF980
            ─────── Charge ───────
   1. Tax                      0          12. Commit in Confirmation  Y
   2. Freight                  Y          13. Freight Code Default    P

   3. OE Serial/Lot# Entry     M
   4. POs for Direct Ships     M
   5. Change Printed Inv       Y
            ─────── DSR Recap ───────
   6. Options                  TWSCDR
   7. Pd-to-Date               Y
            ─────── Pick Ticket ───────
   8. Quantity                 C
   9. Print by Location        N
  10. Print Alt Locations      Y
  11. Allow Print if Not Ready Y


 Use, Inventory, Miscellaneous, Entries, BSO, Hazmat
 Line to Change (F2-Cont), D-Delete, F10-Menu, F4-End ..
```

```
 01-Specialty Distributors, Inc., Static Control F/M (SOF980)          _ □ X
 Help

 ┌─────────┬───────────┬──────────────┬─────────┬────────┬────────┐
 │   Use   │ Inventory │ Miscellaneous│ Entries │  BSO   │ Hazmat │
 └─────────┴───────────┴──────────────┴─────────┴────────┴────────┘

             ☑ Recalc user override cost when import/convert quote

    ┌─BSO, Recurring and CRS──────────────────────────────┐
    │  Cost    [Y - Initially Prompt For Cost        ▼]   │
    │  Comm%   [Y - Initially Prompt For Comm%       ▼]   │
    │  Taxable Flag [N - Do Not Allow Change of Item Taxable Flag ▼] │
    │  GL Table [N - Do Not Allow Change of Item GL Table ▼] │
    └─────────────────────────────────────────────────────┘




                          [ 💾 Save ] [ ✖ Delete ] [ New ] [ 🚪 Exit ]

 Recalculate user override cost when import/convert a quote?
```
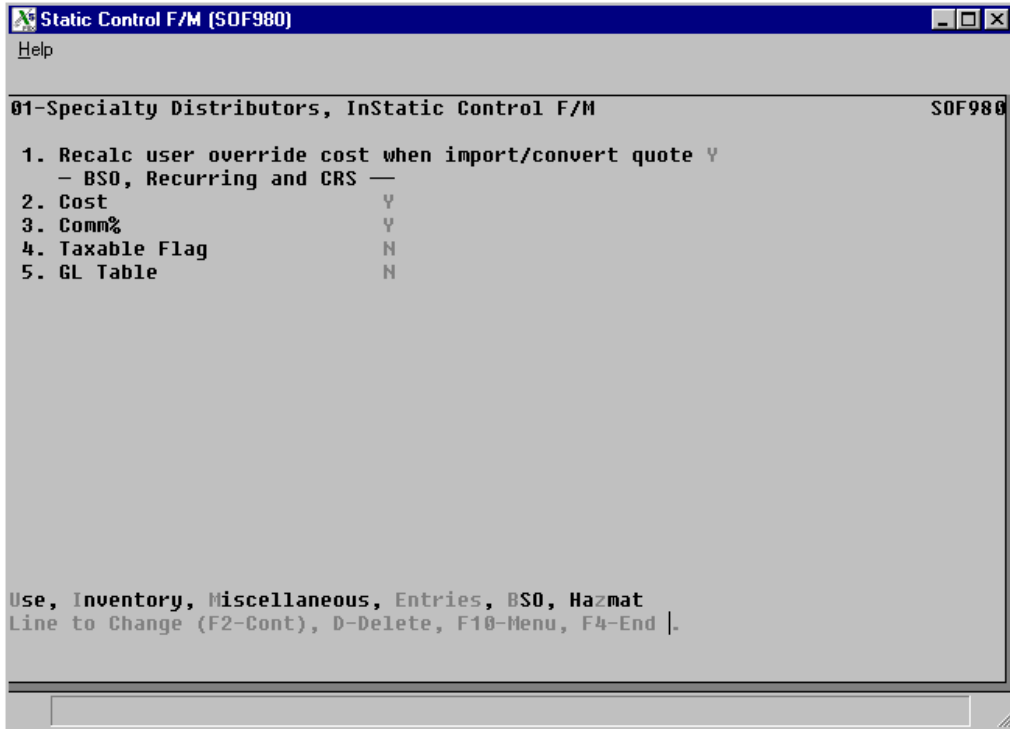
```
Static Control F/M (SOF980)                                      [_][□][X]
Help

01-Specialty Distributors, InStatic Control F/M                    SOF980

  1. Recalc user override cost when import/convert quote Y
     — BSO, Recurring and CRS —
  2. Cost                        Y
  3. Comm%                       Y
  4. Taxable Flag                N
  5. GL Table                    N




Use, Inventory, Miscellaneous, Entries, BSO, Hazmat
Line to Change (F2-Cont), D-Delete, F10-Menu, F4-End |
```

01-Specialty Distributors, Inc., Static Control F/M (SOF980)

Help

| Use | Inventory | Miscellaneous | Entries | BSO | Hazmat |

Default Update Usage   ☑

Override Usage Flag   N - Never Allow Override of Default Update Usage Flag

Lead Time Add Days   7

Release Basis   G - Greater of Longest Lead Time and Fixed Number of Days

Fixed Released Days   0

[Save]   [Delete]   [New]   [Exit]

Enter default update usage flag for blanket order entry

Static Control F/M (SOF980)

Help

01-Specialty Distributors, InStatic Control F/M   SOF980

1. Default Update Usage   Y
2. Override Usage Flag   N
3. Lead Time Add Days   7
4. Release Basis   G
5. Fixed Released Days   0

Use, Inventory, Miscellaneous, Entries, BSO, Hazmat
Line to Change (F2-Cont), D-Delete, F10-Menu, F4-End .

Technical Notes

FILES USED - ARCUST, ARCALX, ARPHOX

FILES UPDATED - SMCNTL

Nonstatic Control F/M (SOF990)

Function

This program allows the user to create and maintain the company SO Nonstatic Control Record. The SO Nonstatic Control Record is critical to the proper functioning of the SO System. The record contains information that the SO System references in performing various functions.

CAUTION! It is strongly advised that a password be employed on this program. Changes should be made only with extreme caution and under the supervision of your dealer.

Nonstatic Control F/M (SOF990)	_ □ X

Current SO Period   09/1997   **SEP**
Date of Last EOP Update 09/01/1997
Last Recurring Post Date 09/30/1999   ⊘
Date of Last Release Register 11/24/1998
Terminal Running DSR   ⊘ 🔍 **Not Running**
Term Running Release Register   ⊘ 🔍 **Not Running**

💾 Save
✖ Delete
New
🚪 Exit

Last Document #

Quote #	000817	Credit Memo #	00902
Order #	000700	Daily Sales Register #	0880
Invoice #	002134	Remote Order #	00050
Counter Sale #	00694	Blanket Order #	000200
Direct Invoice #	00374	BSO Release Register #	0069

Enter Current Sales Orders Period

```
┌─────────────────────────────────────────────────────────────────────────┐
│ ╲ Nonstatic Control F/M (SOF990)                              _ □ ×       │
├─────────────────────────────────────────────────────────────────────────┤
│ Help                                                                      │
│                                                                           │
│ 01-FACTS 7.5 Development     Nonstatic Control F/M              SOF990     │
│                                                                           │
│   1. Current SO Period        09/2004 SEP                                 │
│   2. Date of Last EOP Update  09/01/2004                                  │
│   3. Last Recurring Post Date 09/01/2004                                  │
│   4. Date of Last Release Reg 09/28/2004                                  │
│   5. Terminal Running DSR      Not Running                                │
│   6. Term Running Release Reg  Not Running                                │
│   ─────────── Last Document # ───────                                     │
│   7. Quote #                  000915                                      │
│   8. Order #                  002282                                      │
│   9. Invoice #                002119                                      │
│  10. Counter Sale #           00580                                       │
│  11. Direct Invoice #         00270                                       │
│  12. Credit Memo #            00116                                       │
│  13. Daily Sales Reg #        0652                                        │
│  14. Remote Order #           00008                                       │
│  15. Blanket Order #          000195                                      │
│  16. BSO Release Reg #        0068                                        │
│                                                                           │
│                                                                           │
│  Enter Line #, D-Delete, F10-Menu, F4-End │..                            │
│                                                                           │
└─────────────────────────────────────────────────────────────────────────┘
```

User Inputs

The following inputs are involved in creating the SO Company Nonstatic Control Record:

1.   Current Period

Enter the sales orders current period (PPYY). CR initially defaults to the current GL period. The system maintains this information after live processing begins.

2.   Date Of Last End-Of-Period Update

This is the most recent date that the SO End-of-Period Update was run. CR initially defaults to 010101.

3.   Last Recurring Post Date

This is the last date the Post Recurring Invoices Program was run. If recurring invoicing is to be used, enter the last date of the previous month. CR initially defaults to 010100 (N/A) indicating that recurring invoicing is not used. F1 defaults to N/A indicating recurring invoicing is not used (ref. 10).

The system uses the following prompts to track document and register numbers and maintains the values after live processing begins. As FACTS updates a register or a user completes document header, the last number used increases by one.

⊃   During installation, make sure these fields are set to 0 (press CR).

4.   Last Quote #

5.   Last Order #

6.   Last Invoice #

7.   Last Counter Sale #

8.   Last Direct Invoice #

9.   Last Credit Memo #

10.   Last Daily Sales Register #

11.   Last Remote Order #

12.   Last Blanket Order #

13.   Last Blanket Release Register #

*14.   Terminal Running DSR

Enter the 3-character ID of the terminal that is currently running the SO Daily Sales Register. Enter blanks to indicate that the register is not running. The register usually sets this field automatically. You can override it if, for instance, a user has aborted out of a register and you need to set this field back to blanks. F2 allows a search of terminal IDs.

NOTE: You must enter a password to access this field.

*15.   Terminal Running Release Register

Enter the 3-character ID of the terminal that is currently running the BSO Release Register. Enter blanks to indicate that the register is not running. The register usually sets this field automatically. You can override it if, for instance, a user has aborted out of a register and you need to set this field back to blanks. F2 allows a search of terminal IDs.

NOTE: You must enter password to access this field.

*16.   Date Of Last Release Register

This is the last date the BSO Release Register was updated. If blanket sales orders are to be used, enter the last date of the previous month. CR initially defaults to 010100.

Technical Notes

FILES UPDATED - SMCNTL

Rebuild SO Sort Files (SOU990)

Function

This program enables you to rebuild sort files, which may not be up to date with the rest of the system.

Sort files are an alternate sort order of another file and used throughout FACTS so users can report or retrieve information in an order other than the order in which the main file is stored. For example, the records of the Customer File (ARCUST) are stored in customer number order. To access this file in alphabetical order requires a sort file (ARCALX), which is stored in customer number by alpha lookup order. The corresponding record in the main file may then be accessed for the needed information.

The Rebuild SO Sort Files Program offers a way to "clean up" these alternate files, but it should only be run under the supervision of your Affiliate.

User Inputs

The following inputs are involved in rebuilding SO sort files:

1. SOCSTX

Enter **N** or **Y** to indicate whether to rebuild **SOCSTX**. This file is the SO document by Customer Sort File to the Sales Orders Document File (SORDER). This sort file is used in the printing of the Order Status Report by customer and in the sales order Document Inquiry. CR defaults to N.

2. SOITMX

Enter **N** or **Y** to indicate whether to rebuild **SOITMX**. This file is the SO document by warehouse by Item Sort File to the Sales Order Document File (SORDER). This sort file is used in the printing of the Order Status Report by item and in the Items-in-Process Inquiry when inquiring by item. CR defaults to N.

3. SOIPRX

Enter **N** or **Y** to indicate whether to rebuild **SOIPRX**. This file is the SO confirmed invoice/credit memo ready-for-Invoice Print/Reprint Sort File to the Sales Orders Document File (SORDER). The file is used in the printing of invoices and credit memos. CR defaults to N.

4. SOREGX

Enter **N** or **Y** to indicate whether to rebuild **SOREGX**. This file is the SO Pick Tickets/Invoices/Credit Memos Ready-For-Register Sort File to the Sales Orders Document File (SORDER). The file is used in the Daily Sales Register to determine which orders are printed and updated. CR defaults to N.

5. SOQCSX

Enter **N** or **Y** to indicate whether to rebuild **SOQCSX**. This file is the SO quote by Customer Sort File to the Sales Orders Quote File (SOQUOT). The file is

used in the Customer Inquiry when inquiring by quote and the Quote Listing when printing by customer. CR defaults to N.

6. SOQALX

Enter **N** or **Y** to indicate whether to rebuild **SOQALX**. This file is the SO quote by Customer Alpha Lookup Sort File to the Sales Orders Quote File (SOQUOT). The file is used in the quote search when inquiring by alpha lookup and the Quote Listing when printing by alpha lookup. CR defaults to N.

7. SOOPRX

Enter **N** or **Y** to indicate whether to rebuild **SOOPRX**. This file is the SO Pick Ticket Print/Reprint Sort File to the Sales Orders Document File (SORDER). This file is used in the Pick ticket Print Program. CR defaults to N.

8. SOQUIX

Enter **N** or **Y** to indicate whether to rebuild **SOQUIX**. This file is the SO Quote By Item Sort File to the Sales Orders Quote File (SOQUOT). This file is used in the quote search in line-item portion of the sales order entry programs. CR defaults to N.

9. SOBITX

Enter **N** or **Y** to indicate whether to rebuild **SOBITX**. This file is used throughout the SO System to sort BOM component items by warehouse, document number, line number, and BOM component line number. CR defaults to N.

10. SOBPRX

Enter **N** or **Y** to indicate whether to rebuild **SOBPRX**. This file is used to print BOLs for all documents that have not yet had a BOL to print. CR defaults to N.

Technical Notes

FILES USED - SMCNTL, SORDER, SOQUOT, SOCTSG

FILES UPDATED - SOCSTX, SOITMX, SOREGX, SOQCSX, SOQALX, SOIPRX, SOOPRX, SOQUIX

```
Rebuild SO Sort Files (SOU990)                                    _ □ ×

 Help


01-FACTS 7.5 Development        REBUILD SO SORT FILES              SOU990

SOIPRX |
SOREGX
SOOPRX
SOBITX
SOBPRX











THIS PROGRAM IS NOT TO BE RUN WITHOUT SYSTEM MANAGER'S SUPERVISION!

REBUILD INVOICE PRINT/REPRINT SORT FILE - SOIPRX? (N/Y), F4-END
```
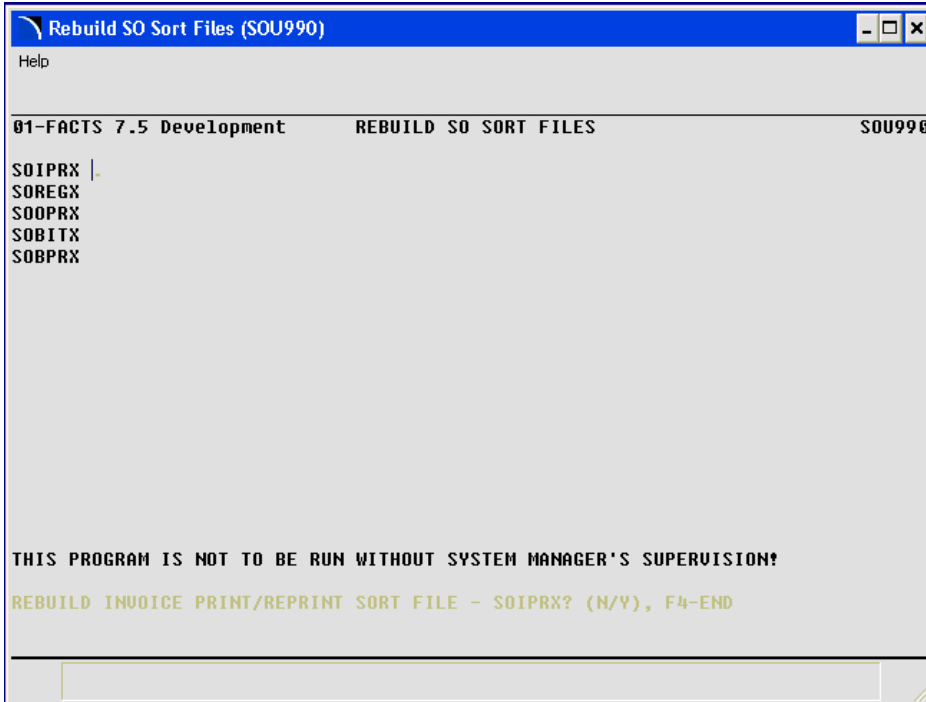
Remote Order Entry

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

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

Enter new sales orders and edit pending orders through Remote Order Entry. Create and maintain item numbers to be used in the Remote Order System through Remote Customer/Item File Maintenances. Perform system inquiries for quotes, open sales orders, past invoices, past purchases, pricing, ship-to's, notes, and MSDS information (when applicable) through Customer Inquiry. Perform system inquires into sales analysis information for customer/item numbers month-to-date and year-to-date activity through Sales Analysis Inquiry. Send messages to your distributor's contact through General Message Entry.

Signing on

From the Sign-On Screen, follow these steps to sign on to the system and access the Remote Order Entry Menu.

User Inputs

1. User Code

Enter your user code or press **F4-Exit** to exit the system. If an incorrect entry is made, press **CR** to reenter the code.

2. Password

Enter your password or press **F4-Backup/Exit** to backup/exit the system. The password will not display on screen. If an incorrect entry is made, press **CR** to reenter the password.

Note: If at any time during the sign-on process the following message appears: **Contact the system administrator - code XX**, please make note of the code number and contact your distributor.

Signing Off

From the main Remote Order screen, type "**OFF**" and press **CR**.
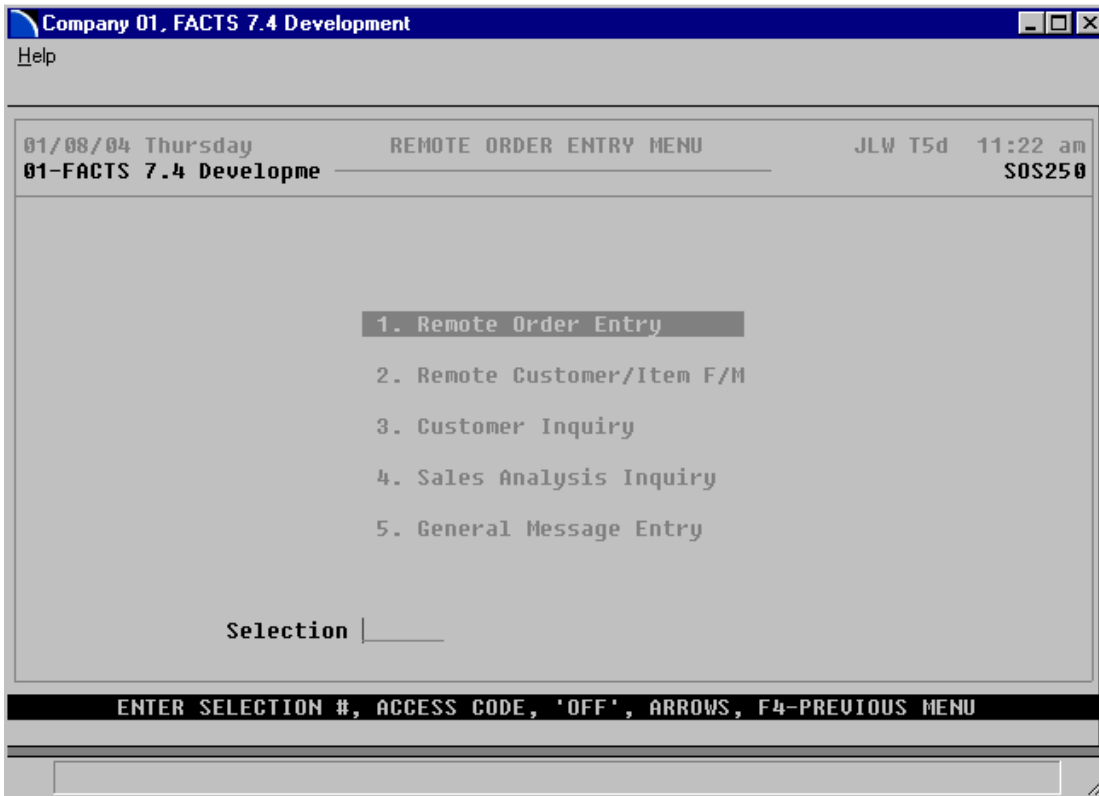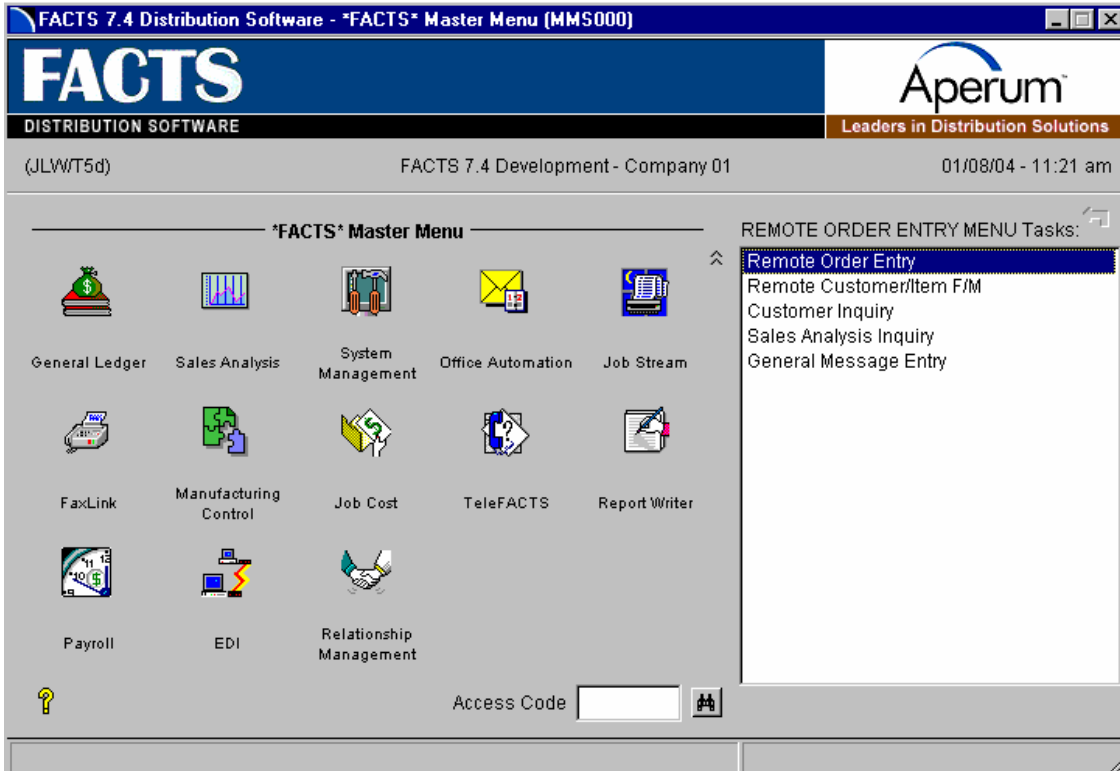
Remote Order Entry Menu

Remote Order Entry (SOE610)

Function

This program allows you to enter remote orders, change existing orders and delete orders. **Note:** Orders that have been accessed by the distributor cannot be changed or deleted. You must call your distributor (system administrator) to have these order changed or deleted.

The Remote Order Entry screen consists of three sections:

- header, containing order number, request date, etc.
- line-item detail, containing the items, quantities, etc.
- ending routine, which consists of the final inputs prior to completion of the order.

Overview

Enter a Remote Order

1. From the ROE main menu, select Remote Order Entry.
2. Press CR for the system to assign the next available document number.
3. Enter the required header information.
4. Enter the line-item detail and memo line information.
5. Complete the ending routine.
6. Enter another return, or return to the ROE main menu.

Edit a Remote Order

1. From the ROE main menu, select Remote Order Entry.
2. Enter the document number to edit. The order number will not be accessible if it has been reviewed by the distributor. *HOLD* will display on screen, if the order is on hold. Contact the system administrator for further assistance.
3. Make all required changes to the header by pressing **F2-Change Header**, or enter the line number of the line-item/memo line to change.
4. Press **F3-End** to access the ending routine.
5. Enter another return to edit, or return to the ROE main menu.

Delete a Remote Order

1. From the ROE main menu, select Remote Order Entry.
2. Enter the document number to delete. If the order number will not be accessible if it has been reviewed by the distributor. Call your system administrator for further assistance.
3. Enter **D-**Delete and press **CR** to continue.
4. The system prompts "**Are you sure you want to delete the entire document (y/n)?**
   Answer **YES**. The system will remove each line item and the entire order from the system.

User inputs

Header Entry

1. Order Number

To create a new document, press **CR** to have the system assign the next available number. To recall an existing document, enter the document number, up to 6 digits. All remote order documents begin with "R".

2. Ship To

The default ship-to number displays. Access this input by pressing **F4-Backup** from the INIT Whse prompt. The ship-to address may be different from the customer address. If the desired address is not on file, contact your system administrator. **Note:** If your company's system is integrated with Clippership, the system may restrict you from editing this information once Clippership has begun processing this order for shipment.

3. Initiating Warehouse

The default warehouse assigned by your distributor displays. Press **CR** to accept the default.

4. Request Date

Enter the requested order date. **F1** defaults to **ASAP**. **NOTE**: If one or two digits are entered in the date input, the system assumes the digits entered are the day of the current month, and year. If three or four digits are entered in the date input, the system assumes the digits entered are the day and the month of the current year. Press **F3** for default values (ref. 1).

5. Ship Via

The default ship via displays. Access to this prompt may be restricted.

6. Purchase Order Number

Enter the purchase order number. This field may be required.

The user also has the option to enter a display code:

> **A** - Add. Use this option to add line items (ref. 9).
>
> **D** - Delete. Use this option to remove the current document (ref. 10).
>
> **F** -   Use this option to display the line numbers on this order which contain the selected item number.
>
> **W** - Use this option to change the default ship via for the selected warehouse.
>
> **F2** - Change UM. Use this option to select a different selling unit of measure. (ref. 11)
>
> **F3** - Change Shipping Warehouse. Use this option to change the default shipping warehouse. Access to this function may be restricted.

7.   Ordered By

Enter the name of the person who placed the order. Press F4 to backup to the previous field.

8.   **Ship Complete**

Enter the default ship complete status for the initiating warehouse, or press F4-Backup to return to the preceding input.

You can select from the following options:

N Allow Partial--Indicates you want to allow the shipped quantity to be less than the ordered quantity for the initiating warehouse for this customer.

Y Ship Complete--Indicates you want all lines to ship complete for the initiating warehouse for the specified customer.

B Balance Complete—Indicates you want to allow to all lines to ship partial in the first shipment for the initiating warehouse for this customer. Once a warehouse is processed through the DSR, the status is changed to ship complete.

9.   **Order Priority**

Enter the default order priority, or press F4-Backup to return to the preceding input. You can select from the following options:

N Normal—Indicates that orders for this customer have no special priority.

R Rush—Indicates that you want to advise the warehouse, via the pick ticket, that this customers orders are rush orders.

H Service Hold—Indicates that you want orders for this customer not to be shipped due to a non-credit-related reason.

Line-Item Entry

1.   **Item Number**

Enter the item number, interchange number, or a customer item number, (up to 20 characters). Upon entry, the system displays description 1 and 2, item class, and vendor. Press **F2-Search** to search for items in alpha order or item number order (ref. 2). Memo lines may be entered, as necessary (ref. 3).

2. Order Quantity

Enter quantity to order (up to nine digits) (ref. 5).

The following display codes are available:

> **Q** -   Quotes. Use this option to view quote details for this customer. Access to   this prompt may be restricted.
>
> **N** -   Notes. Use this option to view any notes regarding this customer that have been entered through the Customer Inquiry program. Access to this prompt may be restricted.
>
> **S** -   Substitutes. Use this option to display substitute item number, description 1 and the unit of measure for this item. The system automatically exchanges the substitute item number for the original item.
>
> P -   Past Purchases. Use this option to display the past three purchases of this item. Access to this function may be restricted.

3. Commit Quantity

Enter the quantity of the distributor's stock to be set aside for this line-item. **CR** defaults to the order quantity. The committed plus backordered quantities must equal the order quantity.

4. Backorder Quantity

If the order quantity equals the committed quantity, this input is skipped. **CR** defaults to the difference between the ordered amount and the committed amount. The committed plus backordered quantities must equal the order quantity. If backorders are not allowed, this input is skipped.

Remote Order Entry

This concludes line item entry. Upon completion of the line item entry portion of the programs, the ending routine portion begins.

Ending Routine

The ending routine consists of the final inputs prior to completion of the remote order document.

Enter the Ending Routine

1. Optionally, enter a document memo. The default memo will display.

2. Optionally, **Print initiating warehouse pick ticket now?** This input will appear only if the remote order is not on hold. Once the order is printed, it can no longer be accessed. The pick ticket prints at the distributor's warehouse. Access to this option may be restricted.

Remote Customer/Item F/M (SOF545)

Function

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

Overview

Enter a Customer Item Number

1. From the ROE main menu, select Customer Item F/M.
2. Enter the customer's item number, system item number, (optionally) customer description, the default selling unit of measure.
3. The system prompts "**OK to Add (Y/N)?"**, answer **Y**es to add or **N**o to change or delete the entry.
4. Enter another association or press **F4-**End.

Edit a Customer Item Number

1. From the ROE main menu, select Customer Item F/M.
2. Enter the customer's item number to modify.
3. Enter the line number of the line to change. The system prompts "**OK to Change (Y/N)?"**, answer **Y**es to add or **N**o to change or delete the entry.
4. Enter another association to modify or press **F4-**End.

Delete a Customer Item Number

1. From the ROE main menu, select Customer Item F/M.
2. Enter the customer's item number to delete.
3. Enter **D-**Delete and press **CR** to continue.
4. The system prompts "**Are you sure you want to delete this record (N/YES)?**
   Answer **YES**. The system will remove the record.

User Inputs

1. Customer Number

This field is not accessible. Customer number defaults to the customer number and may not be edited.

2. Customer's Item Number

Enter the item number which refers to the standard item number that you wish to add or edit.

3. System Item Number

Enter the standard item number.

4. Customer's Description

Optionally, enter the description for this item.

5. Default Selling Unit of Measure

Enter the unit of measure which this item is sold in.

Customer Item F/M

Customer Inquiry (SOI610)

Function

The Customer Inquiry program allows the FACTS user to view quotes, sales orders, past invoices, past purchases, pricing information, ship-to's, notes, and MSDS sheets for the current customer. The inquiry can be useful for locating orders for a given warehouse or item and allows the order to be displayed in detail.

The Customer Inquiry program allows the user to inquire about the status of a sales order item. This inquiry displays in item order all the sales orders that contain the selected item. The user may choose the beginning item to view.

Refer to the *Customer Inquiry* topic in *Chapter 12* of the *Sales Orders Users Guide*.

Sales Analysis Inquiry (SAI610)

Function

This program allows the FACTS user to inquire into historical sales information based on customer number or customer/item numbers and ship-to. The multiperiod files store sales information on the current period and 26 previous periods. Past purchases can be viewed as month-to-date or year-to-date activity using one of the following formats:

- **Accumulated** - displays purchases in dollars for the current period, previous period, year-to-date, prior year-to-date, prior year, last six periods and last 12 periods.
- **Comparison -** displays purchases in dollars for the chosen range of periods and includes the percentage difference; display includes purchases in units for customer/item number.
- **Multiperiod** - displays purchases in dollars for the current period and 26 previous periods; display includes purchases in units for customer/item number.
- **Graph** - displays the number of unit purchases in graph format.

User Inputs

1. **Select # Of Information To Display**

Enter the number of the sales information to display: **(1) Customer, (2) Customer/Item,** or **(3) Customer/Item MTD/YTD. CR** defaults to **1.**

2. Enter Information Display Code

Enter display code: **A**ccumulated, **C**omparison, **M**ultiperiod, **G**raph. Accumulated displays purchase dollars by period breakdown. Comparison displays dollars by comparable periods. Multiperiod displays purchase dollars by period. Graph displays purchases in graph format.

3. **Enter Information**

Enter the appropriate input(s) as determined by the type of display selected.

```
┌──────────────────────────────────────────────────────────────────────────────┐
│ 🖳 Sales Analysis Inquiry (SAI610)                                    _ □ ×    │
│ Help                                                                           │
│                                                                                │
│ 01-Demo Company              SA CUSTOMER INQUIRY                      SAI611    │
│ CUSTOMER      C100 Southeastern Industrial Supply          CP=09/02 SEP        │
│  SHIP-TO   SAME                                     LAST SALE 10/10/02          │
│                            ┌──ACCUMULATED──┐                                    │
│                    SALES    COST     G.M.    G.M.%                              │
│      CURRENT SEP 02  63216   50457    12759   20.2%                             │
│                                                                                │
│         LAST AUG 02   5353    4254     1099   20.5%                             │
│                                                                                │
│        YEAR-TO-DATE  120924  91995    28929   23.9%                             │
│                                                                                │
│  PRIOR YEAR-TO-DATE   43916  31348    12568   28.6%                             │
│                                                                                │
│          PRIOR YEAR   73224  52242    20982   28.7%                             │
│                                                                                │
│      LAST 6 PERIODS   44619  32201    12418   27.8%                             │
│                                                                                │
│     LAST 12 PERIODS   87016  62432    24584   28.3%                             │
│                                                                                │
│ ┌────────────────────────────────────────────────────────────────────────┐   │
│ │ ACCUMULATED, COMPARISON, MULTIPERIOD, GRAPH                              │   │
│ │ ENTER INFORMATION DISPLAY CODE, CR-NEXT RECORD, F4-BACKUP │.  [Backup][OK]│   │
│ │ ARROW: UP=PREV RECORD, DOWN=NEXT RECORD, LEFT=PREV CODE, RIGHT=NEXT CODE │   │
│ └────────────────────────────────────────────────────────────────────────┘   │
└──────────────────────────────────────────────────────────────────────────────┘
```

SA Customer Inquiry - Accumulated

```
┌──────────────────────────────────────────────────────────────────────────────┐
│ 🖳 Sales Analysis Inquiry (SAI610)                                    _ □ ×    │
│ Help                                                                           │
│                                                                                │
│ 01-Demo Company              SA CUSTOMER INQUIRY                      SAI611    │
│ CUSTOMER      C100 Southeastern Industrial Supply          CP=09/02 SEP        │
│  SHIP-TO   SAME                                     LAST SALE 10/10/02          │
│                            ┌──COMPARISON──┐                                     │
│                                       JAN 02    JAN 01                          │
│          SEP 02   SEP 01   DIFF%     -SEP 02   -SEP 01   DIFF%                  │
│ SALES    63216     6143   929.1%     120924    50059   141.6%                   │
│                                                                                │
│ COST     50457     4406   999.9%      91995    35754   157.3%                   │
│                                                                                │
│  G.M.    12759     1737   634.5%      28929    14305   102.2%                   │
│                                                                                │
│ G.M.%    20.2%    28.3%  -28.6%       23.9%    28.6%   -16.3%                   │
│                                                                                │
│ ┌────────────────────────────────────────────────────────────────────────┐   │
│ │ ACCUMULATED, COMPARISON, MULTIPERIOD, GRAPH                              │   │
│ │ ENTER INFORMATION DISPLAY CODE, CR-NEXT RECORD, F4-BACKUP │.  [Backup][OK]│   │
│ │ ARROW: UP=PREV RECORD, DOWN=NEXT RECORD, LEFT=PREV CODE, RIGHT=NEXT CODE │   │
│ └────────────────────────────────────────────────────────────────────────┘   │
└──────────────────────────────────────────────────────────────────────────────┘
```

SA Inquiry - Comparison

SA Customer Inquiry - Multiperiod

```
Sales Analysis Inquiry (SAI610)                                    _ □ ×
 Help

01-Demo Company              SA CUSTOMER INQUIRY                  SAI611
CUSTOMER      C101 Deluxe Equipemnt Warehouse          CP=09/02 SEP
 SHIP-TO    SAME                              LAST SALE 09/30/02
                          MULTIPERIOD
PERIOD    SALES    COST    G.M.   G.M.%   PERIOD    SALES    COST    G.M.   G.M.%
SEP 02    12812    8196    4616   36.0%
AUG 02    11793    7085    4708   39.9%   JUL 01    4911    3140    1771   36.1%
JUL 02     4283    2740    1543   36.0%   JUN 01    4290    2740    1550   36.1%
JUN 02    12165    7787    4378   36.0%   MAY 01    3713    2380    1333   35.9%
MAY 02    12118    7755    4363   36.0%   APR 01    4306    2789    1517   35.2%
APR 02     4332    2807    1525   35.2%   MAR 01    4843    3117    1726   35.6%
MAR 02     5766    3673    2093   36.3%   FEB 01    6047    3913    2134   35.3%
FEB 02     3728    2390    1338   35.9%   JAN 01    5642    3597    2045   36.3%
JAN 02     5760    3669    2091   36.3%   DEC 00   12232    7826    4406   36.0%
DEC 01     5190    3370    1820   35.1%   NOV 00    6532    4104    2428   37.2%
NOV 01     4248    2753    1495   35.2%   OCT 00    8064    5291    2773   34.4%
OCT 01    11893    7615    4278   36.0%   SEP 00    5122    3335    1787   34.9%
SEP 01     6802    4298    2504   36.8%   AUG 00    1729    1096     633   36.6%
AUG 01     1830    1160     670   36.6%   JUL 00    1599    1014     585   36.6%


ACCUMULATED, COMPARISON, MULTIPERIOD, GRAPH
ENTER INFORMATION DISPLAY CODE, CR-NEXT RECORD, F4-BACKUP .    [Backup] [OK]
ARROW: UP=PREV RECORD, DOWN=NEXT RECORD, LEFT=PREV CODE, RIGHT=NEXT CODE
```

SA Customer Inquiry - Multiperiod


```
Sales Analysis Inquiry (SAI610)                                    _ □ ×
 Help

01-FACTS 7.5 Development     SA CUSTOMER INQUIRY                  SAI611
CUSTOMER      C100 Southeastern Industrial Supply      CP=09/04 SEP
 SHIP-TO    S100 Southeastern Industrial Supply     LAST SALE 10/26/04
                          GRAPH
                    ** COST (100%=$246)
100%                                                            **

 50%

  0%
PERIOD 10 11 12 01 02 03 04 05 06 07 08 09 10 11 12 01 02 03 04 05 06 07 08 09
  YEAR 02       03                              04
GRAPH SALES, COST, OR GROSS MARGIN? (S/C/G), F4-BACKUP ..
```
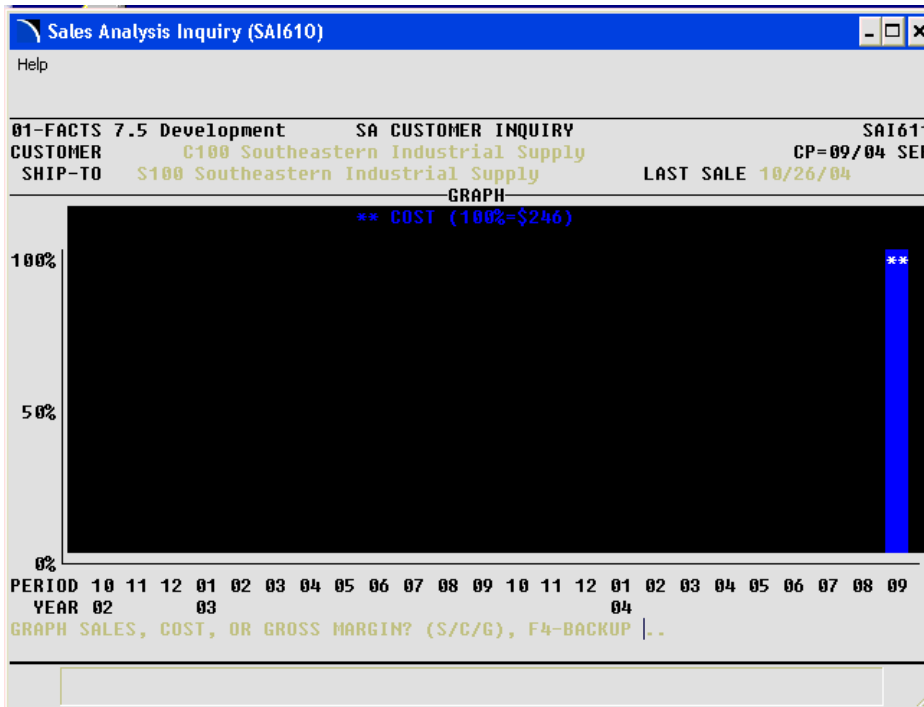
SA Customer Inquiry - Graph
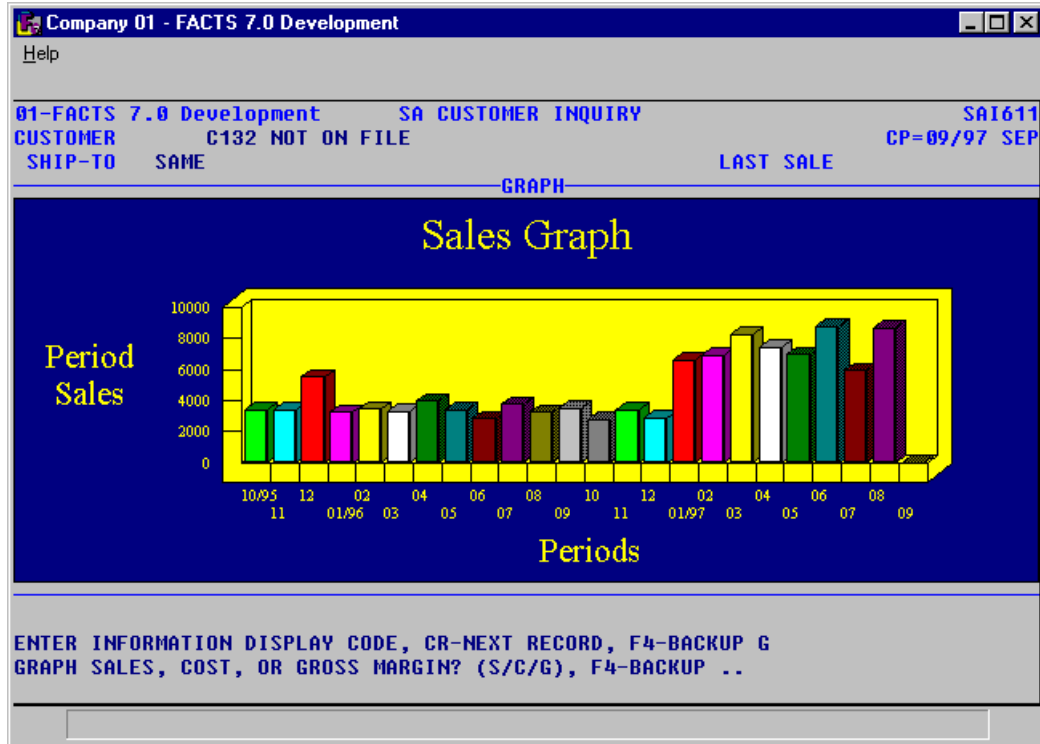
General Message Entry (OAE220)

Function

This program allows one FACTS user to communicate to another FACTS user via the mail message system. Accessibility to this system may be restricted depending on how the system is set up.

Overview: Send a Message

1. From the ROE main menu, select General Message Entry.
2. The current user code will display in the **From** field; enter the subject of the message in the **Regarding** prompt. Indicate Yes or No if a **Reply Required?**
3. Enter the body of the message. Press **CR** to complete each line and **F3-End** to end.
4. Make any necessary adjustments to the message. Press **F3-End** and **F3-Send.**
5. Indicate whether to send the message to an **E**mployee or **G**roup of employees. Use **F2-Search** to display a list of employees or available groups.
6. From the **To Employee/Group** prompt, press **F2-Display Receivers** to display a list of message recipients. Delete any entries from the list by entering the line number which corresponds to the name to delete. When done, press **F4-Backup** and **F3-Send**.

OA General Message Entry

Remote Order Entry Screen Reference

1. F3 - Defaults

At any point during inputs **REQUEST DATE** through **SHIP VIA**, you can select F3- defaults. Selecting F3 causes the program to display the defaults on file from that input forward and skip to the **CUSTOMER PO NUMBER** input. If entering a new remote order and values for inputs **REQUEST DATE** through **SHIP VIA** have not been entered, then the default values are the same as if you entered CR through the same inputs. If you have entered values on the new order or elected to change or correct the header portion of an existing order, then the default values are the same as if you selected F1-to skip at each input. If the program does not skip to the **CUSTOMER PO NUMBER** input and instead stops at an earlier input, the system could not find a valid default value for that input, and you must enter a valid value before continuing.

2. Item Number

Enter an item number (either one of yours that has been set up in the Remote Customer Item F/M or a system item number). The system automatically pads the item number to the correct length. If the item number is not valid, the system checks to see if it is an interchange and if so, automatically retrieves the valid item number and set its defaults. If the item is not on file, the entry is refused.

3. Memo

Enter **M** to enter a memo line. The program prints M under the item number column and proceeds to the description column where you can enter a memo (up to 30 characters). Any entry is accepted as a memo. CR initially defaults to blanks. This memo will print on the document.

4. Item Search

This displays at the bottom of the screen, a number of items at a time. Enter an alphabetic look-up to search. The screen displays the alpha sort key, item number, description, stocking unit of measure, item class and primary vendor. You also have the following options:

> **#** - Enter a line number to select or use the arrow keys to highlight and press CR to select a line.

> **F1**- Change to an alternate look-up option. Enter an option or use the arrow keys to highlight an option and press CR to select. Options available:

> **N-** **Search by item number**
> An item may be searched even if the whole item number is not known. For example, to search through all items that start with a "1" (e.g. item numbers 10, 100, etc.), enter "1" at the selection prompt and all item numbers beginning with "1" will display. If there are no items beginning with a "1," nothing is displayed. Enter a line number to select or use the arrow keys to highlight and press CR to select.

K-   **Search by keyword**
Select an item class to search (CR defaults to ALL), then enter a keyword of up to 10 characters. All items containing those characters in the item description and belonging to the selected item class will display. You can then enter a line number to select or enter another keyword to search.

I-   **Search by item interchange**
Enter search characters for the item interchange (up to 20 characters) to display.

C-   **Search catalog items**
Enter an alphabetic look-up to search. The screen displays the alpha sort key, item number, description, stocking unit of measure, item class and primary vendor. You also have the following options:

> **F1 -   Search by catalog item number**
> See option N above under F1
>
> **F2 -   Search by keyword**
> See option K above under F1
>
> **F3 -   Search by vendor**
> Enter the primary vendor number for the catalog item for which you are searching. This search option works just like the regular catalog item number search option except that you will only be able to search for items from the selected vendor. To change vendors, press F3 again.

F2-   Search by keyword. Select an item class to search (CR defaults to ALL), then enter a keyword of up to 10 characters. All items containing those characters in the item description and belonging to the selected item class will display.

F3-   Search by item interchange. Enter search characters for the item interchange (up to 20 characters) to display.

In all item searches, you select the line number of one of the items displayed. This feature is useful in finding the item number when only a description may be known.

5. Order Quantity

If multiple units of measure for selling are set up for this item, you can press F2 to change the unit of measure. The Item/Unit of Measure Search pop-up window displays each unit of measure for selling that is defined for this item, along with the weight, number of smallest units of measure in this unit of measure, whether valid for pricing and/or selling, and whether the UM is the default for pricing and/or selling. Press F3 to change the shipping warehouse if multiple warehouses are being used.

If the quantity entered in the order quantity is more than what is available, an error message displays. Press CR to accept the quantity anyway (if overcommitted quantities are allowed). Doing this will commit the available and backorder the rest. Press F2 to access the warehouse search (if allowed) to change the shipping warehouse (if multiple warehouses on an order are being used).

6. Enter Line # To List

A limited number of line-items appear on the screen at any one time. The list function allows line-items to be redisplayed. Select the beginning line number to list.

7. Select Highlighted Line

Use the arrow keys to navigate and select a line. Press CR to select that line. The following user prompt displays: **Change or delete line?** Enter **C** to change the selected line or **D** to delete the selected line (CR defaults to C).

If you enter C, the program proceeds to the line-item information where you can change any information or CR through until the end of the line. You will then see the user prompt: **CR - accept line** where you can CR to accept the changes.

If you enter D, the line is deleted and returns to the **Enter Ln # to list** user prompt.

8. Change Header

You can change the following fields in the header as necessary:

- REQUEST DATE
- SHIP VIA *
- CUSTOMER PO NUMBER

* Access to this option may be restricted.

During this change routine, F1 allows the currently displayed value of the input to remain the same. F4 allows you to back up to the **Warehouse** and **Ship-to** inputs.

9. Add A Line-Item

Line items may be added as needed.

10. Delete the Entire Order

The document may be deleted at any time. The header record and all line-item records are removed. The screen is then cleared and the program returns to the **Order Document #** input to await further entries.

11. UM - Change (Selling Um Selection Pop-Up Box)

Press F2 to enter a different selling UM (unit of measure) for this item.

Press F2 again to search multiple selling units of measure for this item. There are two ways you can search units of measure: single quantity and multiple quantity. A pop-up box displays for each. Press F2 again to toggle between the two modes.

Press F1 to display the Price/Unit of Measure Search Window. This window is for inquiry only. Displayed are the units of measure that are valid for pricing for this item and pricing information including the standard price, pricing levels, contract pricing and quantity breaks for the item. Use the arrow keys to highlight a unit of measure to display all information for that unit of measure. Press F4 to back up out of the window.

In these examples, your default unit of measure is EACH. There are 12 EACH
in a DOZEN and 3 DOZEN in a CASE.

Single Quantity
Enter the quantity in any UM that is set up for this item and FACTS
calculates what that quantity is for other units of measure. This allows
you to enter the quantity in one UM and select it in another UM.

Example: You stock paint by EACH, but a customer just walked in and wants to buy 3 CASES. You
want to enter the quantity, 3 CASES, instead of calculating how many EACHES are in 3 CASES.

```
┌─ SELLING UM SELECTION ───────────────────────────────────────────────┐
│ ITEM: I119                        CLASS: GEN     VENDOR: V101         │
│ DESC: STEEL SHELVING/SHELF          LOC: E34                          │
│       24"D, 320LB CAP., 85"H                                          │
│                                                                      │
│ LN  QUANTITY UM DESCRIPTION         AVAILABLE      ON HAND    ON ORDER│
│  1      .00<EA EACH                     19.00      1988.00    5216.00 │
│  2      .00 DZ DOZEN                     1.58       165.67     434.67 │
│  3      .00 CT CARTON                     .16        16.57      43.47 │
│  4      .00 DM DRUM                       .03         3.31       8.69 │
│  5      .00 BX BOX                        .02         1.66       4.35 │
│                                                                      │
│ COMMITTED, ON ORDER, WAREHOUSE, QUOTES, NOTES, PAST SALES            │
│ ENTER ORDER QUANTITY, DISPLAY CODE, F1-PRICE, F2-UM PROMPT, F4-BACKUP│
└──────────────────────────────────────────────────────────────────────┘
```

When you press F2-CHANGE UM, the Selling UM Selection pop-up box displays. Notice that the
item, item description, class, location, and vendor number display at the top of the box. The UM lines
display the valid units of measure for this item, and the available, on hand, and on order quantities
for this item. You can also select one of the display codes from the prompt line. The highlight bar is
on the EACH line (because it is your default selling unit of measure).

- Use the down arrow key to move the highlight bar to the CASES line.

- Enter 3 and press Enter. FACTS converts 3 CASES to 9 DOZEN and 108 EACH.

- Use the up arrow key to move the highlight bar to the EACH line. Press F3 to accept 108
  EACH.

Multiple Quantities
In Multiple Quantities mode, you can use more than one unit of
measure to enter the quantity of an item.

Example: A customer wants to buy 5 cases and 3 cans of paint. Instead of calculating how many
EACHES you just received, FACTS allows you to enter both CASE and EACH for the same item.

```
┌─ SELLING UM SELECTION ───────────────────────────────────────────┐
│ ITEM: I191                      CLASS: GEN    VENDOR: V100        │
│ DESC: IVORY LATEX               LOC:          TOTAL:        0 EA  │
│       PAINT                                                       │
│       MULTIPLE                                                    │
│ LN   QUANTITY UM DESCRIPTION         AVAILABLE    ON HAND  ON ORDER│
│ │1│       0<EA EACH                     1500        1500        0 │
│  2        0 CS CASE                   100.00      100.00      .00 │
│                                                                  │
│                                                                  │
│                                                                  │
│ COMMITTED, ON ORDER, WAREHOUSE, QUOTES, NOTES, PAST SALES        │
│ ENTER ORDER QUANTITY, DISPLAY CODE, F1-PRICE, F2-UM PROMPT, F4-BACKUP│
└──────────────────────────────────────────────────────────────────┘
```

When you first see the pop-up box, it is in Single Quantity mode. Notice that the item, item description, class, location, vendor number, and total display at the top of the box. The UM lines display the valid units of measure for this item, and the available, on hand, and on order quantities for this item. Press F2-UM PROMPT and then F2-ENTER MULTI QTYS to toggle to Multiple Quantity mode.

- Enter **1** and press **CR** or use the arrow keys to move the cursor to the EACH line. Enter **3** and press **CR**.

- Use the down arrow key to move the highlight bar to CASES on the third line. Enter **5** for 5 cases and press **CR**.

- The total line at the bottom of the box and TOTAL in the heading display the total quantity in EACH, your default unit of measure for this item.

```
┌─ SELLING UM SELECTION ───────────────────────────────────────────┐
│ ITEM: I191                      CLASS: GEN    VENDOR: V100        │
│ DESC: IVORY LATEX               LOC:          TOTAL:       78 EA  │
│       PAINT                                                       │
│       MULTIPLE                                                    │
│ LN   QUANTITY UM DESCRIPTION         AVAILABLE    ON HAND  ON ORDER│
│  1        3 EA EACH                     1500        1500        0 │
│ │2│       5<CS CASE                   100.00      100.00      .00 │
│                                                                  │
│                                                                  │
│                                                                  │
│ COMMITTED, ON ORDER, WAREHOUSE, QUOTES, NOTES, PAST SALES        │
│ ENTER ORDER QUANTITY, DISPLAY CODE, F1-PRICE, F2-UM PROMPT, F4-BACKUP│
└──────────────────────────────────────────────────────────────────┘
```

Other Options

F1 - UM INFO - to see additional information: displays the unit of measure and its description, the weight the of the unit of measure, the number of smallest units of measure in each separate unit of measure, and whether it is a valid unit of measure for stocking, pricing, selling, costing and buying, and whether this unit of measure is the default for each type.

F2 - to toggle between Enter Single Quantity and Enter Multiple
Quantities. Arrow Keys - to move the highlight bar up or down
a line, or up or down a page. Display Codes - On the first Enter
Single Quantity box, you can enter a display code to see the
committed, on order, warehouse, quotes, notes, and past sales
information for the item.

Appendix A: References

1. ALIGNMENT An alignment check can be performed to ensure that forms paper is correctly aligned in the printer. If Y is entered, the alignment check prints immediately and the program returns to this input.

2. BACKORDERED QUANTITY The **Allow Backorders** flag in the Sales Orders Static Control Record establishes whether backorders are permitted. If backorders are not allowed, this input is skipped. If backorders are permitted, enter the backordered quantity. F2 sets the amount for the backorder equal to the order quantity minus the committed or shipped quantity.

3. BEGINNING ORDER CHOICE Enter the beginning order choice to print; e.g., if item was chosen above, enter the first item to print. CR defaults to FIRST.

4. COMMISSION % This input is available in the Quote Entry line-item section only if the **Change by Ln Comm**% flag in the Sales Orders Static Control Record is set to Y or B. In other order entry programs, this input is controlled from the SO Line Entry Options F/M. If the flag is set to B, this input is initially skipped. Enter the percent of commission. CR defaults to 0. Also shown is the commission structure for the line-item (as set up in the SM Company Control F/M). Blank means no priority.

5. COMMIT QUANTITY The committed plus backordered quantities must equal the order quantity.

6. COST This input is available in the Quote Entry line-item section only if the **Change by Ln Cost** flag in the SO Static Control Record is set to Y or B. For other order entry programs, this input is controlled in the SO Line Entry Options F/M. If the flag is set to B, this input is initially skipped. Enter the cost per displayed costing unit of measure. Depending on the **Default Cost** flag set in the Sales Orders Static Control Record, CR defaults to the manual cost from the Item File, the average, last, FIFO, or LIFO costs from the Inventory Cost File.

7. CREDIT LIMIT CHECK The system performs a credit check on the customer which consists of two analyses. The first check calculates the customer's available credit limit. The system checks the open AR balance along with all invoices in JC, SO, ER, TS, and AR that have not yet updated to the AR Open Receivables File. The customer fails this portion of the credit check if amount of open receivables is greater than the established limit.

The second check is an aging comparison. An open AR invoices aging is compared to the **Credit Check Days** flag in the Aging Control Record. The customer fails this portion of the credit check if any AR invoices exceed the credit check number of days (past due or invoice). F2 displays an aging for the customer.

8. CUSTOMER NUMBER F1 allows the user to add a new customer if the customer **creation flag** is set to **Y** in the SO Static Control Record. When a valid customer number is provided, general customer information is displayed at the top of the screen and customer credit information is display at the bottom of the screen.

9. CUSTOMER SEARCH A search window will display on screen. The user may enter the beginning alpha to search, select the line number of one records displayed, or access the contact, phone number, and keyword searches. Enter a portion of the contact, phone number or keyword to search on.

10. DATE Dates will be displayed according to the format set in the Company Control Record. For viewing purposes, all dates will be displayed with a two digit year. For editing purposes, all dates will allow the entry and display of a four digit year. An entry date can be viewed in its entirety by using the left and right arrow keys or by using the HOME and END keys to scroll through the date field. The system will allow the full date or a partial date to be entered.

Special dates that were previously displayed and stored as 01/01/00 and 12/31/99 will no longer be handled in the same manner.   Tag names such as NONE, ASAP, FIRST, LAST, etc. will now be used in place of 'generic' dates.   These tag names will also be accepted as the valid input dates in some data entry prompts.

Previously stored dates must be converted to the new format for the system to display and handle them properly. Dates that display as **/**/** indicate that data is present for the field but the system does not know how to interpret the date. Contact your Affiliate for support.

The Rule of 50 states: FACTS programs uses a "rule of 50" logic to expedite date processing. If the two digit year is greater than or equal to 50, the system will assume the date to be in the 1900s; if the two digit year is less than 50, the system will assume the date to be in the 2000s.

If you are upgrading from FACTS 6.05 or earlier to FACTS 6.06 or later, the dates stored in your system will be automatically converted for you. If the system is able to interpret the date entered, the date will be displayed in the prompt. Dates prior to 01/01/1800 or after 12/31/2199 are not allowed during date entry.

FACTS programs contain 8-character and 10-character date fields. The date editing/entry display varies slightly depending on whether it is an 8-character or 10-character field. When editing a date, using the right arrow or the END key, will advance the cursor to the end of the date field and using the left arrow or the HOME key, will advance the cursor to the beginning of the date field.

	8-Character Date Field	10-Character Date Field
When entering a date in the 1900's (as defined by the 50-rule), the date will be displayed as follows:	**ORDERED** 0̲1/02/96<	**ORDERED** 0̲1/02/96 <
Use the right arrow key or the END key to display the full 4-digit year:	**ORDERED** /02/199̲6<	**ORDERED** 0̲1/02/1996<
A plus sign at the end of the date field indicates that the year is not in the default century.	**ORDERED** 0̲1/02/96+	**ORDERED** 0̲1/02/2096<

11. DEPARTMENT This input is valid only when the **Dept. Position** flag in the SM Company Control Record is setup and if the **Insert Dept.** flag in the SO to GL Posting F/M is set to Yes. The default value from SM Terminal F/M for the user will display.

12. INVOICE DISCOUNT   The **Use Invoice Discounts** flag in the Sales Orders Static Control Record determines if the invoice discount is based on a percentage of the merchandise total or a dollar amount. If the flag is set to N, no invoice discount is allowed and this input is skipped. If using a percentage, the default amount is pulled from the Customer File. If using a dollar amount, enter the value.

13. ENDING ORDER CHOICE Enter the ending order choice to print; e.g., if customer number was chosen above, enter the last customer to be included. CR defaults to LAST.

14. END OF INPUTS In all report and update programs, this is the last input prior to processing. This gives the user a chance to check all the information for accuracy. If something needs to be changed, enter F4 to back up and change. Once everything is correct, press CR or type **YES** and the program continues.

15. FREIGHT AMOUNT The **charge freight** flag in the Sales Orders Static Control Record determines whether freight is charged. If this flag is set to N, no freight charge is allowed and the input is skipped. If freight is charged, enter the freight amount (+/-9999.99).

16. FREIGHT CODE (**P**repaid/**C**ollect/**B**ill Later). **P**repaid freight code indicates the freight amount calculated during the ending routine is the actual freight amount for this order. **C**ollect freight code indicates the freight amount should be collected upon arrival, therefore no freight amount should be entered on this order. **B**ill Later freight code indicates that the freight amount will be collected after the

charge is established from a UPS manifest or freight bill. Use the Unbilled Freight Report to print a listing of all invoices that contain the **B**ill Later freight code.

17. GL POSTING TABLE This input is available in the Quote Entry line-item section only if the **Change by Ln GL Table** flag in the Sales Orders Static Control Record is set to Y or B. In other order entry programs, this input is controlled by the SO Line Entry Options F/M. If the flag is set to B, this input is initially skipped. Enter the GL posting table to use in the Daily Sales Register to post this line-item to GL. CR defaults to the GL posting table assigned to the item in the Item File.

18. INTERCHANGE Select Interchange to display items and their corresponding interchange numbers. For example, item I101 is referred by its model number, HT1000. This option displays item I101, interchange HT1000 and all other references that are acceptable as I101.   Enter a beginning item to list.

19. ITEM NUMBER The system automatically pads the item number to the correct length. The system will retrieve the item information if it is found on file. If the item is not on file, the program will treat the item as a Nonstocked item.   If the item is on file but in not found in the designated warehouse, a message will display and the entry will be refused.

20. ITEM SEARCH General item information can be searched alphabetically, as well as by interchange number, item number, item class or UPC number. To switch between search orders, press F2 and select one of the options from the popup window that appears . Press F1 to restrict a search by Class, Keyword (or "Item # starts with" when searching by item number), Type or Warehouse. Search restrictions appear in the header of the item search window

21. JOB NUMBER This input is available if the **Use Job Cost** flag is set to Y in the SO Static Control Record. The job number entered must be for the current warehouse and customer.

22. LINE DISCOUNT This input is available in the Quote Entry line-item section if the **Change by Ln Cost** flag in the Sales Orders Static Control Record is set to Y or B. In other entry programs, this input is controlled by the SO Line Entry Options F/M. If the flag is set to Backup, this input is initially skipped. Enter the discount amount or percent. **NOTE:** This discount % affects the gross margin % displayed at end of line if the **Display %** flag is set to Q or A.

23. MEMO Enter the memo to print on the document. The memo may include special instructions, good will messages, etc., and prints on bottom of the document. The standard memo is set up in the Document Control Record. If no memo is needed, the user may press the space bar before entering CR.

24. MEMO LINE Select **M** to enter a memo line. The program prints M under the item number column and proceeds to the description column. Any entry (up to 30 characters) is accepted as a memo. After entering the memo, the following options are available: **Y** - print the memo on the invoice, **N** - do not print the memo on the invoice, or **T** - total memo, print the memo on the invoice and subtotal the columns. If a memo line follows a direct shipment line, an additional option becomes available: **N** - do not print memo on PO or **Y** - print memo on PO.

- In a multiple warehouse or combined warehouse and direct shipment environment, each entered memo line is associated with the preceding line-item and assumes the shipping warehouse of that line-item. The memo line is then called an "associated memo line." If there are no preceding line-items (the memo line was added before any line-items), the memo line assumes the initiating warehouse.

- If a line-item has its shipping warehouse changed, it's associated memo lines will assume the new ship warehouse.

- If a warehouse line-item is changed to a direct ship line, the user indicates whether to print the memo line on the PO. If a direct ship line is changed to a warehouse shipment, the associated memo lines will be changed to assume the shipping warehouse.

- When a line-item is deleted, the user indicates whether to delete the associated memo lines. If the user chooses not to delete the associated memo lines, the memo lines will change as follows:

- If the deleted line-item is a warehouse ship and the previous line is a warehouse ship, the memo line will assume the previous line's shipping warehouse.

- If the deleted line is a warehouse ship and the previous line is a direct ship, the memo line will change to a direct ship and the **Export to PO** flag will match the previous line.

- If the deleted line is a direct ship and the previous line is a direct ship, no changes to the memo line take place - the **Export to PO** and **Print Memo on Invoice** flags stay the same.

- If the deleted line is a direct ship and the previous line is a warehouse ship, the memo line's shipping warehouse will match the previous line's shipping warehouse.

- If no previous lines are found, the associated memos will change to leading memos.

25. QUANTITY (Sales Order Entry programs) Enter the quantity to be ordered or select a display code. The available display codes are:

D - DIRECT This display code is not valid for Counter Sale Entry or Recurring Invoice Entry. It is also not valid if there is already a non-direct ship line-item present in the order **and** direct and non-direct shipments are not allowed on the same order, or if there is a job number associated with the order. Enter D to change this order to a direct shipment. The **Ship Whse** input in the line-item entry portion of the screen defaults to DIR for direct shipments and the **Ship Via** input defaults to DIRECT. At the **Vendor** input, the user enters the vendor from which the item is being shipped. If the **POs for Direct Ships** flag in the SO Static Control Record is set to Y or M, the purchase order is created at the time the document is ended.

The following options are not valid for nonstocked items or catalog items.

C- COMMITTED   Enter C to display committed quantities for this item.

Enter **S**ales Orders to display sales orders for the selected item and warehouse.

Enter Warehouse **T**ransfers to display warehouse transfer tickets for the selected item. Enter **M**anufacturing to display manufacturing tickets for the selected item and warehouse.

Enter **E**quipment Rental to display equipment rental contracts containing the selected item.   If the ER module is not active on the system, the following message displays: "NOT AVAILABLE ON THIS SYSTEM. CR-CONTINUE."

O- ON ORDER Enter O to display on order documents for this item.

Enter **P**urchase Orders to display purchase orders for the selected item and warehouse. Enter **M**anufacturing to display manufacturing BOM tickets for the selected item and warehouse.

S- SUBSTITUTES Enter S to display substitute items for this item. Select the line number of the item the user would like to substitute. The program automatically exchanges the substitute item number for the original item input on this line.

W   - WAREHOUSE Enter W to display the current inventory quantities for this item.

Q   - QUOTES Enter Q to display quotes on file for this item and shipping warehouse.

N   - NOTES Enter N to display the item notes on file.

P- PAST SALES Enter P to display past sales if the **Use Past Sales** flag in the SO Static Control Record is set to Y.

These options can be selectively hidden from view in certain SO entry programs by setting the appropriate flags in SO Line Entry Options F/M.

26. PRICE Enter the price per displayed pricing unit of measure. By entering a number the user can override the default price given by the system. The system displays each of the pricing types if available: standard price, level prices, quantity break prices, default contract price, list price and last price. The following options become available, or F2 - Change the pricing unit of measure and F3 - Price Search may be accessed:

27. DEFAULT PRICE   The price search program is what the system uses to find the default price. The default price is found based on a number of factors including the quantity being sold, the selling and pricing units of measure on the sales order line item, the types of prices available for the item being sold as well as a number of system control flags. Two flags which help determine an item's default price are the **default price** flag is set in the SO Static Control Record, the **use default prices** flag is set in the Item F/M.

The first flag which determines the default price is the **default price** flag set in the SO Static Control Record. This flag is a hierarchy of the order in which the system is to look for prices for an item when determining the default price. The possible prices which the system looks at in the hierarchy are: **S**-standard price, **L**-level prices, **Q**-quantity breaks, **C**-contract pricing, and **X**-lowest price, which includes the lowest of all prices in the system. The first value entered in this hierarchy will be searched for first. When setting up this flag the user must determine the order in which prices should be selected. For example, if a user sets up a standard price, contract, level and quantity break prices then these should be entered in the order they should be selected by the price search in the hierarchy. In this example, if the user always wants the contract price to be the default, contract price should be the first value in the hierarchy. If there is no contract price, the user should enter the next price in the hierarchy. If in our example, the user determines that the lowest of all remaining prices should be the default, the next value in the hierarchy should be set to **lowest**. **Lowest** tells the price search that it should look at all possible prices and select the lowest price available. Once the price find gets to **lowest** in the hierarchy, the price search will be complete. The price search will not look at the hierarchy past **lowest**. If the user determines that regardless of all prices set up the lowest should always be used, **lowest** will be the first price set in the hierarchy.

In another example, the user might have a specific order in which prices should be selected. The user does not use contract pricing in their system. Therefore in this example, the user may determine that quantity break prices are always the highest priority. This means that quantity break is set first in the hierarchy. If no quantity break price exists then the system should select the level price, therefore, level price should be set second in the hierarchy. Finally, standard price may be selected making this the third selection in the hierarchy. In this example, lowest would be set fourth in the hierarchy and contract last, since it is not used.

In addition to looking at each value in the hierarchy, the system also looks at the **use default prices** flag found in the item file (refer to Item F/M for more information). This flag may be used for items that have multiple pricing units of measure that when converted to the default pricing unit of measure convert to the same price. If this flag is set to Y then the user only has to set up prices for the default pricing UM. Pricing for other units of measure for the item may be calculated by the system. See each price description in the following paragraphs to determine how this flag is used in the price search.

STANDARD PRICE This price comes from the Item Price File. The standard price is per the pricing unit of measure on the sales order document line item. If the standard price cannot be found in the sales order pricing unit of measure, the system checks the item's **use default prices** flag. If set to N, then the system will not display a standard price. If set to Y, the system will look for a price based on the default pricing UM. If one is found, it is converted into the pricing UM on the sales order line item. For example, the pricing UM on the sales order document line item is BX with a quantity of 1, and the default pricing UM for the item is EA and the price is $1.00. There are 10 EA per BX. The system checks for a BX price. If there is no BX price but the use default prices flag is set to Y, the system calculates a BX price by taking $1.00 EA and converting to $10.00 per BX and presents a $10.00/BX price.

LEVEL PRICING Level prices are displayed after the standard price. The user defines the column headings for the level prices in the IC Static Control Record. The level prices are always displayed from

left to right along with the pricing unit of measure. Level prices are used when a customer is assigned to a specific level. To select a level price the user should enter L and the level number and press CR.

The level price is per the pricing unit of measure on the sales order document line item and is based on the level assigned to the customer placing the order. If the level price cannot be found in the sales order pricing unit of measure, the system checks the item's **use default prices** flag. If set to N, then the system will not display a level price. If set to Y, the system will look for a price based on the default pricing UM. If one is found, it is converted into the pricing UM on the sales order line item. For example, the pricing UM on the sales order document line item is BX with a quantity of 1, and the default pricing UM for the item is EA and the price is $1.00. There are 10 EA per BX. The system checks for a BX price. If there is no box price but the use default prices flag is set to Y, the system calculates a BX price by taking $1.00 EA and converting to $10.00 per BX and presents a $10.00/BX price.

QUANTITY BREAKS Quantity break prices are displayed below the level prices (if level prices exist). The quantity break prices are always displayed from left to right along with the pricing unit of measure. Quantity break prices are used when the amount ordered by the customer meets a minimum level for a quantity break price. To select a quantity break price the user should enter Q and the level number and press CR.

The quantity break price is per the **selling** unit of measure on the sales order document line item and is based on the quantity ordered by the customer.   For example, if quantity break prices are set by BX and the selling UM is BX, the quantity break prices are displayed. If the quantity break price cannot be found in the sales order **selling** unit of measure, no quantity break price will be displayed. For example, if quantity break prices are set by EA and the selling UM is BX, no quantity break prices are displayed.

Once a quantity break price is selected based on the selling UM, if the pricing UM is different, the system will convert the price from the selling UM to the pricing UM.

CONTRACT PRICING   In order to use this pricing method, the **Use Contracts** flag in the Sales Orders Static Control Record must be set to Y. Contract prices come from the contract level pricing or quantity break pricing file. The default contract selected is based on the contract hierarchy set in the Contract Hierarchy F/M. For example, item I100 is assigned to item price class 'industrial supplies'.   A contract is set up for customer C100 and item I100 for a standard price of $100.00 EA. A second contract is set up for customer C100 and item price class 'industrial supplies'. The second contract is set to where the standard contract price calculates to $95.00 EA.   A sales order is created for customer C100 and item I100 is ordered. Both contracts in the example listed are eligible for a price on the sales order. The contract hierarchy is what the system looks at to determine which contract has a higher priority. If item price class has a higher priority, the $95.00 EA price is used. If item has a higher priority, the $100.00 EA price is used.

When the system determines which contract should be used and there are level prices as well as quantity break prices, the system selects the lower of the 2 prices.

NOTE: Contract pricing has effective and expiration dates. If a contract has been implemented and it is not showing on the screen during line-item entry, check the document date in the header portion to confirm it is between the contract effective and expiration date.

After the price has been selected, the letter indicating the type of pricing is shown until the line is completed (**S**tandard, **C**ontract, **L**evel, **Q**uantity break, lis**t**, **U**ser override.)

27. SELECTION PROMPT

 # - List line-items. A limited number of line-items appear on the screen at any one time. The list function allows line-items to be redisplayed. The user selects he beginning line number to list.

> **CR - Select highlighted line.** Use the arrow keys to navigate and select a line. Press CR to select that line.

> **F1- Display the overview**. This is not valid on quotes. The overview mode displays the status of the document since it was created. For each line, it displays the original order amount, the amount committed, the amount currently on backorder, the amount shipped and the unit of measure for these amounts. The price for each item and its unit of measure is also included. Use the arrow keys to highlight a line. For each highlighted line, displayed is the item description 1 and 2, shipping warehouse, location, available stock and ship via.

> **F2- Change header information**. Header information in the upper portion of the screen (except document number, customer number and warehouse) may be changed as necessary. During this change routine, F1 allows the currently displayed value of the input to remain the same. F4 allows the user to back up from the date to the purchase order number to the warehouse and ship-to number.

> **F3- Access the ending routine.** F3 proceeds to the ending routine.

> **A- Add a line-item.** Line items may be added as needed.

> **S- Stop the confirmation process.** This is only valid on Order Confirmation. Confirmation may be stopped prior to completion. Changes to the header portion of the order remain changed as do any added or deleted line-items. These quantities are reset when the order is entered again for confirmation. (Shipped and backordered quantities do not update inventory until the update at the end of confirmation.)

> **D- Delete the document.** The document may be deleted at any time. The header record and all line-item records are removed. The screen is then cleared and the program returns to the customer input to await further entries.

      F- Find item. If an item appears on a document more than one time, occurrences of the item may be searched. Enter F and then the item number to search. The line numbers in which this item appears and the shipping warehouse are displayed.

      C- Display class totals. Displays all item classes and totals of all line-items.

      W- Display shipping warehouse information. This display code is not valid for quote entry or counter sales. Displays shipping warehouse information for this document including warehouse code, warehouse description, number of line-items from this document that are shipping from this warehouse and ship via. To change a ship via for a warehouse, highlight a warehouse line with the arrow keys and press CR. Enter the new ship via.

      L- Line Approval If a line-item has been flagged with a shipping status of on-hold, the system administrator or warehouse manager can use the Line Approval function to approve the line-item for shipping.

28. PURCHASE ORDER - PRICE SEARCH & INQUIRY Enter the purchase order number if applicable (0-999999). CR defaults to blanks. F2 allows an item price search and inquiry.

If the user selects F2, enter the number of the item for inquiry. The entry of a valid item number will display the following information: item number, item description 1, order quantity, selling UM, manual cost, gross margin cost, gross margin %, standard price, last price, current (initially the default) price, contract price, lowest price, list price, pricing UM, level prices, and quantity break prices. If contract prices are available, the available contracts for the item are displayed in a window at the bottom of the screen. Once the information is displayed, the user has the following options:

P - Past Sales may be displayed. The past sales information from the last three times this item was purchased from this customer is displayed. The user may use the arrow keys to highlight and select the price of the past sale needed. Selecting a price from the past sales, places this price in the current price field.

      C - Contract prices may be displayed. The available contracts for the customer and item are displayed. The user may use the arrow keys to highlight and display each contract in detail or may press F1 to pull the contract price and display in the main inquiry screen in the contract price field.

      G - Gross Margin target % may be entered. The user may enter the target gross margin for the item and the system will recalculate the current price based on the gross margin cost and the gross margin target % entered.

      I - Item may be entered. The user may enter another item to display.

      Q - Quantity of the item may be entered. Initially the quantity is set to one and all applicable prices are displayed based on that quantity of one. The user may enter a quantity and prices are recalculated (where applicable).

      W - Warehouse quantities may be displayed. The warehouse quantities are as follows: on hand, available, committed, back ordered, on order, buying UM, and average lead time.

UM - **Unit of measure may be entered**. The pricing unit of measure may be entered and prices are re-displayed based on the new pricing UM entered.

CR - **Selects the price and exists the search**. The price selected is not saved at this point.

F1 - **Allows entry of the price**. The user may enter the price and it will be displayed in the current price field.

F2 - **Allows a UM search**.

29. ROUTE If the **Use Routes** flag in the Sales Orders Static Control Record is set to N, this input does not appear and is skipped. Enter a valid route. Entering a valid route displays a partial description. CR defaults to the value already displayed (initially the route assigned to the ship-to number). F2 allows a search.

30. SEARCH The search feature allows the user to search for various fields (example: salesperson/territory) when little or no information may be known about them. The search displays at the bottom of the screen, a number of the fields at a time. The user may enter a search key, continue, select the line number of one of the fields displayed, or return to the input.

31. SHIP-TO NUMBER This input is initially skipped and the customer's default ship-to number in the Customer File is automatically displayed. Enter the ship-to number for the selected customer. Entering a valid ship-to number displays its address. If the ship-to number entered is not on file, the system allows the user to add the new ship-to to the permanent ship-to file. However, the new ship-to number is not added until the header portion is complete. Entering **SAME** displays the same ship-to address as the customer's address. F2 allows a search. F3 allows the user to enter a temporary address that is not to be kept on file. The customer's address appears on the screen as the default. The user can edit or change the address as is desired.

If Clippership is installed, the system may not allow you to change the ship-to number once Clippership has begun the shipping process. If such a message appears, the user trying to edit the address will need to enter a change request to notify the shipping department that someone is attempting to change shipping information while it's being processed.

32. SPLIT COMMISSION/ OTHER SALESPEOPLE

These inputs are available based on the **inside/2nd slsp** flag set in the SO Static Control Record. If the flag is set to **N**-neither, this input is not available. If set to **I**-inside, enter the inside salesperson. The entry must be a valid salesperson. If set to **2**-2nd salesperson, enter the 2nd salesperson and the commission split (up to 50%) for that salesperson. If set to B-both, enter the inside salesperson, 2nd salesperson and commission split % (up to 50%). The remaining percentage is automatically assigned to salesperson 1. The inside salesperson does not earn a commission, and only appears in the entry program (used to store who entered the sale on another salesperson's behalf).

33. TAXABLE This input is available in the Quote Entry line-item section only if the **Change by Ln Taxable Flag** in the Sales Orders Static Control Record is set to Y or B. In other entry programs, this input is controlled by the SO Line Entry Options F/M. If the flag is set to B, this input is initially skipped. Enter Y or N to indicate whether to the charge tax for this line. CR initially defaults to the taxable flag set in the Item File for the item.

34. TAX CODE The user establishes whether tax is to be charged by setting the **Charge Tax** flag in SO Static Control for Quote Entry and SO Line Entry Options F/M for other order entry programs. If this flag is set to N, no tax is charged and this input is skipped. If tax is charged enter the tax code for this ship-to customer. The entry must be a valid tax code. CR defaults to the currently displayed value, initially the customer's ship-to tax code. Through the **Tax Freight** flag in the accounts receivable Tax Table File, the system determines whether to charge sales tax on freight. Taxes are calculated accordingly. The sum total of all taxes (state, county, city) is calculated and displayed. F4-Backup allows access to the **Tax Code Rate**, if the **Charge Tax** flag in the Sales Orders Static Record is set to Yes or allow Override. Tax Code Rate initially defaults to the customer's ship-to tax code rate. F1 to skip allows the overrides to remain unchanged. CR recalculates tax amount based on default tax rate.

35. ENTERING BILL OF MATERIAL COMPONENT ITEMS (Quote Entry, Order Entry, Order Confirmation, Invoice Entry, Credit Memo Entry, Counter Sale Entry, and Recurring Document Entry) Finished items can be assembled or component items can be changed during Sales Order entry. BOM items can be sold without using Manufacturing Control (MC) if the item has been set up in the BOM Entry Program (MCE110) with an entry of **C**, **A** or **O** in the **Update in SO** field. **Note:** Nonstock items, suggested PO's for backorder amounts, and suggested transfers for component items cannot be used during this procedure.

Adding BOM component items in SO depends on the value of the **Update in SO** field of the BOM Entry Program:

- UPDATE **F**INISHED ITEM Previously manufactured items from MC can be sold. No entry or change of components allowed.

- UPDATE **C**OMPONENTS, ENTRY AND CHANGE OF COMPONENTS ALLOWED   Finished items must be assembled from components entered in an SO entry program to update on-hand quantities. For an item with this value, the system displays the following message: **Create component lines automatically or one at a time? (A/O).** If you enter **A** to create component line-items automatically, the BOM Component Entry window is displayed at the **selection input** with the line-items already entered. If you enter **O** to create component line-items one at a time, the system displays the BOM Component Entry window but waits for you to enter the number of units needed for each line-item.

- UPDATE COMPONENTS, ENTRY **A**UTOMATIC, CHANGE INITIALLY SKIPPED   Finished items must be assembled from components entered in an SO entry program to update on-hand quantities. The system displays a message that it is creating component items, then proceeds to

the next input. The BOM Component Entry window is not displayed. However, you can back up to the window if changes are necessary.

- **O**PERATOR SELECTS FCA DURING SALES ORDER ENTRY. The following prompt is displayed: **Update finished item, update and change components, or update components automatically and initially skip change? (F/C/A).** You can decide at the time of entry in SO whether to enter BOM component items as previously described for values **F**, **C**, or **A**.

In the Order Confirmation Program, the following prompt is displayed instead for items having values of **C**, **A**, and **O**: **Change Components?** Enter **Y** to change the component items that were shipped for the finished item. The Component Entry window is displayed at the **selection prompt**.

1. UNITS Enter the number of units (in stocking units of measure) required to make one of the finished item. Default values will display. Press F2 to skip the item . Press F3 to accept all remaining components for this item.

For sales order, invoice, counter sale, and credit memo entry only: the system displays the component quantity in the **Ordered** and **Shipped** fields (or **Committed** in Order Entry) and any backordered quantity in the **Backordered** field.

For quote and recurring document entry: the system displays the quantity needed to produce the indicated quantities of the finished item in the total qty field.

2. DESCRIPTIONS 1 AND 2 The default descriptions will display. Press F4 from the **Units** to access these fields.

3. SERIAL/LOT# ENTRY This input is available for serial/lot items and if the **OE Serial/Lot# Entry** flag of the SO Static Control Record is set to require serial/lot numbers are during order entry or confirmation. Serial/lot numbers are entered for direct invoice entry, credit memo entry, and counter sale entry.

4. COST This input is available if the **Change by Ln Cost** flag in the SO Static Control Record is set to **Y**es or **B**ackup. If the **Change by Ln Cost** flag is set to **B**, press F4 from the CR-ACCEPT LINE prompt to access this input.

5. CR-ACCEPT LINE, F4-BACKUP This input is displayed so that the completed entry can be verified and changed if necessary.

6. MEMO LINES Memo lines associated with the component items are displayed for verification purposes.   Press F3 to accept all remaining memo lines. The system displays each component item for the finished item, until all quantities have been entered and all memo lines are verified.

7. SELECTION PROMPT The **selection prompt** is displayed when all component items and memos lines have been entered, allowing you to perform the following functions:

#- Change or delete a line-item by entering the line number.

L- List component line-items.

A- Add line-items. Enter the component item number, excluding nonstock items and other BOM component items.

M - enter a memo line

F2 - perform an item search

F3 - access the **selection prompt**.

D - Delete all component line-items. Enter YES to delete the entry.

F3 End entry of component items and return to the entry program.

If the **Allow Over-Commitment** or the **Allow Negative On-Hand** flags of the IC Static Control Record is set to **N** during order confirmation, direct invoice entry, counter sales, or credit memo entry, and an over-commitment or negative on-hand situation arises (during manual or automatic entry of component items), an error message is displayed. If the system is automatically entering components, a window is also displayed for the item. The following options are available:

CR - after adjusting the item's quantities, try entering the amount again

F1 - to recalculate the quantity of the finished item to adjust for those available for the BOM component item. For example, 12 finished items are requested, components are available to produce 10. Press F1 to set the quantity of the finished item to 10.

F2 - to skip the item

F3 - to enter a substitute for the BOM component item number. Nonstock items or other BOM component items are not allowed.

If the **Allow Over-Commitment** or the **Allow Negative On-Hand** flags of the IC Static Control Record is set to **Y**, a warning message is displayed when any component item has been overcommitted. If the component items are entered automatically, the message includes the item number and the amount over-committed. If the component items are entered one at a time, press F4 to change the **Units** field as necessary.

If you later change the quantities for the finished item in the entry program, the system automatically updates all quantities of the components needed, without your having to go through this process again.

When a quote is converted to an order, the system automatically converts each component of the finished item. For recurring document entry, the component items are converted to orders or invoices. When confirming orders, each component item does not have to be confirmed individually. The on-hand quantities of the component items are immediately updated. The Daily Sales Register updates Sales Analysis for finished items only, as well as usage and production for both finished and component items.

36. UM - CHANGE (SELLING UM SELECTION POP-UP BOX) If multiple units of measure are set up for this item on the Item/Unit of Measure F/M Screen and you have specified that more than one is valid for selling, you can press F2 to enter a different selling unit of measure for this item.

Press F2 again to search multiple selling units of measure for this item. There are two ways you can search units of measure: single quantity and multiple quantity. A pop-up box displays for each. Press F2 again to toggle between the two modes.

Press F1 to display the Price/Unit of Measure Search Window. This window is for inquiry only. Displayed are the units of measure that are valid for pricing for this item and pricing information including the standard price, pricing levels, contract pricing and quantity breaks for the item. Use the arrow keys to highlight a unit of measure to display all information for that unit of measure. Press F4 to back up out of the window.

In these examples, the default unit of measure is EACH. There are 12 EACH in a DOZEN and 3 DOZEN in a CASE.

Single Quantity

        Enter the quantity in any UM that is set up for this item and FACTS calculates what that quantity is for other units of measure. This allows you to enter the quantity in one UM and select it in another UM.

Example: You stock paint by EACH, but a customer just walked in and wants to buy 3 CASES. You want to enter the quantity, 3 CASES, instead of calculating how many EACHES are in 3 CASES.

```
┌─ SELLING UM SELECTION ══════════════════════════════════════════════════
│ ITEM: I119                      CLASS: GEN     VENDOR: V101
│ DESC: STEEL SHELVING/SHELF        LOC: E34
│       24"D, 320LB CAP., 85"H
│
│ LN  QUANTITY UM DESCRIPTION         AVAILABLE      ON HAND      ON ORDER
│ ▐1▌     .00<EA EACH                    19.00      1988.00       5216.00
│  2      .00 DZ DOZEN                    1.58       165.67        434.67
│  3      .00 CT CARTON                    .16        16.57         43.47
│  4      .00 DM DRUM                      .03         3.31          8.69
│  5      .00 BX BOX                       .02         1.66          4.35
│
│ COMMITTED, ON ORDER, WAREHOUSE, QUOTES, NOTES, PAST SALES
│ ENTER ORDER QUANTITY, DISPLAY CODE, F1-PRICE, F2-UM PROMPT, F4-BACKUP
└─────────────────────────────────────────────────────────────────────────
```

When you press F2-CHANGE UM, the Selling UM Selection pop-up box displays. Notice that the item, item description, class, location, and vendor number display at the top of the box. The UM lines display the valid units of measure for this item, and the available, on hand, and on order quantities for this item. You can also select one of the display codes from the prompt line. The highlight bar is on the EACH line (because it is your default selling unit of measure). Use the down arrow key to move the highlight bar to the CASES line. Enter 3 and press Enter. FACTS converts 3 CASES to 9 DOZEN and 108 EACH. Use the up arrow key to move the highlight bar to the EACH line. Press F3 to accept 108 EACH.

Multiple Quantities
In Multiple Quantities mode, you can use more than one unit of measure to enter the quantity of an item.

Example: A customer wants to buy 5 cases and 3 cans of paint. Instead of calculating how many EACHES you just received, FACTS allows you to enter both CASE and EACH for the same item.

```
┌─ SELLING UM SELECTION ═══════════════════════════════════════════╗
│ITEM: I191                        CLASS: GEN     VENDOR: V100      ║
│DESC: IVORY LATEX                 LOC:           TOTAL:      0 EA   ║
│      PAINT                                                        ║
│      MULTIPLE                                                     ║
│LN  QUANTITY UM DESCRIPTION        AVAILABLE      ON HAND    ON ORDER ║
│ 1     0<EA EACH                       1500         1500          0  ║
│ 2     0 CS CASE                     100.00       100.00        .00  ║
│                                                                  ║
│                                                                  ║
│                                                                  ║
│COMMITTED, ON ORDER, WAREHOUSE, QUOTES, NOTES, PAST SALES         ║
│ENTER ORDER QUANTITY, DISPLAY CODE, F1-PRICE, F2-UM PROMPT, F4-BACKUP ║
╚══════════════════════════════════════════════════════════════════╝
```

When you first see the pop-up box, it is in Single Quantity mode. Notice that the item, item description, class, location, vendor number, and total display at the top of the box. The UM lines display the valid units of measure for this item, and the available, on hand, and on order quantities for this item. Press F2-UM PROMPT and then F2-ENTER MULTI QTYS to toggle to Multiple Quantity mode. Enter 1 and press CR or use the arrow keys to move the cursor to the EACH line. Enter 3 and press CR. Use the down arrow key to move the highlight bar to CASES on the third line. Enter **5** for 5 cases and press CR.   The total line at the bottom of the box and TOTAL in the heading display the total quantity in EACH, your default unit of measure for this item.

```
┌─ SELLING UM SELECTION ═══════════════════════════════════════════
│ ITEM: I191                    CLASS: GEN      VENDOR: V100
│ DESC: IVORY LATEX              LOC:           TOTAL:        78 EA
│       PAINT
│    MULTIPLE
│ LN  QUANTITY UM DESCRIPTION         AVAILABLE    ON HAND    ON ORDER
│  1        3 EA EACH                     1500       1500           0
│  2        5<CS CASE                   100.00     100.00         .00
│
│
│
│ COMMITTED, ON ORDER, WAREHOUSE, QUOTES, NOTES, PAST SALES
│ ENTER ORDER QUANTITY, DISPLAY CODE, F1-PRICE, F2-UM PROMPT, F4-BACKUP
└──────────────────────────────────────────────────────────────────
```

Other Options

F1 - UM INFO - to see additional information: displays the unit of measure and its description, the weight the of the unit of measure, the number of smallest units of measure in each separate unit of measure, and whether it is a valid unit of measure for stocking, pricing, selling, costing and buying, and whether this unit of measure is the default for each type.

F2 - to toggle between Enter Single Quantity and Enter Multiple Quantities. Arrow Keys - to move the highlight bar up or down a line, or up or down a page. Display Codes - On the first Enter Single Quantity box, you can enter a display code to see the committed, on order, warehouse, quotes, notes, and past sales information for the item.

37. SYNC Sync is a method of connecting screen displays between Sales Orders and the customer, item, and vendor inquiries. It is a very useful tool used in windowing because it allows switching from Sales Orders to the inquiries without having to manually call up the related customer, item, or vendor information.

NOTE: Sync is used on a per user basis. This means that if you logged into FACTS in one window under one name and signed into another window under another name, it will appear as if the Sync function is not working.

Sync can be initiated or disabled by pressing F1 from the following screens:

- SO Customer Inquiry SOI610

- AP Vendor Inquiry API610

- AR Customer Inquiry ARI610

- IC Item Inquiry ICI610

While in Sync mode, the inquiry program will examine a file called SMUSED approximately every three seconds. This file contains the last customer number, item number and vendor number input in Sales Order Entry. If this number is different than the one currently being displayed in the inquiry, the inquiry will change its display to show information on this new customer, item or vendor.

38. ITEM/UNIT OF MEASURE SEARCH If multiple units of measure are set up for this item in the Item/Unit of Measure F/M and you have specified that more than one is valid for pricing, you can press F2 to change the pricing unit of measure. Enter the pricing unit of measure for the item being sold. F2 allows a search of the valid pricing units of measure for the item.

The Item/Unit of Measure Search pop-up window displays each unit of measure for pricing that is defined for this item, along with the weight, number of smallest units of measure in this unit of measure, whether valid for pricing and/or selling, and whether the UM is the default for pricing and/or selling. Select the line number of the unit of measure desired or use the arrow keys to highlight the line desired and press CR.

39. QUICK LOOK Quick Look is a pop-up window feature that displays sales order related information during order entry. The Quick Look feature is available from most prompts and displays Customer, Item, and Warehouse information. The activation key sequence is set up in SM Terminal F/M. Options available during Quick Look include:

> F1 to toggle between Customer Displays and Item Displays.

> At the Customer Display, the following options are available:

> **A - Aging Display** - Displays the customers' credit limit, balance, current amount due, amounts overdue (if any) and aging information.

> **N - Notes Display** - Displays notes for this customer.

> **S - Ship-to Display** - After the beginning ship-to number is entered, displays the ship-to number, name and address.

> **D - Document Search** - After the beginning document number to search is entered, displays the document number, type, status, date, warehouse, amount and reference number.

> **P - Past Sales Search** - After the beginning item to search is entered, displays the item number, description, date, invoice number, units sold, selling unit of measure, price and pricing unit of measure.

> **Q - Quote Inquiry** - Displays the quote number, type, ship-to number, date, expiration date, salesperson number, person to whom it was quoted, person who made the quote and total amount quoted.

B - Blanket Order Inquiry - Displays the blanket order number, whether the blanket order is on hold, warehouse number, entry date, expiration date, whether the blanket order is complete, ship to number, and reference number.

At the Item Display, the following options are available:

A - Past Sales Display - After a customer number is entered, the date, invoice number, units, stocking unit of measure, price and pricing unit of measure of each sales transaction for this customer/item combination.

D - Item/Document Committed Display - The following options are available to display for this item:

S - Sales Orders - After the beginning sales order number to display is entered, displays the sales order number, type, status, amount ordered, amount committed, amount backordered, stocking unit of measure, price, pricing unit of measure, date and customer number.

T - Transfers - After the beginning transfer ticket number is entered, displays the ticket number, status, requested, shipped, received, stocking unit of measure, cost, costing unit of measure, date and warehouse to which the item is being transferred.

M - Manufacturing - Displays the production ticket number, type, status, quantity, unit of measure, scheduled date and formula of which the item is a part.

E - Equipment Rental - After the beginning contract number to display is entered, displays equipment rental information.

H - Item Interchange Display - After the beginning item number to display is entered (CR defaults to the first record), displays the item number, description, interchange code and interchange memo for the item.

N - Notes - After the beginning notes line to display is entered, displays notes for this item. Press CR to continue, F4 to backup.

O - Item Open PO Display - The following options are available:

P - Purchase Orders - After the beginning PO number to display is entered, displays the PO number, type, status, ordered, received, backordered quantities, buying unit of measure, cost, costing unit of measure, promised delivery date and vendor number.

M - Manufacturing - Displays the production ticket number, type, status, quantity, unit of measure, scheduled date and produced date.

S - Substitute - Displays the substitute items and item numbers for this item, description, available and on-hand quantities and unit of measure.

Q - Quote Search by Item - Displays the quote number, date, expiration date, warehouse, amount and reference number.

R - Warehouse/Item Search - Displays the codes for warehouses that stock this item, available and on-hand quantities and unit of measure.

T - Item Price and Inquiry - Displays the item number, item description 1, order quantity, selling UM, manual cost, gross margin cost, gross margin %, standard price, last price, current (initially the default) price, contract price, lowest price, list price, pricing UM, level prices, and quantity break prices. If contract prices are available, the available contracts for the item are displayed in a window at the bottom of the screen.

B - Blanket Order Inquiry - Displays the blanket order number, line number, warehouse, total number requested, selling UM, total number shipped, price and pricing UM.

40. SHIP VIA Ship via codes are created and maintained in the Ship Via F/M beginning with FACTS 6.07. When a system is being upgraded from an earlier version of FACTS, FACTS automatically creates a database of ship vias that existed in the previous version of FACTS. If using multiple warehouses on an order, the value displayed in this field may change depending on which ship via is used during line-item entry. If using more than one ship via during line-item entry, MULTIPLE will display in the ship via field. If the ship via is the same for all warehouses on the order, that ship via will display. If no line-items are shipped from the initiating warehouse and all line-items have the same ship via but it is different than that of the initiating warehouse ship via, then the initiating warehouse ship via will be displayed with an asterisk (*) beside it.

41. LOST SALES ENTRY Allows a lost sales entry for an item. This can track reasons why sales are lost. Press L to display the Lost Sales Entry window and add the item number, description 1 and 2, the number of units, price and the reason of the lost sale (F2 allows a search on lost sales reason codes). At the end of the entry press CR to accept entry or F4 to backup.

42. CHANGE SHIPPING WAREHOUSE This function is available only if the following conditions are true:

- Multiple warehouses on an order are allowed (set up in the SO Static Control Record)

- The warehouse to be shipped from must allow orders from other warehouses (set up in the Warehouse F/M)

- The user must have security to ship from that warehouse (set up in the SO Warehouse Code F/M)

- That item must be allowed to be committed from other warehouses (set up in the IC Warehouse/Item F/M)

  Press F3 to change the shipping warehouse for this item. The default shipping warehouse is the initiating warehouse. If the item is not available from the new shipping warehouse a message will display and shipping that item from that warehouse will not be allowed.

NOTE: If a job number exists within the order, F3-change shipping warehouse is not an option.

43. SEARCH OTHER WAREHOUSES If the quantity amount entered is more than what is available in this warehouse, press F2 to search other warehouses for this item. To be able to ship this item from another warehouse the following conditions must be met:

- Multiple warehouses on an order are being used (set up in the SO Static Control Record)

- The warehouse to be shipped from must allow orders from other warehouses (set up in the Warehouse F/M)

- The user must have security to ship from that warehouse (set up in the SO Warehouse Code F/M)

- That item must be allowed to be committed from other warehouses (set up in the IC Warehouse/Item F/M)

44. SELECT PRICE (PRICE SEARCH) Press F3 to select another price for this item. Once F3 is entered, the Price search window appears. This displays all prices that have been set up for this item (standard, contract, list, levels and quantity breaks) along with the last, current (default), and lowest price. Use the arrow keys to highlight the different prices and press CR to select a price. The user has the following options:

Enter UM - Enter a valid pricing unit of measure for this item.

> **CR** - Selects the price that is highlighted.

> **F1** - Allows the user to enter a price in the current price field.

> **F2** - Allows a unit of measure search.

> **P** - Past Sales are displayed.

> **C** - Contract window is accessed. This allows the user to highlight and select the contracts listed in the **source of contract** window. This window provides the user with the following options:

> **CR** - display the detail of the contract highlighted/selected.

> **F1** - selects the highlighted contract and the price from that contract becomes the contract price in the price search.

> **F4** - backs up to the price search window.

> **G** - Gross Margin % may be entered. This allows the user to enter a gross margin % for the item and the current price is calculated based on that gross margin %.

45. DIRECT SHIPMENT If the item being entered is a nonstock item, the only display code available at the quantity input is D - direct. This display code does not appear if there is a non-direct ship line item already present in the quote **and** warehouse and direct shipments are not allowed on the same order. Selecting direct allows the user to change this line item into a direct shipment. Once D is selected, the

Ship Whse input in the lower portion of the screen defaults to DIR and the **Ship Via** input defaults to DIRECT. At the **Vendor** input, the user enters the vendor from which the item is being shipped. CR defaults to the vendor that was previously entered for this item.

46. QUANTITY ENTRY WINDOW This window can be displayed at the **Backordered** input by pressing F3. It also automatically displays at the **CR-Reset Order Quantity** prompt.

It allows you to change the ordered, shipped, committed (if allowed in Commit in Confirmation flag in SO Static Control F/M) and backordered quantities.

NOTE: This is the only way to change the committed quantity in the Order Confirmation and Direct Invoice Entry Programs.

For any line-item entry with a committed quantity, an asterisk (*) will display after the shipped quantity.

47. PAST SALES This display code does not display if the **Use Past Sales** flag in the SO Static Control Record is set to N. Select **P** to display the past sales of all items for this customer. Enter the beginning item number to list or press CR to display the first item record. Displayed are: item number, description, date sold, invoice number, quantity sold, price, and selling and pricing units of measure. Enter the line number to select or use the arrow keys to highlight a line and press CR to select that line. Entering a line number sets the quantity default to the same amount sold the last time (displayed in the units column). Price is not affected. CR displays the next sales on file.

48. CR - CONTINUE, F2 - UPDATE FREIGHT AMOUNT Enter CR to skip updating the freight amount and proceed to **Tax Code**. Press F2 to access the Freight Totals Display window. The Freight Totals Display window displays each warehouse number and name on this document, ship via and freight amount. Press F1 to change the freight amount. Press CR to end entry.

If UPS is the ship via, press F3 (not functional when entering credit memos) to calculate the warehouse freight amount by entering the following inputs:

UPS Zone
Enter the UPS zone. The entry must be a valid zone as set up in the UPS Zone F/M. CR defaults to the zone of the ship-to's zip code.

Com/Res
This input is skipped if the UPS zone that was just entered is greater than 8. Enter whether this delivery is a **C** - commercial or **R** - residential UPS ground delivery. UPS charges different rates for commercial and residential deliveries. CR defaults to the default for the ship-to address.

Weight
Enter the weight of this package. CR defaults to the next highest whole pound from the weight entered in the IC Item F/M for this item.

Freight
Enter the freight amount (+/-9999.99). CR defaults to 0 or, if the ship via is UPS, to the freight calculated for the UPS zone.

Press F3 to default through to the Freight total. Press CR to end entries and to enter the calculated freight amount.

NOTE: If multiple units of measure on an order exists on this document, this is the only way to edit freight amount.

50. SERIAL/LOT ENTRY If you need to enter serial/lot numbers, press F2 to access the Serial/Lot Entry Window (except if entering BOM component items - the window will display automatically if serial/lot numbers must be entered for the component item).

When you first access the Serial/Lot Entry Window, you are in the Search Window. To the right are the Committed Serial/Lot and Shipped Serial/Lot Windows which display quantities currently committed and shipped. Displayed in the Search Window are the item number and description, document number, line number and component line number (if it is a BOM item), the undistributed quantities divided between committed and shipped, a list of all available serial/lot numbers and available quantities and the received date. **Note:** A serial/lot item is only available if it is flagged available and the on-hand amount minus the committed amount is greater than 0.

The undistributed amounts displayed must equal 0 to ship or commit all units. Therefore, you must commit or ship all undistributed quantities. If the undistributed amount is not equal to 0, the amount left undistributed is set to 0 and the shipped quantity and/or committed quantity are reduced by the undistributed amount.

To commit or ship an undistributed quantity, from the Search Window enter the beginning serial/lot number to search or use the arrow keys to highlight a serial/lot item number. You can then perform certain functions depending on which entry program you are in:

In Order Entry:

Once a serial/lot number is selected (highlighted), you may enter **C** to commit that serial/lot number. **Note**: Serial/lot numbers cannot be shipped from Order Entry.

If you are committing a lot number, a window will display where you enter the quantity of the lot number that you want to commit. If you are committing a serial number, the quantity will always default to 1 and cannot be changed.

Once items are committed, they display in the Committed Window on the right-hand side of the screen. From the Search Window, press F1 to access the Committed Window.

Once in the Committed Window, use the arrow keys to highlight an item. The following options are available:

>   **CR** - This is not available for serial numbers. Edit the committed quantity for this lot item.

>   **D** - Delete this serial/lot number from the committed list (return this committed quantity to the available quantity in the Search Window).

      A - This option is only available if adding a serial/lot number for "on the fly" BOM items or if the committed quantity is less than 0. Add a serial/lot number (and quantity if lot item). F2 allows a search (except for "on the fly" BOM items).

      F1 - Access the Search Window.

Once everything is distributed (undistributed quantities equal 0), the system automatically exits the Serial/Lot Entry Window and returns to the order screen.

In Order Confirmation or Direct Invoice Entry:

Once a serial/lot item number is selected (highlighted), you may enter C to commit that serial/lot number or S to ship the serial/lot number. Once items are committed or shipped, they display in the appropriate window on the right-hand side of the screen.

If you have committed quantities on this order, press F1 to access the Committed Window. If not, press F1 to access the Shipped Window. From the Committed Window, press F1 to access the Shipped Window.

Once in the Committed Window, use the arrow keys to highlight an item. The following options are available:

      CR-Edit the committed quantity for this serial/lot number.

      S-Ship the committed quantities.

      D-Delete this serial/lot number from the committed list (return this committed quantity to the available quantity in the Search Window).

      A-This option is only available if adding a serial/lot number for "on the fly" BOM items or if the committed quantity is less than 0. Add a serial/lot number (and quantity if lot item). F2 allows a search (except for "on the fly" BOM items).

      F1-Access the Shipped Window.

Once in the Shipped Window, use the arrow keys to highlight an item. The following options are available:

      CR-This is not available for serial numbers. Edit the shipped quantity for this lot number.

      D-Delete this serial/lot number from the shipped list (return this shipped quantity to the available quantity in the Search Window)

      A-This option is only available if adding a serial/lot number for "on the fly" BOM items or if the shipped quantity is less than 0. Add a serial/lot number (and quantity if lot item). F2 allows a search (except for "on the fly" BOM items).

      F1-Access the Search Window.

Once everything is distributed (undistributed quantities equal 0), the system automatically exits the Serial/Lot Entry Window and returns to the order screen.

In Credit Memo Entry and Counter Sales Entry:

Once a serial/lot item number is selected (highlighted), you may enter **S** to ship the serial/lot number. **Note**: Items cannot be committed from credit memo or counter sales entry.

If you are shipping a lot number, a window will display where you enter the quantity of the lot number that you want to ship. if you are shipping a serial number, the quantity will always default to 1 and cannot be changed.

Once items are shipped, they display in the Shipped Window on the right-hand side of the screen. Press F1 to access the Shipped Window.

Once in the Shipped Window, use the arrow keys to highlight an item. The following options are available:

CR-This is not available for serial numbers. Edit the shipped quantity for this lot number.

D -Delete this serial/lot number from the shipped list (return this shipped quantity to the available quantity in the Search Window).

A - This option is only available if adding a serial/lot number for "on the fly" BOM items or if the shipped quantity is less than 0 (as in credit memos). Add a serial/lot number (and quantity if lot item). F2 allows a search (except for "on the fly" BOM items).

F1-Access the Search Window.

Once everything is distributed (undistributed quantities equal 0), the system automatically exits the Serial/Lot Entry Window and returns to the order screen.

51. DOT CODE SEARCH A search window will display on screen. Enter the DOT Code to search, use the arrow keys to selected the highlighted code, or enter the line number of the DOT Code to select.

52. CUSTOMER/ ITEM SEARCH A search window will display on screen. The items are listed alphabetically by the customer's item description. Enter a portion of the alpha to search, enter the line number of the customer/item to select. Press F1 to access the item number search. The item displays, if found on file, or a warning message will display.

53. CATALOG ITEMS At the **Item** prompt, press **A** to search catalog items. A search window will display on screen. Enter a portion of the alpha to search, enter the line number of the catalog item to select. Press F2 to search by vendor number.

APPENDIX B: Glossary of Terms

Action Codes Action codes tell the EPU subsystem the type of change contained in each flat file record.

Add Days Additional days are used to pad lead time on a Blanket Sales Order. Add days allows adding pad to the longest lead time for an additional margin of safety, or to cover the order processing and shipping time. Sales orders will be processed this number of days *plus* the lead time, prior to the request date.

Available Quantity An item's available quantity is the On Hand quantity - Committed quantity.

Average Cost The costing method that values items at an average cost. The average unit cost computed is affected by the number of units purchased at various costs. The total of the number of units purchased plus the units on hand prior to the purchase is divided into total cost of goods available for sale. Cost of goods sold is stated at an amount less than obtained under LIFO but more than obtained under FIFO. The middle-of-the-road approach to costing.

	FIFO	LIFO	AVERAGE
SALES	500,000	500,000	500,000
COST OF GOODS SOLD	285,000	310,000	295,000
GROSS MARGIN	215,000	190,000	205,000
EXPENSES	115,000	115,000	115,000
NET OPERATING	100,000	75,000	90,000
FEDERAL INCOME TAX	50,000	37,500	45,000
NET EARNINGS	50,000	37,500	45,000

Average Usage The average usage is calculated for an item as the sum of all usage for a given number of months divided by the number of months.

Backorder A purchase order document which contains open items that were not received on the original shipment. The items on the document are backordered.

Basis and Multiplier Contract price basis and multiplier are used to create a pricing structure for a customer, customer price class, or all customers by an item, item price class, vendor or all items by pricing unit of measure.

Bill of Lading (BOL) The document which lists products and quantities that are shipped and delivered. Bills of lading must be HazMat compliant and must be produced for all shipments (sales orders or warehouse transfers).

Bill of Material Item (BOM) Bill of Materials, the combining of component items, labor, packaging, and overhead to create a new finished item.

Blanket Sales Order (BSO) A blanket order is similar to a recurring order, but is much more flexible regarding the actual content of shipments. Shipments are set up by date, and you may individually determine the items, quantities, and shipment dates for each shipment.

Branch Branch number is used throughout the FACTS system. Branches may be referred to as stores or profit centers, divisions within an organization. The system will default various branch prompts to the branch set up in System Management Terminal F/M for each user.   The posting tables for each module may be set up so that the branch number is automatically inserted into the General Ledger Account number when the system creates its journal entries. Inquiries and reports may be run by branch.

Buyer Code Buyer codes are created/maintained through Purchase Order Buyer Code F/M. The buyer code is used to track an authorized purchase of goods on a purchase order.

Catalog Item Catalog items are goods that are provided by a vendor but are not carried in inventory. A record tracking price information exists in a catalog file.

Commercial/Resident   UPS charges different shipping rates based upon whether the delivery is to a commercial or residential location. The prompt for Com/Res applies only for some delivery zones.

Commodity Code Commodity codes, or an industry standard designation for a particular good or line of goods, are used in the Electronic Price Update subsystem as a cross reference to a FACTS item class. For example, let's say the commodity code for conduit, used in the electrical industry, is code 1452 and a FACTS Item Class called ELEC (electrical supplies) exists. Through Commodity Code/Item Class File Maintenance, code 1452 can be cross referenced to the ELEC item class. Each time a pricing service sends information for commodity code 1452, it is mapped to the FACTS ELEC item class.

Contract Pricing Contracting pricing is used to create special pricing structures for a customer, customer price class, or all customers by an item, item price class, vendor or all items by pricing unit of measure.

Cost Plus Pricing Cost plus pricing allows price to be set as a percentage over cost. Price will be determined from the cost at the time the Blanket Order Release Register is processed.

Card Processing Company (CPC) Also referred to as a processor, it is a data center that processes data from credit card transactions and settles funds to merchants.

Carrier codes A Clippership code that represents a single carrier service. Carrier codes have to be tied to FACTS ship via codes so that the two packages can be integrated

Clippership shipping The existence of a "ship" file or a "closed" both of which are flat files created by Clippership as shipping information is finalized and closed out. When one of these types of files is present in the Clippership polling directory, it is a signal to FACTS that shipping has occurred. Certain order entry inputs cannot be changed once FACTS detects these files.

Close file This flat file is created from ship files when the end of the day process for a carrier is run in Clippership. This usually occurs right before the carrier's scheduled pick up time.

Department GL departments are used to track revenues and expenses by division. The GL department is imbedded in the G/L number for posting purposes. General ledger financial reports may be printed by department.

Deposit Earned Reason Code A two-character code that indicates the reason a deposit has been earned (e.g., a customer cancelled a special order after it arrived) and specifies to which GL account number the earned deposit should post.

Discrepancy In cash drawer handling, the amount by which the cash tray is over or short the amount that should be in the tray at the end of a shift.

Direct Shipment A direct shipment is the shipment of goods from the vendor to the customer, as opposed to, a warehouse shipment where the goods are shipped by the distributor to the customer.

Disposition Code The 3-character code that determines how the return is to be processed.

Earned Deposit A deposit that is earned by the distributor rather than credited back to a customer.

Electronic Price Update EPU is the subsystem that allows actual FACTS data to be created from a vendor-provided or pricing service flat file.

FIFO The "First-in/First-out" accounting and costing method. Each receipt of an item is stored as a layer of stock with the received cost and number of units. The unit cost (incoming) of the oldest material on hand is used to value all sales of a stocked item until that layer of stock is exhausted. The next oldest stock's layer cost is then used, etc. The costs of the first goods purchased are the first costs charged to cost of goods sold. Inventory consists of the newest units and their related costs since the older units are the first units removed from inventory. The balance sheet amounts for inventory are likely to approximate current market values. A smaller cost of goods sold is recorded because the oldest costs that are charged out of inventory are also the lowest costs. FIFO produces a heavier tax burden: the smaller cost of goods sold, the larger the net income, resulting in higher income taxes. The assumed flow of costs corresponds with the physical flow of goods. FIFO produces a more precise matching of historical cost of goods sold with sales revenue. FIFO offers an automatic increase in inventory value during periods when prices are rising (inflation). FIFO appreciates the value since the cost of replacing an item is greater than its actual cost.

Fixed Days A set number of days, used in calculating the release on a blanket sales order. Sales orders will be created this number of days prior to the request date.

Fixed Price Fixed pricing is used in Blanket Sales Order entry. The price entered on the order will be the price used when the release is processed and the associated sales order is generated.

Flat File The file delivered by the pricing service, usually in ASCII format is called a flat file.

FOB Freight on board indicates at what point freight is charged. If FOB is destination, the seller bears the freight cost. If FOB is shipping point, the buyer bears the freight cost.

Freight The cost associated with the transportation of goods by means of a carrier.

G/L Number General Ledger account numbers are created/maintained through General Ledger Account F/M. General ledger numbers are used throughout the FACTS System to track every transaction which affects assets, liabilities, capital, revenues or expenses.

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

Immediate Release During Blanket Sales Order entry, a line-item can have a release marked for immediate release. Immediate release indicates that the request will be processed when the BSO Release Register is run, regardless of the release date.

Initiating Warehouse The warehouse that originate the order is the initiating warehouse.

Interchange Item The interchange number is a means of identifying an item by other references other than the item number.   The interchange number is used in inquiries and entry programs throughout the Inventory Control, Purchase Order, and Sales Order modules.

Item Class Item classes are created/maintained through Inventory Control Item Class F/M. Item classes are used to group items.

Item Price Class Item price classes are created/maintained through Inventory Control Item Price Class F/M Program. Item price classes are used as a way of categorizing items for pricing purposes.

Journal number Journal numbers are used for separating journal entries in general ledger by type of entry (example: sales, payroll, receivables, etc.).   Each module determines the journal number to post the transactions of that module to in general ledger.

Last Cost The costing method normally used in a manufacturing environment that is considered the replacement method. Last cost reflects the cost of replacing inventory at current market prices. Last cost is used when jointly produced output proportions are changed from a previously established mix of components. Joint cost allocation is based on the change in costs arising from a change in the mix of these components.   Since inventory is valued at replacement cost versus actual cost, reconciliation of Inventory to the GL is often impossible with this method.

LIFO The "Last-in/First-out" accounting and costing method. Each receipt of an item is stored as a layer of stock with the received cost and number of units. The incoming unit cost of the newest material on hand is used to value all sales of a stocked item until that layer of stock is exhausted. The next newest stock's layer cost is then used, etc. The costs of the last goods purchased are the first costs sold. The latest costs are the first costs removed form inventory and charged to the cost of goods sold. Item costs are normally closer to replacement costs, and selling prices are frequently based on replacement costs. Inventory consists of the older units and their related costs since the newer units are the first units removed from inventory. Reported profits are considered more "real". LIFO shows the largest cost of goods sold because the newest costs that are charged out of inventory are also the highest costs. LIFO produces a lighter tax burden: the larger the cost of goods sold, the smaller net income, resulting in lower taxes. LIFO results in a more precise matching of current cost of goods sold with sales revenue. LIFO depreciates the value of inventory when prices are rising.

Lead Time   Lead time is the number of days from the date a purchase order is placed for an item until the date the item is received. Average lead time is calculated as the current average lead time plus the lead time from the two most recent receipts divided by three. An item will be flagged for lead time if the new average is 50% less or greater than the previous average lead time.

Level Price There may be up to 6 (six) contract price levels per item. The level price used when the item is sold is based on the price level assigned to the customer. Level price may be entered as a basis and

multiplier, a set price or a change % from the previously entered price. Level price may be based on list price, manual cost, sales order entry cost, standard price or any price level.

Lost Sale Reason Code A three-character code that indicates why merchandise is being returned (e.g., poor quality, ordered wrong product, found better price, etc.). The purpose of this code is mostly informational. It does not affect the General Ledger.

Lot item An item which is flagged as a lot item through the Item F/M is one which when received or sold must be assigned a lot number per unit. Multiple units may be assigned to the same lot. Examples of lots are reels (wire, etc.) or lots in lumberyards or brickyards.

Manual cost The costing method normally used in a manufacturing environment that is considered the standard method. Manual cost reflects an anticipated cost of producing and/or selling a unit. All manufacturing costs are charged to cost objects at standard cost. Every time a unit is produced, its standard (manual) cost is entered. Standards are pre-established per cost object, predetermined (standard) hourly rates are established for each job. Manual cost is used often by companies that use mass-production methods. Standard costs are used to reflect the transfer of units between work in process inventory to finished goods inventory and from finished goods inventory to cost of goods sold. Detailed (actual) costs are not kept per unit and not normally used for managerial purposes. Since detailed costs are not kept per unit, reconciliation of Inventory to the GL is often impossible with this method.

Nonstocked Item An item that exist in inventory but is not replenished.

Non Inventory Item A non inventoried item is an item that exists in the item file but is not kept in inventory, (i.e., not in the Warehouse/Item file such as labor).

Past POs Purchase orders which have been completely received and are no longer open or backordered purchase orders. A past PO is stored in a separate file from open PO's once completely received.

Polling station Also referred to as an unattended station. This is a PC with Clippership installed on it that does nothing but process real-time freight calculations and change requests as well as determine which carriers in a rate shop meet an order's shipping criteria. FACTS/Clippership integration does not require a polling station, but the features just mentioned are not available without one.

Price Level Price levels is a pricing scheme that allows customer to be grouped and assigned prices according to their level.

Pricing Service A pricing service is an organization, such as a trade service or vendor, which provides distributors with item, cost, price, etc. information on a regular basis.

Promise Date The date the vendor indicated the merchandise of a PO would be in the user's warehouse (received).

Receipt Date The date the merchandise is delivered to the user's warehouse.

Recognition Timeout During credit card processing, a transaction can be interrupted if the credit card processing company does not recognize the caller within a designated amount of time. The time allowed for recognition is set in the Credit Card Control F/M. If a recognition timeout occurs, users have the option of waiting again or canceling the transaction and starting over.

Release Basis The basis is used to determine when a sales order will be created for specific release requests on a Blanket Sales Order document. Longest Lead Time, Fixed Number of Days or the Greater of longest lead time and fixed number of days are the three choices for release basis.

Request date The date the users request the merchandise be delivered to their warehouse.

Response Timeout During credit card processing, a response timeout is caused when the credit card processing company exceeds a certain amount of time while it is processing a transaction. This timeframe is set in the Credit Card Control F/M. If a response timeout occurs, the FACTS user can wait again or cancel the transaction; however, there's no way of knowing if the transaction was approved or not. The transaction usually has to be finished over the phone.

Route The route code is used so that customers can be grouped by geographic location for efficient delivery purposes.

Serial Item An item which is flagged as a serial item through the Item F/M is one which when received or sold must be assigned a serial number per unit.

Service Code Each electronic pricing service must be assigned a Service Code, used to identify the pricing service and to define the map between the flat file and the pending file.

Ship file A flat file created by Clippership that consists of freight details and totals. Ship files can be edited if shipping information changes once this file is created. They also become "closed" files once the end of the day process is run in Clippership.

Ship-From Ship-From records are set up through Purchase Order Ship-From F/M. Purchase orders can be sent to the vendor's address stored in the AP Vendor File or to a different billing and shipping (warehouse) address.

Ship-To Ship-To records are set up through Accounts Receivable Ship-To F/M. Invoices can be sent to the customer's address stored in the AR Customer File or to a different billing and shipping address.

Ship Via The carrier being used to ship the freight. The method of transportation for the purchase order. Ship via codes are created and maintained in the Ship Via F/M. If Clippership is being used, ship via codes must be linked with Clippership carrier codes.

Special Order A sales order which is tied to an associated purchase order is considered a special order.

Standard Price The standard price may be entered as a basis and multiplier, a set price or a change % from the previously entered price. Standard price may be based on list price, manual cost, sales order entry cost, a set price (standard price), or any price level.

Temporary Items Nonstocked items are goods offered to your customer as a value added service but are not carried in inventory. Nonstocked items do not exist in the item file.

Terms code   Two-character codes that represent different types of payment terms and are used in the ending routines of most SO order entry programs. Terms codes used in the SO program are created and maintained in the Accounts Receivable Terms Code F/M. This file maintenance enable users to specify the General Ledger account number, payment terms, invoicing dates and discount distribution for each terms code.

Uninventoried Items An item category for things that are not replenished and not found in the warehouse. Labor is an example of an uninventoried item.

UPS Zone The United Parcel Service zone based upon the zip code location of the prospect or customer.

Usage Rate The rate of usage (sales, transfers out, manufacturing components) for a stocked item in a given period. Usage rates form the basis for replenishment control calculations. For highly seasonal items the usage rate is the anticipated average usage of the upcoming 3 periods based on those 3 periods as of a year ago. For low seasonal items the usage rate is the anticipated average usage of the upcoming 6 periods based on those 6 periods a year ago. For non-seasonal items the usage rate is calculated as the average usage of the last six periods. In a multi-warehouse environment where centralized purchasing is used, sales by the "satellite" warehouses posts to usage for the "central" warehouse.

Vendor-item number The vendor-item number is the code number that the manufacturer uses to identify this item. This number may print on the purchase order in addition to the user's item number.

Vendor notes Optional instructions, memo lines, notes recorded on a specific vendor available for inquiry and reporting. Vendor notes are entered through the Vendor Inquiry Program.

Voice Authorization In credit card processing, an authorization code that is provided by an operator, usually when electronic processing is off-line.

Warehouse The space allocated for the storage of merchandise.

Warehouse Shipment A warehouse shipment is the shipment of goods from a warehouse to the receiving customer.

Working File A flat file created by FACTS when an SO document is created that contains pertinent shipping information. The working file is placed in the Clippership polling directory. Clippership pulls shipping information from the FACTS working file to create the ship file.

APPENDIX C: Sample Reports

SAMPLE QUOTE PRINT

```
!=====================================================================================!
!                            QUOTE PRINT                                               !
!                           DEMO COMPANY                          NO. 000779 !
!                      69 SOUTH PEACHTREE STREET                                       !
!                         ATLANTA, GA 30030                          Page 1  !
!                          (404) 962-9900                                              !
!                                                                  09/28/02 !
!                                                                                      !
!                                                                                      !
!    Ship-to:   SAME                        Bill-to:      NEW                 !
!    TRASK SUPPLY CO.                       TRASK SUPPLY CO.                  !
!    2931 PEACHTREE INDUSTRIAL BLVD         2931 PEACHTREE INDUSTRIAL BLVD !
!    ATLANTA, GA  30323                     ATLANTA, GA  30323               !
!                                                                                      !
!=====================================================================================!
!REFERENCE #     ! EXPIRES !SLSP!TERMS         !WH !FREIGHT!SHIP VIA         !
!-------------------------------------------------------------------------------------!
!2307SDLK23      !09/30/02 ! 40 !NET 15 DAYS    !01 !PREPAID!                !
!=====================================================================================!
!QUOTED BY: GB  !QUOTED TO: EMERSON G. TRASK                                 !
!=====================================================================================!
!    ITEM!DESCRIPTION                    ! ORDERED!UM!    PRICE!UM! EXTENSION!
!=====================================================================================!
!    I123!20 GAL WASTE CONTAINER         !     2!EA!    20.15!EA!    40.30!
!    I149!INDUSTRIAL STRENGTH DEGREASER !    10!EA!    75.75!EA!   757.50!
!    I148!MIRACLE CLEANER                !     5!EA!    50.50!EA!   252.50!
!        !DO NOT BACKORDER CLEANER       !     ! !        ! !          !
!        !                               !     ! !        ! !          !
!        !                               !     ! !        ! !          !
!        !                               !     ! !        ! !          !
!        !                               !     ! !        ! !          !
!        !                               !     ! !        ! !          !
!        !                               !     ! !        ! !          !
!        !                               !     ! !        ! !          !
!        !                               !     ! !        ! !          !
!=====================================================================================!
!                        !MERCHANDISE!    MISC!    TAX! FREIGHT!     TOTAL!
!                        !-----------------------------------------------------!
!                        ! 1050.30!    .00!    .00!    .00!   1050.30!
!                        !=====================================================!
! OUR QUOTES ARE VERY COMPETITIVE!                                           !
!=====================================================================================!
```

SAMPLE PICK TICKET PRINT

```
!=====================================================================================!
!                              PICK TICKET PRINT                                       !
!                              DEMO COMPANY                            NO. 001631 !
!                         69 SOUTH PEACHTREE STREET                                    !
!                            ATLANTA, GA 30030                         Page 1    !
!                            (404) 962-9900                                            !
!                                                                     09/28/02 !
!                                                                                      !
!                                                                     Route 01M  !
!    Ship-to:   SAME                              Bill-to:       C128             !
!    MILLER'S OFFICE EQUIPMENT CO.                MILLER'S OFFICE EQUIPMENT CO.  !
!    36699 WILSON WAY S.E.                        36699 WILSON WAY S.E.           !
!    MINNEAPOLIS, MN 54332                        MINNEAPOLIS, MN 54332           !
!                                                                                      !
!=====================================================================================!
!REFERENCE #    !ORDERED !REQUESTED!SLSP!TERMS        !WH !FREIGHT!SHIP VIA       !
!-------------------------------------------------------------------------------------!
!               !09/19/02!09/26/02 ! 30 !NET 20       !01 !PREPAID!UPS            !
!=====================================================================================!
!    ITEM!DESCRIPTION                  ! ORDERED!  SHIP! BACK!UM!  WEIGHT!   LOC!
!=====================================================================================!
!    I132!STEEL SWIVEL CASTER 2" DIA.  !     10!      !     !BX!  100.0!   A47!
!    I133!STEEL SWIVEL CASTER 2 1/2"DIA !     10!      !     !BX!  100.0!   I41!
!        !RUSH ORDER AS SOON AS POSSIBLE!       !      !     ! !       !      !
!        !                              !       !      !     ! !       !      !
!        !                              !       !      !     ! !       !      !
!        !                              !       !      !     ! !       !      !
!        !                              !       !      !     ! !       !      !
!        !                              !       !      !     ! !       !      !
!        !                              !       !      !     ! !       !      !
!        !                              !       !      !     ! !       !      !
!        !                              !       !      !     ! !       !      !
!        !                              !       !      !     ! !       !      !
!        !                              !       !      !     ! !       !      !
!        !                              !       !      !     ! !       !      !
!        !                              !       !      !     ! !       !      !
!=====================================================================================!
!                                                 TOTAL WEIGHT:    200.0        !
!THANK YOU FOR YOUR ORDER!                                                             !
!=====================================================================================!
!=====================================================================================!
```

SAMPLE PICK TICKET PRINT WITH ALTERNATE BIN LOCATIONS

```
!============================================================================!
!                          PICK TICKET PRINT                                !
!                           Demo Company                        NO. 001893 !
!                      69 South Peachtree Street                           !
!                        Atlanta, GA 30030                       Page 1  !
!                         (770) 418-2000                                   !
!                                                                06/06/02 !
!                                                                          !
!                                                                          !
!    Ship-to:   SAME                        Bill-to:      C104             !
!    Barnes Machinery & Equipment           Barnes Machinery & Equipment   !
!    18 South Dixon Ave.                     18 South Dixon Ave.           !
!    Atlanta, GA 30302                       Atlanta, GA 30302             !
!                                                                          !
!============================================================================!
!REFERENCE #    !ORDERED !REQUESTED!SLSP!TERMS          !WH !FREIGHT!SHIP VIA    !
!----------------------------------------------------------------------------!
!F038957       !09/20/02!   ASAP ! 20 !1% 10th Net 30 !01 !PREPAID!UPS         !
!============================================================================!
!    ITEM!DESCRIPTION              !COMMITTED!  SHIP! BACK!UM!  WEIGHT!   LOC!
!============================================================================!
!    I101!Pallet Truck             !      15!     ! !EA! 2940.0!   A85!
!        !Alt Loc: A99             !        !     ! ! !   !      !      !
!    I102!Adjustable Height Steel Stool !   10!     ! !EA!  290.0!   B73!
!    I100!Pallet Loading Hand Truck !      2!     ! !EA!  158.0!   G25!
!        !Alt Loc: R35; OVRSTK     !        !     ! ! !   !      !      !
!============================================================================!
!                                   TOTAL WEIGHT:    3388.0        !
!Thank you for your order!                                                  !
!============================================================================!
!============================================================================!
```

SAMPLE REPRINT PICK TICKET PRINT WITH DIRECT SHIP

```
                                                         REPRINT
                                                          001958
                                                              1
                                                         01/28/03


            S100                                    C100
 Southeastern Industrial Supply          Southeastern Industrial Supply
 1145-A Fulton Industrial Park           12490 South Peachtree Street
 Atlanta, GA 30223                       Atlanta, GA 30348


        01/28/03    ASAP   30  2% 10 Net 30    01  PRE/ADD CUST PICK UP

    I100 Pallet Loading Hand Truck           1           EA    79.5    G25
         Alt Loc: A1; A2; A3; A4; A5
         Price:   288.150 EA
         Ext:      288.15


    * THE FOLLOWING LINES ARE DIRECT SHIP *

    I100 Pallet Loading Hand Truck           0           EA     .0 DIRECT
                                        BACKORDERED      1
         Vendor: V110
         Price:   120.000 EA
         Ext:        .00


 EXTENSION TOT:     288.15 (LESS TAX + FRT)                      79.5
 Thank you for your order!
```

SAMPLE INVOICE PRINT (LONG FORM)

```
!==============================================================================!
!                          INVOICE                                             !
!                       DEMO COMPANY                             NO. 002036 !
!                  69 South Peachtree Street                                   !
!                    Atlanta, GA 30030                          Page 1  !
!                    (404) 418-2000                                            !
!                                                               10/06/02 !
!                                                                              !
!                                                                              !
!      Bill-to:     C100                      Ship-to:  S100                !
!      Southeastern Industrial Supply         Southeastern Industrial Supply !
!      12490 South Peachtree Street           1145-A Fulton Industrial Park !
!      Atlanta, GA 30348                      Atlanta, GA 30223             !
!                                                                              !
!==============================================================================!
!REFERENCE #    !SHIPPED !SLS!TERMS         !TAX CODE!DOC # !WH!SHIP VIA       !
!------------------------------------------------------------------------------!
!               !10/06/02! 30!MULTIPLE      !NOTAX   !D00258!01!UPS GROUND     !
!==============================================================================!
!    ITEM!DESCRIPTION                  !  SHIPPED!UM!   PRICE!UM!  EXTENSION!
!==============================================================================!
!    I108!Steel Top Work Bench         !       2!EA!   148.45!EA!     296.90!
!        !Cust Item: FUR-1008          !        ! !        ! !           !
!        !Work Bench, heavy duty       !        ! !        ! !           !
!==============================================================================!
!         FREIGHT:             31.00                                           !
!         TOTAL DUE:          313.05                                           !
!         PAYMENTS:                                                            !
!         Deposit Applied     100.00                                           !
!         check               213.05 9874                                      !
!         DEPOSITS:                                                            !
!         Deposit             100.00                                           !
!          Applied           -100.00                                           !
!         --------------------------                                           !
!         Remaining Dep          .00                                           !
!==============================================================================!
!                    !MERCHANDISE!    MISC!     TAX! FREIGHT!   TOTAL DUE!
!                    !-----------------------------------------------------!
!                    !    296.90!     .00!     .00!   31.00!        .00!
!                    !=====================================================!
! WE appreciate your business!                                                 !
!==============================================================================!
```

SAMPLE COUNTER SALE PRINT (SHORT FORM)

```
!===================================================================================!
!                                 INVOICE                                           !
!                          DEMO COMPANY—MAIN BRANCH                                  !
!                          69 South Peachtree Street                                !
!                             Atlanta, GA 30030                                     !
!                             (404) 418-2000                                        !
!                                                                                   !
!                                                                                   !
!                                                                                   !
!   Sold To: ZZZZZZCASH                                  INVOICE    002037 !
!   CASH                                                                   !
!                                                        PAGE         1 !
!                                                                                   !
!                                                        DATE  10/06/02 !
!===================================================================================!
!SLSP!TERMS          !CHECK/CARD#         !TAX %!WH!REF#          !RECPT#    !
!-----------------------------------------------------------------------------------!
!  10!check          !8964                ! 4.00!01!              !S00668    !
!===================================================================================!
!     ITEM!DESCRIPTION                    ! QUANTITY!UM!    PRICE!UM! EXTENSION!
!-----------------------------------------------------------------------------------!
!     I151!Bicarbonate of Soda           !        5!LB!     2.90!LB!     14.50!
!     I123!20 gal Waste Container         !        4!EA!    20.14!EA!     80.56!
!===================================================================================!
!       TOTAL DUE:          98.86                                                   !
!       PAYMENTS:                                                                   !
!       check             98.86 8964                                                !
!                                                                                   !
!                                                                                   !
!                                                                                   !
!                                                                                   !
!                                                                                   !
!                                                                                   !
!                                                                                   !
!                                                                                   !
!                                                                                   !
!                                                                                   !
!                                                                                   !
!                                                                                   !
!                                                                                   !
!                                                                                   !
!                                                                                   !
!                                                                                   !
!===================================================================================!
!                        ! MERCHANDISE!     TAX! TENDERED! CASH BACK!   TOTAL DUE!
!                        !-------------------------------------------------------!
!                        !       95.06!    3.80!      .00!       .00!        .00!
!                        !=======================================================!
!Don't forget our ANNIVERSARY SPECIALS!                                             !
!===================================================================================!
```

SAMPLE BILL OF LADING

```
                                    STRAIGHT BILL OF LADING
                                    ORIGINAL-NOT NEGOTIABLE

         6.4 Development
         69 SOUTH PEACHTREE STREET
         ATLANTA, GA 30030
         (404) 962-9900                    DOCUMENT NO.    001746

                                           DATE            04/02/02

                                           PAGE   1  OF _____
S
H            C101
I         DELUXE EQUIPMENT WAREHOUSE
P         11900-A HOLCOMB BRIDGE ROAD
          ROSWELL, GA 30076
T
O
===============================================================================
CARRIER! UPS                    !WH! !NOTES!
===============================================================================
UNITS ! HM!KIND OF PKG, DESC ARTICLES, SPECIAL MARKS/EXCEPTIONS !WEIGHT  !CLASS
===============================================================================
      !   !     I104 RUBBER TIRE MAT                           !   340.0!
      !   !                                                    !        !
      !   !                                                    !        !
      !   !     I134 DRUM WRENCH/STEEL                         !   153.0!
      !   !                                                    !        !
      !   !                                                    !        !
      !   !     I123 20 GAL WASTE CONTAINER                    !   175.0!
      !   !                                                    !        !
      !   !                                                    !        !
      !   !                                                    !        !
      !   !                                                    !        !
      !   !                                                    !        !
      !   !                                                    !        !
      !   !                                                    !        !
      !   !                                                    !        !
      !   !                                                    !        !
      !   !                                                    !        !
      !   !                                                    !        !
      !   !                                                    !        !
===============================================================================
                                           TOTAL WEIGHT:      668.0

===============================================================================
      EMERGENCY CONTACT:MICK JAGGER            123-1234
===============================================================================
```

```
     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.
===============================================================================
     RECEIVED, subject to the classifications and lawfully filed tariffs
in effect on the date of the issue of this Bill of Lading, the
property described above, in apparent good order, except as noted,
which said carrier agrees to carry to its usual place of delivery
at said destination.
     The shipper hereby accepts all of the terms and conditions of this
Bill of Lading.
===============================================================================
SHIPPER      6.4 Development             RECEIVING COMPANY
SIGNED                                   SIGNED                    DATE


===============================================================================
```

```
DATE: 09/28/02                                  DEMO COMPANY                              SOR210 PAGE: 1
USER: SSI ToW                            COMMIT BACKORDERED QUANTITIES                    TIME: 11:36 AM

ORDER FIRST TO LAST
REQUESTED DATE FIRST TO LAST
WAREHOUSE 01

 ORDER T S    DATE    WH    CUSTOMER NAME                                ITEM DESCRIPTION                      COMMITTED UM
=====================================================================================================================
001586 O W    ASAP    01       C100 SOUTHEASTERN INDUSTRIAL SUPPLY       I104 RUBBER TIRE MATS                        5 EA
001589 O W    ASAP    01       C100 SOUTHEASTERN INDUSTRIAL SUPPLY       I126 GRAVITY ROLLER CONVEYER                 1 EA

 ITEMS: 2                                                                                            END OF REPORT
```

```
DATE: 09/28/02                          DEMO COMPANY                              SOR320 PAGE: 1
USER: SSI ToW                     RECURRING DOCUMENT LISTING                      TIME: 11:41 AM

CUSTOMER FIRST TO LAST
ALL DOCUMENTS, DATES 09/11/02-09/28/02
CURRENT PERIOD 09/02 SEP
                                                                  POSTED
                 PRINT INV                        INVOICE      ---TO DATE----
SQ   SHIP WH S/T TC TAX CODE WO IN DAY MONTHS TO POST   AMOUNT CUTOFF------  #    TOTAL $ MEMO            STATUS
=========================================================================================================
Customer      C101 DELUXE EQUIPMENT WAREHOUSE

01   S101 01  30 02 NOTAX     N  N  21 010203040506070809101112     79.56 N  6     3    238.68 MONTHLY REORDER      UP


SQ=SEQUENCE NUMBER, S/T=SLSP/TERR, TC=TERMS CODE, CUTOFF BASIS: A=AMOUNT, D=DATE, N=NUMBER OF PAYMENTS
STATUS: C=COMPLETED THIS PERIOD, E=EXPIRED, U=UNEXPIRED, P=POST THIS PERIOD, *=UNABLE TO POST

DOCUMENTS: 1                                                                      END OF REPORT
```

```
DATE: 10/06/02                              DEMO COMPANY                          SOR310 PAGE: 1
USER: ddw TC                           DAILY SALES REGISTER #0583                  TIME:  2:07 PM

REGISTER DATE 09/19/02
WAREHOUSE 01
DEPARTMENT ALL

  INV#   DATE  TC  WH S/T DEPT  DOC#   CUSTOMER NAME        SALES      COST  G.M.%    TAX  FREIGHT  DISCOUNT     TOTAL
=======================================================================================================================
         10/02/02 01  01  10 1   002079         8 ORDER DELETED BY USER: T9
                                                            .00       .00  0.0%     .00      .00       .00       .00
         10/02/02 01  01  10 1   002081         8 ORDER DELETED BY USER: T9
                                                            .00       .00  0.0%     .00      .00       .00       .00
         10/02/02 01  01  10 1   002082         8 ORDER DELETED BY USER: TD
                                                            .00       .00  0.0%     .00      .00       .00       .00
         10/03/02 CS  01  10 1   S00666 ZZZZZZZCASH ORDER DELETED BY USER: TC
                                                            .00       .00  0.0%     .00      .00       .00       .00
001786 09/28/02 20  01  30 1   001582       C128 IN REPRINT FILE
001789 09/26/02 01  01  10 2   S00499 ZZZZZZZCASH IN REPRINT FILE
001791 09/27/02 02  01  30 1   D00143       C100 IN REPRINT FILE
001835 09/28/02 02  01  30 1   D00144       C100 IN REPRINT FILE
001908 09/28/02 20  01  30 1   001580       C119 IN REPRINT FILE
001911 09/27/02 02  01  30 1   C00041       C100 IN REPRINT FILE
001914 09/28/02 20  01  30 1   C00044       C119 IN REPRINT FILE
002005 09/22/02 CS  01  10 1   S00653 ZZZZZZZCASH IN REPRINT FILE
002006 09/22/02 01  01  30 1   D00227       C102 IN REPRINT FILE
002007 09/21/02 01  01  30 1   D00217       C102 IN REPRINT FILE
002010 09/23/02 01  01  10 1   S00654 ZZZZZZZCASH IN REPRINT FILE
002011 09/24/02 02  01  30 1   001628       C100 IN REPRINT FILE
002012 09/24/02 02  01  10 1   001922       C100 IN REPRINT FILE
002014 09/24/02 02  01  10 1   002000       C100 IN REPRINT FILE
002036 10/06/02 02* 01  30 1   D00258       C100 Southeast     296.90   151.50 46.3%     .00    31.00     14.85    313.05
                             Payment(s)    Applied Deposit    100.00
                             rw check                         213.05

                             Deposit(s) T1 CHECK              100.00

002037 10/06/02 CS* 01  10 1   S00668 ZZZZZZZCASH CASH         95.06    38.20 59.8%    3.80      .00       .00     98.86
                             Payment(s) rw check               98.86


OTHER DOCUMENTS WITH DEPOSITS

N/A   10/06/02 02* 01  30 1   D00257       C100 Southeastern Industrial Supply
                             Deposit(s) CS Cash                 50.00
                             rw check                          328.25

N/A   10/06/02 CS* 01  10 1   S00667 ZZZZZZZCASH CASH

                             INVOICES   AVERAGE  ----------  ----------  -----  --------  -------  ----------  ----------

                    REGISTER TOTAL:    2    205.96    391.96    189.70  49.7%    3.80    31.00     14.85    411.91

                       CASH TOTAL:     2    205.96    411.91    189.70  52.2%    3.80    31.00     14.85    411.91
```

```
                          AR TOTAL:     0         .00          .00           .00   0.0%          .00          .00          .00           .00
                 DEPOSITS APPLIED:      1      100.00       100.00         48.39  49.2%          .00         9.90         4.74        100.00

                         DEPOSITS:      2      239.13       478.25
```

TC=TERMS CODE ($=CASH, *=OVER CREDIT LIMIT), WH=INITIATING WAREHOUSE, S/T=SALESPERSON/TERRITORY, DEPT=DEPARTMENT
DOCUMENT (*=CHANGED AFTER INVOICE PRINTED)   END OF REGISTER

```
DATE: 10/06/02                                DEMO COMPANY                              SOR310 PAGE: 1
USER: ddw TC                                 REGISTER RECAP                             TIME:  2:07 PM

CODE DESCRIPTION              #INV      CASH        SALES        COST  G.M.%     TAX    FREIGHT    DISCOUNT        TOTAL
==================================================================================================================
TERMINAL
T6   KANE              TODAY    0       .00          .00         .00   0.0%      .00       .00         .00          .00
                       PTD      9   1840.00      2685.00      380.52  85.8%      .00       .00       15.00      2670.00
TC   denise            TODAY    2    411.91       391.96      189.70  49.7%     3.80     31.00       14.85       411.91
                       PTD      2    411.91       391.96      189.70  49.7%     3.80     31.00       14.85       411.91
                               -----  -----------  -----------  -----------  ------ ---------  --------- -----------  -----------
           TODAY TERMINAL TOTAL  2    411.91       391.96      189.70  49.7%     3.80     31.00       14.85       411.91
             PTD TERMINAL TOTAL 11   2251.91      3076.96      570.22  81.3%     3.80     31.00       29.85      3081.91

INITIATING WAREHOUSE
01   Atlanta Warehouse TODAY    2    411.91       391.96      189.70  49.7%     3.80     31.00       14.85       411.91
                       PTD     11   2251.91      3076.96      570.22  81.3%     3.80     31.00       29.85      3081.91
                               -----  -----------  -----------  -----------  ------ ---------  --------- -----------  -----------
  TODAY INITIATING WAREHOUSE TOTAL 2  411.91       391.96      189.70  49.7%     3.80     31.00       14.85       411.91
    PTD INITIATING WAREHOUSE TOTAL 11 2251.91      3076.96      570.22  81.3%     3.80     31.00       29.85      3081.91

SALESPERSON/TERRITORY
 10  Ronnie Regan      TODAY    1     98.86        95.06       38.20  59.8%     3.80       .00         .00        98.86
                       PTD      1     98.86        95.06       38.20  59.8%     3.80       .00         .00        98.86
 30  Sally Furness     TODAY    1    313.05       296.90      151.50  46.3%      .00     31.00       14.85       313.05
                       PTD     10   2153.05      2981.90      532.02  82.0%      .00     31.00       29.85      2983.05
                               -----  -----------  -----------  -----------  ------ ---------  --------- -----------  -----------
TODAY SALESPERSON/TERRITORY TOTAL  2  411.91       391.96      189.70  49.7%     3.80     31.00       14.85       411.91
  PTD SALESPERSON/TERRITORY TOTAL 11  2251.91      3076.96      570.22  81.3%     3.80     31.00       29.85      3081.91

TERMS CODE
01   1% 10th Net 30    TODAY    0       .00          .00         .00   0.0%      .00       .00         .00          .00
                       PTD      8    200.00       945.00      135.28  85.7%      .00       .00         .00       945.00
02   2% 10 Net 30      TODAY    0       .00          .00         .00   0.0%      .00       .00         .00          .00
                       PTD      1    200.00       300.00       42.28  85.2%      .00       .00       15.00       285.00
CS   Cash              TODAY    1     98.86        95.06       38.20  59.8%     3.80       .00         .00        98.86
                       PTD      3   -101.14      -104.94       10.02 109.6%     3.80       .00         .00       -101.14
T1   CHECK             TODAY    1    100.00        94.84       48.39  46.3%      .00      9.90        4.74       100.00
                       PTD      9   1700.00      1694.84      273.89  83.8%      .00      9.90        4.74      1700.00
dd   coupon            TODAY    0       .00          .00         .00   0.0%      .00       .00         .00          .00
                       PTD      2     40.00        40.00        5.64  85.9%      .00       .00         .00        40.00
rw   check             TODAY    1    213.05       202.06      103.11  46.3%      .00     21.10       10.11       213.05
                       PTD      1    213.05       202.06      103.11  46.3%      .00     21.10       10.11       213.05
                               -----  -----------  -----------  -----------  ------ ---------  --------- -----------  -----------
         TODAY TERMS CODE TOTAL  3    411.91       391.96      189.70  49.7%     3.80     31.00       14.85       411.91
           PTD TERMS CODE TOTAL 24   2251.91      3076.96      570.22  81.3%     3.80     31.00       29.85      3081.91

DEPARTMENT
1    Wholesale         TODAY    2    411.91       391.96      189.70  49.7%     3.80     31.00       14.85       411.91
                       PTD     11   2251.91      3076.96      570.22  81.3%     3.80     31.00       29.85      3081.91
                               -----  -----------  -----------  -----------  ------ ---------  --------- -----------  -----------
         TODAY DEPARTMENT TOTAL  2    411.91       391.96      189.70  49.7%     3.80     31.00       14.85       411.91
           PTD DEPARTMENT TOTAL 11   2251.91      3076.96      570.22  81.3%     3.80     31.00       29.85      3081.91
```

```
REMOTE/NON-REMOTE
N    NON-REMOTE SALES      TODAY    2     411.91      391.96      189.70  49.7%    3.80     31.00      14.85      411.91
                           PTD     11    2251.91     3076.96      570.22  81.3%    3.80     31.00      29.85     3081.91
 DATE: 10/06/02                                 FACTS 6.07 Maintenance                               SOR310 PAGE: 2
USER: ddw TC                                       REGISTER RECAP                                    TIME:  2:07 PM

CODE DESCRIPTION                 #INV      CASH        SALES        COST  G.M.%     TAX   FREIGHT   DISCOUNT       TOTAL
========================================================================================================================
                                -----  ----------  ----------  ---------- ------ --------- --------- ----------- ----------
         TODAY REMOTE/NON-REMOTE TOTAL    2     411.91      391.96      189.70  49.7%    3.80     31.00      14.85      411.91
         PTD REMOTE/NON-REMOTE TOTAL     11    2251.91     3076.96      570.22  81.3%    3.80     31.00      29.85     3081.91


                                                                                                    END OF RECAP
```

```
DATE: 10/06/02                                    DEMO COMPANY                                    SOR310 PAGE: 1
USER: ddw TC                           SALES REGISTER GL DISTRIBUTION #0583                       TIME:  2:07 PM

GL PERIOD 09/02 SEP

G/L#      DESCRIPTION                  CUSTOMER NAME                SHIP-TO   INV#      DEBIT        CREDIT         NET
=============================================================================================================================
100-01-0 Cash                         C100 Southeastern Industrial Su  S100            378.25
                                      C100 Southeastern Industrial Su  S100 002036     313.05
                         ZZZZZZCASH CASH                                  SAME 002037    98.86
                                                                              ------------ ------------ ------------
                                                              ACCOUNT TOTAL           790.16          .00       790.16

120-01-0 Accounts Receivable          C100 Southeastern Industrial Su  S100 002036       .00
                         ZZZZZZCASH CASH                                  SAME 002037      .00
                                                                              ------------ ------------ ------------
                                                              ACCOUNT TOTAL              .00          .00          .00

175-01-0 Inventory                    C100 Southeastern Industrial Su  S100 002036                 151.50
                         ZZZZZZCASH CASH                                  SAME 002037                 38.20
                                                                              ------------ ------------ ------------
                                                              ACCOUNT TOTAL              .00       189.70     (189.70)

190-01-0 Deposits                     C100 Southeastern Industrial Su  S100                        378.25
                                      C100 Southeastern Industrial Su  S100 002036       .00
                                                                              ------------ ------------ ------------
                                                              ACCOUNT TOTAL              .00       378.25     (378.25)

330-01-0 Sales Tax Payable   ZZZZZZCASH CASH                                  SAME 002037                  3.80
                                                                              ------------ ------------ ------------
                                                              ACCOUNT TOTAL              .00         3.80       (3.80)

410-01-1 Sales                        C100 Southeastern Industrial Su  S100 002036                 282.05
                         ZZZZZZCASH CASH                                  SAME 002037                 95.06
                                                                              ------------ ------------ ------------
                                                              ACCOUNT TOTAL              .00       377.11     (377.11)

530-01-1 Cost of Goods Sold           C100 Southeastern Industrial Su  S100 002036     151.50
                         ZZZZZZCASH CASH                                  SAME 002037     38.20
                                                                              ------------ ------------ ------------
                                                              ACCOUNT TOTAL           189.70          .00       189.70

531-01-1 Interwarehouse COGS          C100 Southeastern Industrial Su  S100 002036       .00
                         ZZZZZZCASH CASH                                  SAME 002037      .00
                                                                              ------------ ------------ ------------
                                                              ACCOUNT TOTAL              .00          .00          .00
```

C-17

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640-01-1 Freight                    C100 Southeastern Industrial Su   S100 002036                   31.00
DATE: 10/06/02                                 DEMO COMPANY                           SOR310 PAGE: 2
USER: ddw TC                          SALES REGISTER GL DISTRIBUTION #0583                   TIME:  2:07 PM

G/L#    DESCRIPTION                        CUSTOMER NAME                 SHIP-TO   INV#      DEBIT       CREDIT         NET
============================================================================================================================
                                                                                        ------------ ------------ ------------
                                                                         ACCOUNT TOTAL            .00        31.00      (31.00)

                                                                                        ------------ ------------ ------------
                                                                         REPORT TOTAL          979.86       979.86          .00

ACCOUNTS: 9                                                                             END OF GL DISTRIBUTION
```

SAMPLE SHIPPING LABEL PRINT

```
** UPS SHIPPER NO GA 293-104 **

          C119
BRADLEY MANUFACTURING CO.
4163 LEES MILL ROAD
ATLANTA, GA 30301


       Order: 001580   1 of  1
```

```
** UPS SHIPPER NO GA 293-104 **

          C123
GEORGIA PRINT MACHINES, INC.
99843 EAST INDUSTRIAL PARK DR
ATLANTA, GA 30021


       Order: 001581   1 of  1
```

UPS COD SHIPPING LABEL

```
                        GA 293-104



                                      113.64         113.64



                                    09/24/02       09/24/02

             BRADLEY MANUFACTURING CO.
             4163 LEES MILL ROAD
             ATLANTA, GA 30301
```

```
DATE: 09/28/02                          DEMO COMPANY                          SOP430 PAGE: 1
USER: SSI ToZ                        UPS MANIFEST 09/28/02                     TIME:  2:59 PM

ATLANTA WAREHOUSE                                              UPS SHIPPER # GA 293-104
685 FULTON INDUSTRIAL                                          PICKUP RECORD #     000000000
ATLANTA, GA 33025

                                                        FREIGHT   C.O.D.  DECLARED GRND  O  C
INVOICE    CONSIGNEE NAME          CONSIGNEE ADDRESS       ZONE   WT  RES  CHARGE   AMOUNT    VALUE TRAC  S  T
=======================================================================================================
001580-01 BRADLEY MANUFACTURING CO.  4163 LEES MILL ROAD      2   23        3.47            100.00
                                     ATLANTA, GA 30301
001581-01 GEORGIA PRINT MACHINES, INC. 99843 EAST INDUSTRIAL PARK DR  2  45   5.42          150.00
                                     ATLANTA, GA 30021
001581-02 GEORGIA PRINT MACHINES, INC. 99843 EAST INDUSTRIAL PARK DR  2  66   6.37          300.00
                                     ATLANTA, GA 30021
001583-01 BIKES FOR TYKES            5565 CLAIRMONT AVE.       2   70        6.49           550.00
                                     ATLANTA, GA 30345
001584-01 SOUTHEASTERN INDUSTRIAL SUPP 1145-A FULTON INDUSTRIAL PARK  2  40   5.00          225.00
                                     ATLANTA, GA 30223
001584-02 SOUTHEASTERN INDUSTRIAL SUPP 1145-A FULTON INDUSTRIAL PARK  2  60   6.17          315.00
                                     ATLANTA, GA 30223
001588-01 WORD PROCESSING SYSTEMS CORP 9908 WINDY HILL ROAD    22   36       51.50  140.00  200.00      X
                                     MARIETTA, GA 30067
      ---                                                 -----  -------  --------  --------
TOTAL   7                                                   340    84.42   140.00  1840.00
```

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DATE: 09/28/02            DEMO COMPANY              SOP430 PAGE: 2
USER: SSI ToZ   UPS MANIFEST ZONE SUMMARY 09/28/02   TIME:  2:59 PM

ATLANTA WAREHOUSE                      UPS SHIPPER # GA 293-104
685 FULTON INDUSTRIAL                  PICKUP RECORD #    000000000
ATLANTA, GA 33025


                  #    #          FREIGHT ---C.O.D.--   VALUE   #
            ZONE LTTR PKGS WEIGHT   CHARGE   #  CHARGE  CHARGE C/T
    =================================================================
    COMMON CARRIER   2        6    304   32.92   0     .00    3.25   0
                         ----  ------ -------- --- ------- ------- ---
    COMMON CARRIER TOTAL      6    304   32.92   0     .00    3.25   0

    AIR SERVICE     22   0    1     36   51.50   1    2.75     .25
                     --- ---- ------ -------- --- ------- -------
       AIR SERVICE TOTAL  0    1     36   51.50   1    2.75     .25
                     --- ---- ------ -------- --- ------- ------- ---
          REPORT TOTAL    0    7    340   84.42   1    2.75    3.50   0

            NUMBER OF GROUNDTRAC PACKAGES    0
                       NUMBER OF COD'S   1  COD CHARGES    2.75
                         TOTAL UPS REVENUE      87.17

                           END OF REPORT
```

UPS SHIPPING LABEL

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DEMO COMPANY                    ********************
ATLANTA WAREHOUSE               *  UPS SHIPPER NO  *
685 FULTON INDUSTRIAL           *    GA 293-104    *
ATLANTA, GA 33025               * PKG ID #00147701 *
                                ********************


        ORDER NO. 001477      CUSTOMER:       C123



            GEORGIA PRINT MACHINES, INC.
            99843 EAST INDUSTRIAL PARK DR
            ATLANTA, GA 30021


DEMO COMPANY                    ********************
ATLANTA WAREHOUSE               *  UPS SHIPPER NO  *
685 FULTON INDUSTRIAL           *    GA 293-104    *
ATLANTA, GA 33025               * PKG ID #00158101 *
                                ********************


        ORDER NO. 001581      CUSTOMER:       C123



            GEORGIA PRINT MACHINES, INC.
            99843 EAST INDUSTRIAL PARK DR
            ATLANTA, GA 30021


DEMO COMPANY                    ********************
ATLANTA WAREHOUSE               *  UPS SHIPPER NO  *
685 FULTON INDUSTRIAL           *    GA 293-104    *
ATLANTA, GA 33025               * PKG ID #00158102 *
                                ********************


        ORDER NO. 001581      CUSTOMER:       C123



            GEORGIA PRINT MACHINES, INC.
            99843 EAST INDUSTRIAL PARK DR
            ATLANTA, GA 30021
```

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DATE: 09/28/02                           DEMO COMPANY                          SOR410 PAGE: 1
USER: SSI ToZ                       FREIGHT HISTORY REPORT                      TIME:  3:01 PM

DATE FIRST TO LAST
SHIP VIA ALL

                                           FREIGHT ------C.O.D.----- DECLARED INSURE   TOTAL GRND O C
INVOICE   SHIP-TO           ADDRESS        ZONE  WT  CHARGE CHARGE   AMOUNT    VALUE  CHARGE CHARGE TRAC S T
==================================================================================================================
Warehouse 01 ATLANTA WAREHOUSE
Date 09/28/02

001524-01 LINDA'S FLOWER SHOP   LILBURN, GA 30247     2  10   2.17                    100.00   .00    2.17  N  N N
001580-01 BRADLEY MANUFACTURING ATLANTA, GA 30301     2  38   4.83                    100.00   .00    4.83  N  N N
001580-02 BRADLEY MANUFACTURING ATLANTA, GA 30301     2  58   6.11                    250.00   .50    6.61  N  N N
001581-01 GEORGIA PRINT MACHINES ATLANTA, GA 30021    2  22   3.37                    100.00   .00    3.37  N  N N
001584-01 SOUTHEASTERN INDUSTRIA ATLANTA, GA 30223    2  70   6.49                    100.00   .00    6.49  N  N N
041684-01 COWBOY WORLD          SAN ANTONIO, TX 75012 5  69  13.50                    541.13  1.25   16.00  Y  Y Y
616811-01 PACKAGING SYSTEMS CORP CLEVELAND, OH 44114  4  13   3.54                    100.00   .00    3.54  N  N N
616811-02 PACKAGING SYSTEMS CORP CLEVELAND, OH 44114  4  54  10.22                    413.45  1.00   11.22  N  N N
    ---                                                  ----- ------- ------- --------- --------- ------- ---------
     8                              09/28/02 TOTAL       334  50.23     .00     .00   1704.58  2.75   54.23
    ---                                                  ----- ------- ------- --------- --------- ------- ---------
     8                              WAREHOUSE TOTAL      334  50.23     .00     .00   1704.58  2.75   54.23

Warehouse 02 DALLAS WAREHOUSE
Date 09/28/02

001578-01 MALONEY'S METAL PRODUC DALLAS, TX 75223    12  24  25.00                    100.00   .00   25.00  N  N N
001579-01 COWBOY WORLD          SAN ANTONIO, TX 75012 5  19   5.47                    100.00   .00    5.47  N  N N
048924-01 COWBOY WORLD          SAN ANTONIO, TX 75012 5  28   7.44                    135.98   .25    7.69  N  N N
048924-02 COWBOY WORLD          SAN ANTONIO, TX 75012 5  13   6.78                    100.00   .00    6.78  Y  Y N
    ---                                                  ----- ------- ------- --------- --------- ------- ---------
     4                              09/28/02 TOTAL        84  44.69     .00     .00    435.98   .25   44.94
    ---                                                  ----- ------- ------- --------- --------- ------- ---------
     4                              WAREHOUSE TOTAL       84  44.69     .00     .00    435.98   .25   44.94
    ---                                                  ----- ------- ------- --------- --------- ------- ---------
    12                              REPORT TOTAL        418  94.92     .00     .00   2140.56  3.00   99.17


WT=WEIGHT, OS=OVERSIZE, CT=CALL TAG

DOCUMENTS:  9                                                                  END OF REPORT
```

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 DATE: 09/28/02                    DEMO COMPANY                    SOP440 PAGE: 1
 USER: SSI ToZ                     UPS ZONE CHART                  TIME:  3:01 PM

WAREHOUSE 01 ATLANTA WAREHOUSE

ZIP CODE
 PREFIX   ZONE
===============================================================================
004-005    5
010-041    5
042-049    6
050-089    5
100-149    5
150-163    4
164-165    5
166-166    4
167-167    5
168-168    4
169-169    5
170-174    4
175-198    5
199-199    4
200-218    4
219-219    5
220-241    4
242-243    3
244-245    4
246-248    3
249-268    4
270-274    3
275-279    4
280-282    3
283-285    4
286-286    3
287-289    2
290-292    3
293-293    2
294-295    3
296-296    2
297-297    3
298-298    2
299-299    3
300-312    2
313-316    3
317-319    2
320-326    3
327-339    4
342-349    4
```

```
DATE: 09/28/02                     DEMO COMPANY                    SOP440 PAGE: 1
USER: SSI ToZ                      UPS WEIGHT CHART                TIME:  3:02 PM

ZONE FIRST TO LAST, COMMERCIAL & RESIDENTIAL
RATES STANDARD & GROUNDTRAC
```

```
                                                             -----------------------------------------ZONE-------------------------------------------
WT      2C      3C      4C      5C      6C      7C      8C    GT-2C   GT-3C   GT-4C   GT-5C   GT-6C   GT-7C   GT-8C     2R      3R      4R      5R
     ===============================================================================================================================================
  1    2.28    2.43    2.66    2.74    2.83    2.91    2.97    3.03    3.18    3.41    3.49    3.58    3.66    3.72    2.83    2.98    3.21    3.29
  2    2.30    2.46    2.93    3.03    3.24    3.34    3.58    3.05    3.21    3.68    3.78    3.99    4.09    4.33    2.85    3.01    3.48    3.58
  3    2.40    2.63    3.12    3.27    3.53    3.63    3.95    3.15    3.38    3.87    4.02    4.28    4.38    4.70    2.95    3.18    3.67    3.82
  4    2.50    2.78    3.24    3.43    3.66    3.85    4.23    3.25    3.53    3.99    4.18    4.41    4.60    4.98    3.05    3.33    3.79    3.98
  5    2.61    2.90    3.31    3.51    3.83    4.03    4.44    3.36    3.65    4.06    4.26    4.58    4.78    5.19    3.16    3.45    3.86    4.06

  6    2.72    2.98    3.37    3.58    3.99    4.21    4.58    3.47    3.73    4.12    4.33    4.74    4.96    5.33    3.27    3.53    3.92    4.13
  7    2.83    3.05    3.43    3.63    4.11    4.40    4.80    3.58    3.80    4.18    4.38    4.86    5.15    5.55    3.38    3.60    3.98    4.18
  8    2.94    3.11    3.49    3.70    4.24    4.62    5.16    3.69    3.86    4.24    4.45    4.99    5.37    5.91    3.49    3.66    4.04    4.25
  9    3.04    3.19    3.54    3.79    4.38    4.89    5.57    3.79    3.94    4.29    4.54    5.13    5.64    6.32    3.59    3.74    4.09    4.34
 10    3.14    3.28    3.60    3.91    4.55    5.22    5.98    3.89    4.03    4.35    4.66    5.30    5.97    6.73    3.69    3.83    4.15    4.46

 11    3.23    3.38    3.69    4.10    4.79    5.55    6.41    3.98    4.13    4.44    4.85    5.54    6.30    7.16    3.78    3.93    4.24    4.65
 12    3.32    3.49    3.80    4.29    5.06    5.90    6.83    4.07    4.24    4.55    5.04    5.81    6.65    7.58    3.87    4.04    4.35    4.84
 13    3.39    3.61    3.91    4.50    5.34    6.29    7.28    4.14    4.36    4.66    5.25    6.09    7.04    8.03    3.94    4.16    4.46    5.05
 14    3.46    3.74    4.06    4.72    5.63    6.65    7.74    4.21    4.49    4.81    5.47    6.38    7.40    8.49    4.01    4.29    4.61    5.27
 15    3.54    3.89    4.22    4.95    5.92    7.03    8.19    4.29    4.64    4.97    5.70    6.67    7.78    8.94    4.09    4.44    4.77    5.50

 16    3.61    4.05    4.38    5.18    6.24    7.41    8.63    4.36    4.80    5.13    5.93    6.99    8.16    9.38    4.16    4.60    4.93    5.73
 17    3.69    4.20    4.55    5.39    6.53    7.78    9.08    4.44    4.95    5.30    6.14    7.28    8.53    9.83    4.24    4.75    5.10    5.94
 18    3.75    4.34    4.71    5.61    6.83    8.16    9.53    4.50    5.09    5.46    6.36    7.58    8.91   10.28    4.30    4.89    5.26    6.16
 19    3.85    4.44    4.88    5.81    7.15    8.53    9.98    4.60    5.19    5.63    6.56    7.90    9.28   10.73    4.40    4.99    5.43    6.36
 20    3.99    4.60    5.06    6.05    7.44    8.89   10.43    4.74    5.35    5.81    6.80    8.19    9.64   11.18    4.54    5.15    5.61    6.60

 21    4.14    4.75    5.22    6.28    7.74    9.28   10.89    4.89    5.50    5.97    7.03    8.49   10.03   11.64    4.69    5.30    5.77    6.83
 22    4.26    4.91    5.40    6.50    8.03    9.64   11.34    5.01    5.66    6.15    7.25    8.78   10.39   12.09    4.81    5.46    5.95    7.05
 23    4.39    5.04    5.58    6.74    8.34   10.01   11.77    5.14    5.79    6.33    7.49    9.09   10.76   12.52    4.94    5.59    6.13    7.29
 24    4.51    5.20    5.76    6.96    8.64   10.39   12.24    5.26    5.95    6.51    7.71    9.39   11.14   12.99    5.06    5.75    6.31    7.51
 25    4.63    5.33    5.95    7.20    8.93   10.77   12.68    5.38    6.08    6.70    7.95    9.68   11.52   13.43    5.18    5.88    6.50    7.75

 26    4.74    5.50    6.13    7.44    9.25   11.12   13.13    5.49    6.25    6.88    8.19   10.00   11.87   13.88    5.29    6.05    6.68    7.99
 27    4.86    5.65    6.31    7.66    9.54   11.52   13.60    5.61    6.40    7.06    8.41   10.29   12.27   14.35    5.41    6.20    6.86    8.21
 28    4.92    5.81    6.49    7.89    9.85   11.89   14.03    5.67    6.56    7.24    8.64   10.60   12.64   14.78    5.47    6.36    7.04    8.44
 29    5.00    5.94    6.67    8.13   10.15   12.26   14.50    5.75    6.69    7.42    8.88   10.90   13.01   15.25    5.55    6.49    7.22    8.68
 30    5.10    6.05    6.87    8.38   10.49   12.67   15.00    5.85    6.80    7.62    9.13   11.24   13.42   15.75    5.65    6.60    7.42    8.93

 31    5.21    6.17    7.10    8.65   10.83   13.07   15.48    5.96    6.92    7.85    9.40   11.58   13.82   16.23    5.76    6.72    7.65    9.20
 32    5.30    6.31    7.29    8.93   11.17   13.49   15.98    6.05    7.06    8.04    9.68   11.92   14.24   16.73    5.85    6.86    7.84    9.48
 33    5.41    6.47    7.51    9.20   11.51   13.89   16.47    6.16    7.22    8.26    9.95   12.26   14.64   17.22    5.96    7.02    8.06    9.75
 34    5.51    6.64    7.70    9.41   11.82   14.30   16.96    6.26    7.39    8.45   10.16   12.57   15.05   17.71    6.06    7.19    8.25    9.96
 35    5.61    6.85    7.87    9.65   12.12   14.72   17.43    6.36    7.60    8.62   10.40   12.87   15.47   18.18    6.16    7.40    8.42   10.20

 36    5.69    7.00    8.05    9.90   12.43   15.08   17.90    6.44    7.75    8.80   10.65   13.18   15.83   18.65    6.24    7.55    8.60   10.45
 37    5.77    7.16    8.25   10.12   12.73   15.47   18.35    6.52    7.91    9.00   10.87   13.48   16.22   19.10    6.32    7.71    8.80   10.67
 38    5.84    7.30    8.43   10.37   13.05   15.84   18.82    6.59    8.05    9.18   11.12   13.80   16.59   19.57    6.39    7.85    8.98   10.92
 39    5.91    7.40    8.62   10.59   13.35   16.22   19.27    6.66    8.15    9.37   11.34   14.10   16.97   20.02    6.46    7.95    9.17   11.14
 40    6.02    7.54    8.80   10.84   13.65   16.61   19.72    6.77    8.29    9.55   11.59   14.40   17.36   20.47    6.57    8.09    9.35   11.39

 41    6.10    7.65    8.97   11.06   13.96   16.98   20.18    6.85    8.40    9.72   11.81   14.71   17.73   20.93    6.65    8.20    9.52   11.61

 42    6.19    7.80    9.17   11.31   14.26   17.36   20.63    6.94    8.55    9.92   12.06   15.01   18.11   21.38    6.74    8.35    9.72   11.86
```

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43    6.27   7.94   9.35  11.54  14.57  17.75  21.09   7.02   8.69  10.10  12.29  15.32  18.50  21.84   6.82   8.49   9.90  12.09
44    6.37   8.11   9.54  11.76  14.87  18.11  21.55   7.12   8.86  10.29  12.51  15.62  18.86  22.30   6.92   8.66  10.09  12.31
45    6.45   8.25   9.72  12.00  15.17  18.49  22.01   7.20   9.00  10.47  12.75  15.92  19.24  22.76   7.00   8.80  10.27  12.55

46    6.57   8.41   9.91  12.25  15.48  18.88  22.46   7.32   9.16  10.66  13.00  16.23  19.63  23.21   7.12   8.96  10.46  12.80
47    6.64   8.52  10.09  12.47  15.79  19.26  22.93   7.39   9.27  10.84  13.22  16.54  20.01  23.68   7.19   9.07  10.64  13.02
48    6.69   8.63  10.28  12.71  16.07  19.63  23.33   7.44   9.38  11.03  13.46  16.82  20.38  24.08   7.24   9.18  10.83  13.26
49    6.72   8.69  10.46  12.94  16.32  19.98  23.73   7.47   9.44  11.21  13.69  17.07  20.73  24.48   7.27   9.24  11.01  13.49
50    6.81   8.75  10.59  13.11  16.54  20.30  24.12   7.56   9.50  11.34  13.86  17.29  21.05  24.87   7.36   9.30  11.14  13.66

51    6.85   8.88  10.68  13.24  16.72  20.51  24.41   7.60   9.63  11.43  13.99  17.47  21.26  25.16   7.40   9.43  11.23  13.79
52    6.88   8.92  10.74  13.30  16.85  20.62  24.57   7.63   9.67  11.49  14.05  17.60  21.37  25.32   7.43   9.47  11.29  13.85
53    6.90   8.97  10.80  13.36  16.93  20.73  24.70   7.65   9.72  11.55  14.11  17.68  21.48  25.45   7.45   9.52  11.35  13.91
54    6.94   9.00  10.85  13.43  17.01  20.84  24.80   7.69   9.75  11.60  14.18  17.76  21.59  25.55   7.49   9.55  11.40  13.98
55    6.97   9.03  10.89  13.49  17.09  20.94  24.91   7.72   9.78  11.64  14.24  17.84  21.69  25.66   7.52   9.58  11.44  14.04

56    6.99   9.06  10.94  13.54  17.16  21.02  25.01   7.74   9.81  11.69  14.29  17.91  21.77  25.76   7.54   9.61  11.49  14.09
57    7.01   9.10  10.98  13.60  17.23  21.10  25.11   7.76   9.85  11.73  14.35  17.98  21.85  25.86   7.56   9.65  11.53  14.15
58    7.03   9.13  11.02  13.66  17.30  21.20  25.21   7.78   9.88  11.77  14.41  18.05  21.95  25.96   7.58   9.68  11.57  14.21
59    7.06   9.17  11.07  13.71  17.39  21.29  25.32   7.81   9.92  11.82  14.46  18.14  22.04  26.07   7.61   9.72  11.62  14.26
60    7.08   9.20  11.11  13.77  17.47  21.38  25.43   7.83   9.95  11.86  14.52  18.22  22.13  26.18   7.63   9.75  11.66  14.32

61    7.10   9.22  11.17  13.83  17.54  21.48  25.54   7.85   9.97  11.92  14.58  18.29  22.23  26.29   7.65   9.77  11.72  14.38
62    7.12   9.24  11.23  13.89  17.62  21.57  25.65   7.87   9.99  11.98  14.64  18.37  22.32  26.40   7.67   9.79  11.78  14.44
63    7.14   9.26  11.27  13.96  17.70  21.66  25.77   7.89  10.01  12.02  14.71  18.45  22.41  26.52   7.69   9.81  11.82  14.51
64    7.16   9.28  11.32  14.01  17.77  21.77  25.87   7.91  10.03  12.07  14.76  18.52  22.52  26.62   7.71   9.83  11.87  14.56
65    7.18   9.30  11.37  14.07  17.85  21.88  25.98   7.93  10.05  12.12  14.82  18.60  22.63  26.73   7.73   9.85  11.92  14.62

66    7.20   9.32  11.41  14.13  17.92  21.97  26.11   7.95  10.07  12.16  14.88  18.67  22.72  26.86   7.75   9.87  11.96  14.68
67    7.22   9.34  11.45  14.19  17.99  22.07  26.22   7.97  10.09  12.20  14.94  18.74  22.82  26.97   7.77   9.89  12.00  14.74
68    7.24   9.36  11.51  14.24  18.07  22.17  26.33   7.99  10.11  12.26  14.99  18.82  22.92  27.08   7.79   9.91  12.06  14.79
69    7.26   9.38  11.55  14.33  18.15  22.27  26.44   8.01  10.13  12.30  15.08  18.90  23.02  27.19   7.81   9.93  12.10  14.88
70    7.28   9.40  11.59  14.38  18.21  22.37  26.56   8.03  10.15  12.34  15.13  18.96  23.12  27.31   7.83   9.95  12.14  14.93

ZONES  12                                                                                                     END OF REPORT
```

```
DATE: 04/11/02                        DEMO COMPANY                          SOR510 PAGE: 1
USER: SSI T4C                   SUGGESTED CONTRACT LISTING                   TIME:  5:47 PM


CUSTOMER SCOPE: SPECIFIC CUSTOMERS
ITEM SCOPE: SCVA
CONTRACT STATUS SCOPE: CFE
                ----------------ACTUAL---------------- ------------------------SUGGESTED CONTRACT-----------------------
                QUANTITY  BS MULTPLR   PRICE   COMM% QUANTITY  BS MULTPLR   PRICE  CHANGE %   COMM%  EFF DATE   EXP DATE
                =====================================================================================================
CUSTOMER:       C107 Central Georgia Materials Co.
ITEM:           I105 Nesting Conveyor Box           UM: ALL
     STANDARD PRICE:                                        LP  1.0000
     PRICE LEVEL 1:                                         LP  1.1000                   %      04/08/01  12/31/02
                2:                                          LP  1.2000                   %
                3:                                          LP  1.3000                   %
                4:                                          LP  1.4000                   %
                5:                                          LP  1.5000                   %
                6:                                          LP  1.6000                   %

CUSTOMER:       C107 Central Georgia Materials Co.
ITEM:           I105 Nesting Conveyor Box           UM: EA
     STANDARD PRICE:                      11.05             LP  1.0000   11.05    .000%
     PRICE LEVEL 1:                       10.50   .00%      LP  1.1000   12.16  15.810%     04/08/01  12/31/02
                2:                          9.95   .00%      LP  1.2000   13.26  33.266%
                3:                          9.40   .00%      LP  1.3000   14.37  52.872%
                4:                          8.85   .00%      LP  1.4000   15.47  74.802%
                5:                          8.30   .00%      LP  1.5000   16.58  99.759%
                6:                          7.75   .00%      LP  1.6000   17.68 128.129%




                                                                              END OF REPORT
```

```
DATE: 04/11/02                                    DEMO COMPANY                                SOR510 PAGE: 1
USER: SSI T4C                               EXISTING CONTRACT LISTING                          TIME:  6:13 PM

ITEM SCOPE: SPECIFIC ITEMS
CUSTOMER SCOPE: SCA
CONTRACT STATUS SCOPE: CFE
                ----------------ACTUAL---------------- -------------------------EXISTING CONTRACT-----------------------
                QUANTITY  BS MULTPLR    PRICE    COMM% QUANTITY  BS MULTPLR    PRICE  CHANGE %  COMM%  EFF DATE  EXP DATE
                ==========================================================================================================
ITEM:           I102 Adjustable Height Steel Stool   UM: EA
CUSTOMER:       C100 Southeastern Industrial Supply
        STANDARD PRICE:              67.65                    LP  1.0000   67.65    .000%
        PRICE LEVEL 1:              64.30   .00%             LP   .9800   66.30   3.110%            04/11/02  12/31/02
                    2:              60.90   .00%             LP   .9600   64.94   6.634%
                    3:              57.50   .00%             LP   .9400   63.59  10.591%
                    4:              54.15   .00%             LP   .9300   62.91  16.177%
                    5:              50.75   .00%             LP   .9200   62.24  22.640%
                    6:              47.35   .00%             LP   .9100   61.56  30.011%

ITEM:           I102 Adjustable Height Steel Stool   UM: EA USE AS DEFAULT Y
CUSTOMER:       C100 Southeastern Industrial Supply
QUANTITY BREAK LEVEL 1:                                 10   LP   .9500   64.27 999.999%            04/11/02  12/31/02
                    2:                                 20   LP   .9200   62.24 999.999%
                    3:                                100   LP   .9100   61.56 999.999%
                    4:                                150   LP   .9000   60.89 999.999%
                    5:                                200   LP   .8700   58.86 999.999%
                    6:                                250   LP   .8500   57.50 999.999%

ITEM:           I102 Adjustable Height Steel Stool   UM: EA
CUSTOMER:       C102 Roark Architectural, Inc.
        STANDARD PRICE:              67.65                              57.25 -15.373%


                                                                                 END OF REPORT
```

SAMPLE DOT CODE LISTING

```
DATE: 04/02/02                               DEMO COMPANY                          SOR530 PAGE: 1
USER: SSI TGQ                                DOT CODE LISTING                      TIME:  9:43 PM

DOT CODE FIRST TO LAST
ALL DOT CODES


              HM    HAZARDOUS              PACKING  FREIGHT
              ENTRY CLASS                  GROUP    CLASS
DOT CODE HAZARDOUS ENTRY CLASS    UN/NA ID GROUP    CLASS    SHIPPING NAME
===================================================================================================
DC-1       YES   RQ   1,2,3       NA1      II       9999     NOT DOT REGULATED********************************
           TECHNICAL/CHEMICAL NAME 1: HYDROGRETZNY PRURAFLABBEN*************************
           TECHNICAL/CHEMICAL NAME 2: STICKY BLUE STUFF

DC-10      YES   X    0000        UNUYIT'  II       9        XYLENE

DC-11      YES   X                UN1234   II       1        CORROSIVES

DC-12      YES   X    5.1         UN3087   I        9999     OXIDIZING SUBSTANCES, SOLID, POISONOUS, N.O.S

DC-2       YES   X    4.1         UN2213   III      55       PARASTORMAIDEHYDE

DC-3       YES   X    3           UN2288   III      55       PANTAMETHYLHEPTANE

DC-4       YES   RQ   6,1         UN2831   III      55       1,1,1, TRICHLOROETHANE MIXTURE

DC-5       YES   X    1,2         UN1133   III      55       ADHESIVES

DC-6       YES   X    8           UN1760   III      44       CORROSIVE LIQUIDS NOS
           TECHNICAL/CHEMICAL NAME 1: AMINES

DC-7       YES   X    4.2         UN1379   III      45       PAPER
           TECHNICAL/CHEMICAL NAME 1: UNSATURATED OIL TREATED, INCOMPLETELY DRIED

DC-9       YES   X    8           UN3066   II       55       PAINT OR PAINT RELATED MATERIAL

HZ-1       YES   X                UN1993   III      55       COMBUSTIBLE LIQUID NOS

HZ-10      YES   X    6.1         UN3016   II                HAZARDOUS MATERIAL #10
           TECHNICAL/CHEMICAL NAME 1: BIPYRIDILIUM PESTICIDE, LIQUID, TOXIC, N.O.S.
           TECHNICAL/CHEMICAL NAME 2: (CONTAINS PARAQUAT), (POISON)

HZ-2       YES   X    1.1D        UN0411   II       3        PENTAERYTHRITE TETRANITRATE
           TECHNICAL/CHEMICAL NAME 1: PENTAERYTHRITOL TETRANITRATE

HZ-3       YES   X    33333       UN30     I        30       HAZARDOUS MATERIAL #3
           TECHNICAL/CHEMICAL NAME 1: HIGHLY TOXIC
           TECHNICAL/CHEMICAL NAME 2: DO NOT TOUCH

HZ-4       YES   X    44444       UN4444   II       4444     HAZARDOUS MATERIAL #4
           TECHNICAL/CHEMICAL NAME 1: FOUR
           TECHNICAL/CHEMICAL NAME 2: FOUR
```

```
HZ-5        YES    X     6.1      UN2783   II      5555     HAZARDOUS MATERIAL #5
                   TECHNICAL/CHEMICAL NAME 1: ORGANOPHOSPHORUS PESTICIDES, SOLID, TOXIC, N.O.S.
                   TECHNICAL/CHEMICAL NAME 2: (PHORATE)

HZ-7        YES    X     77777    NA77777  III     7777     HAZARDOUS MATERIAL #7
                   TECHNICAL/CHEMICAL NAME 1: HAZ
                   TECHNICAL/CHEMICAL NAME 2: MAT

HZ-8        YES    X     88888    NA88888          8888     HAZARDOUS MATERIAL
                   TECHNICAL/CHEMICAL NAME 1: IT
                   TECHNICAL/CHEMICAL NAME 2: IS

HZ-9        YES    X     ABCDE    NA22222          9999     12345678911234567892123456789312345678941234567895
                   TECHNICAL/CHEMICAL NAME 1: 12345678911234567892123456789312345678941234567895
                   TECHNICAL/CHEMICAL NAME 2: 12345678911234567892123456789312345678941234567895

PAULLI      YES    RQ    12345    UN12345  III     9999     PAUL'S HOUSE AT 1234 MAINSTREAM WAY, NORCROSS, GA.
                   TECHNICAL/CHEMICAL NAME 1: MOST DANGEROUS PERSON AROUND

WALLY       YES    RQ    1,2      UN3434   II      34       LDSKJFLDSKJF
                   TECHNICAL/CHEMICAL NAME 1: SLKFJ;SALDKJF
                   TECHNICAL/CHEMICAL NAME 2: A;LDSKJF;LSAKJDF

DOT CODES: 22                                                                          END OF PRINT
```

```
DATE: 06/28/02                              DEMO COMPANY                          SOR705 PAGE: 1
USER: SSI TFt                              MSDS ID LISTING                         TIME:  6:17 PM

MSDS ID FIRST TO LAST
ITEMS LISTED


                                    REVISION      LIT PRT
             MSDS ID DESCRIPTION      DATE   R    LOC  CD DATA FILE PATH/NAME
=======================================================================================================
             BENZENE BENZENE         08/01/02 Y    A34 WPC /ssi6/msds/
                       Item(s):      I155 BENZENE COMPOUND
       BORIC ACID BORIC ACID - 100%  06/01/02 Y    A25
                       Item(s):      I153 HYDROFLORIC ACID SOLUTION
   HYDRO-CHLORINE HYDRO-CHLORINE     07/01/02 Y    A32
                       Item(s):      I154 CHLORINE CATALYST

R=REQUIRED, LIT LOC=LITERATURE LOCATION, PRT CD=PRINT CODE

MSDS IDS: 3                                                                        END OF PRINT
```

Quote Listing - Summary

```
DATE: 06/03/03                          COMPANY: 7.4 Development                    SOR710 PAGE: 1
USER: STK T0S                                QUOTE LISTING                          TIME: 10:34 AM

PRI SLSP FIRST TO LAST
DATE FIRST TO LAST
WAREHOUSE 01


                                             PRI                          INIT
  QUOTE   DATE    EXPIRES  CUSTOMER NAME      SLSP SHIP-TO    QUOTED TO     WH       TOTAL  ORDER
=================================================================================================
000873 02/12/01   NONE    C100 Southeastern Industrial Supply  10 SAME           Snoopy       01   1209.89 003263
001045 07/16/01 07/18/01  C101 Deluxe Equipment Warehouse..+   10 Deluxe Equipment W Marty     01    962.80
001295 03/14/03   NONE    C106 Maloney's Metal Products Co.    10 SAME           Jerry Bales  01     47.25 003638
000123 07/17/01 07/18/01  C101 Deluxe Equipment Warehouse..+   20 Deluxe Equipment W Sam I Am  01   1142.42
000980 06/20/01   NONE    C100 Southeastern Industrial Supply  20 SAME           James Dawg   01    276.46
                                                                                             ----------
                                                                    REPORT TOTAL             3638.82

QUOTES: 5                                                                          End of Report
```

Quote Listing – Detail and Detail with BOM Components

```
----------1---------2---------3---------4---------5---------6---------7---------8---------9--------10--------11--------12--------13-
01234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901
DATE: 06/03/03                               7.4 Development                        SOR710 PAGE: 1
USER: STK T0S                                QUOTE LISTING                          TIME: 10:51 AM

PRI SLSP FIRST TO LAST
DATE FIRST TO LAST
WAREHOUSE 01


                                             SHIP
LN#          ITEM DESCRIPTION          QUANTITY UM WH   PRICE UM   EXTENSION
=================================================================================================
Quote: 000873  Date: 02/12/01  Expires: NONE    Customer:    C100 Southeastern Industrial Suppl  Ship-to: SAME
                             Pri Slsp:  10  Quoted to: Snoopy             Init Wh: 01  Order: 003263  Ref#:

001          I100 Pallet Loading Hand Truck      2 EA 01    408.00 EA      816.00
002          Marty Marty Test again           1.00 EA 01     99.99 EA       99.99
003          I100 Pallet Loading Hand Truck      1 EA 01     95.000 CT       7.90
004          I100 Pallet Loading Hand Truck      1 EA 01      .000 CT        .00
005                          memo
006          I100 Pallet Loading Hand Truck      1 EA 01     9.500 EA        9.50
                                                                        ----------
                             QUOTE TOTAL (+TAX+FRT-DISC)     1209.89

Quote: 001045  Date: 07/16/01  Expires: 07/18/01  Customer:    C101 Deluxe Equipment Warehouse..+  Ship-to: Deluxe Equipment Ware
                             Pri Slsp: 010  Quoted to: Marty             Init Wh: 01  Order:       Ref#: Test4

001          I101 Pallet Truck                   2 EA 01    489.85 EA      979.70
002          I100 Pallet Loading Hand Truck      2 EA 01     9.40 EA        18.80
                                                                        ----------
                             QUOTE TOTAL (+TAX+FRT-DISC)      962.80
```

```
Quote: 001295  Date: 03/14/03  Expires: NONE      Customer:        C106 Maloney's Metal Products Co.   Ship-to: SAME
                            Pri Slsp:  10  Quoted to: Jerry Bales                Init Wh: 01  Order: 003638  Ref#: asdfasdfasdfasd

001                      I100 Pallet Loading Hand Truck            5 EA 01      9.450 EA        47.25
                                                                                            ----------
                                                           QUOTE TOTAL (+TAX+FRT-DISC)        47.25

Quote: 000123  Date: 07/17/01  Expires: 07/18/01  Customer:        C101 Deluxe Equipment Warehouse..+  Ship-to: Deluxe Equipment Ware
                            Pri Slsp:  20  Quoted to: Sam I Am                   Init Wh: 01  Order:         Ref#: test4

001                      I101 Pallet Truck                         2 EA 01     489.85 EA       979.70
002                      I100 Pallet Loading Hand Truck            2 EA 01     940.00 BX        18.80
                                                                                            ----------
                                                           QUOTE TOTAL (+TAX+FRT-DISC)      1142.42

Quote: 000980  Date: 06/20/01  Expires: NONE      Customer:        C100 Southeastern Industrial Suppl  Ship-to: SAME
                            Pri Slsp:  20  Quoted to: James Dawg                 Init Wh: 01  Order:         Ref#:

001                      I109 Foremen Shop Cabinet Desk            1 EA 01    225.259 EA       225.26
                                                                                            ----------
                                                           QUOTE TOTAL (+TAX+FRT-DISC)       276.46
                                                                                            ----------
                                                               REPORT TOTAL    3638.82

QUOTES: 5                                                                                   End of Report
```

SOR720 – Order Status Report – item order with price

```
DATE: 09/02/02                              DEMO COMPANY                              SOR720 PAGE: 1
USER: STK T57                            ORDER STATUS REPORT                              TIME:  5:55 PM

ITEM FIRST TO LAST
OPEN & BACKORDERS; WAREHOUSE 01
REQUESTED DATE FIRST TO LAST
ORDER PRIORITY RUSH

        WHSE                                                                     SL              PR ---PO/TRAN----
    DOC# T P IN SH   DATE    CUSTOMER NAME            ORDERED COMMITTED  SHIPPED BACKORDRD UM     PRICE UM T  DOC# LN# S
==================================================================================================================
Item               COM  COMPONENT                                               On Hand     18 On Order         2

002963 O R 01 01   ASAP         C100 Southeastern Industrial      2        1        0         1 EA  2000.000* EA P 001198 002 O
                                                               --------- --------- --------- --------- ---------
                                              ITEM TOTAL (EA)      2        1        0         1     2000.00
                                                               --------- --------- --------- --------- ---------
                                              REPORT TOTAL         2        1        0         1     2000.00

T=DOCUMENT TYPE (B=BACKORDER, I=INVOICE, O=OPEN ORDER), P=ORDER PRIORITY (N=NORMAL, R=RUSH, H=SERVICE HOLD),
WH=WAREHOUSE: IN=INITIATING, SH=SHIPPING (@=DIRECT SHIP); ITEM (*=BOM FINISHED ITEM), PRICE (*=USER OVERRIDE);
PO/TRAN: T=TYPE (P=PURCH ORDER, T=TRANSFER), S=DOC STATUS (O=OPEN, R=PARTIAL RECEIPT, C=COMPLETED, D=DELETED)

ITEMS: 125                                                                                       End of Report
```

SOR720 – Order Status Report – item order without price

```
DATE: 09/02/02                           FACTS DEMO COMPANY                           SOR720 PAGE: 1
USER: STK T57                            ORDER STATUS REPORT                              TIME:  5:55 PM

ITEM FIRST TO LAST
OPEN & BACKORDERS; WAREHOUSE 01
REQUESTED DATE FIRST TO LAST
ORDER PRIORITY RUSH

        WHSE                                                                     SL ---PO/TRAN----
    DOC# T P IN SH   DATE    CUSTOMER NAME            ORDERED COMMITTED  SHIPPED BACKORDRD UM T  DOC# LN# S
==================================================================================================================
Item               COM  COMPONENT                                               On Hand     18 On Order         2

002963 O R 01 01   ASAP         C100 Southeastern Industrial Su    2        1        0         1 EA P 001198 002 O
                                                               --------- --------- --------- ---------
                                              ITEM TOTAL (EA)      2        1        0         1
                                                               --------- --------- --------- ---------
                                              REPORT TOTAL         2        1        0         1

T=DOCUMENT TYPE (B=BACKORDER, I=INVOICE, O=OPEN ORDER), P=ORDER PRIORITY (N=NORMAL, R=RUSH, H=SERVICE HOLD),
WH=WAREHOUSE: IN=INITIATING, SH=SHIPPING (@=DIRECT SHIP); ITEM (*=BOM FINISHED ITEM);
PO/TRAN: T=TYPE (P=PURCH ORDER, T=TRANSFER), S=DOC STATUS (O=OPEN, R=PARTIAL RECEIPT, C=COMPLETED, D=DELETED)

ITEMS: 1                                                                                         End of Report
```

SOR720 – Order Status Report – customer order with price

```
DATE: 09/02/02                          FACTS DEMO COMPANY                          SOR720 PAGE: 1
USER: STK T57                           ORDER STATUS REPORT                         TIME:  6:32 PM

CUSTOMER FIRST TO LAST
OPEN & BACKORDERS; WAREHOUSE 01
REQUESTED DATE FIRST TO LAST
ORDER PRIORITY RUSH

        IN                     --------INVENTORY-------- ---------------ORDER--------------- SL        PR --PO/TRAN---
ORDER# T P WH   DATE            ITEM  AVAILABLE  ON ORDER UM  ORDERED COMMITTD  SHIPPED BACKORD UM    PRICE UM  DOC# LN# S
=========================================================================================================================
Customer         ME Me and You

002626 O R 01   ASAP           1234534      -1      100 EA     1.00    1.00              .00 EA  40.000*EA 001761 001 C
                                                                                              ---------
                                                                        DOCUMENT TOTAL          40.00
                                                                                              ---------
                                                                        CUSTOMER TOTAL          40.00
                                                                                              ---------
                                                                        REPORT TOTAL            40.00

T=DOCUMENT TYPE (B=BACKORDER, I=INVOICE, O=OPEN ORDER), P=ORDER PRIORITY (N=NORMAL, R=RUSH, H=SERVICE HOLD),
IN WH=INITIATING WAREHOUSE, PRICE (*=USER OVERRIDE)
PO/TRAN: S=DOCUMENT STATUS (O=OPEN, R=PARTIAL RECEIPT, C=COMPLETED, D=DELETED)

CUSTOMERS: 1                                                                             End of Report
```

SOR720 – Order Status Report – customer order without price

```
DATE: 09/02/02                          FACTS 7.2 Development                       SOR720 PAGE: 1
USER: STK T57                           ORDER STATUS REPORT                         TIME:  6:32 PM

CUSTOMER FIRST TO LAST
OPEN & BACKORDERS; WAREHOUSE 01
REQUESTED DATE FIRST TO LAST
ORDER PRIORITY RUSH

        IN                     --------INVENTORY-------- ---------------ORDER--------------- SL    ---PO/TRAN----
ORDER# T P WH   DATE            ITEM  AVAILABLE  ON ORDER UM  ORDERED COMMITTD  SHIPPED BACKORD UM T  DOC# LN# S
=========================================================================================================================
Customer         ME Me and You

002626 O R 01   ASAP           1234534      -1      100 EA     1.00    1.00              .00 EA P 001761 001 C

T=DOCUMENT TYPE (B=BACKORDER, I=INVOICE, O=OPEN ORDER), P=ORDER PRIORITY (N=NORMAL, R=RUSH, H=SERVICE HOLD),
IN WH=INITIATING WAREHOUSE;
PO/TRAN: T=TYPE (P=PURCHASE ORDER, T=TRANSFER), S=DOCUMENT STATUS (O=OPEN, R=PARTIAL RECEIPT, C=COMPLETED, D=DELETED)

CUSTOMERS: 1                                                                             End of Report
```

```
DATE: 06/28/02                                   DEMO COMPANY                              SOR730 PAGE: 1
USER: SSI TFt                                DAILY SHIPPING REPORT                         TIME:  6:58 PM

ORDERS FIRST TO LAST
REQUESTED DATE FIRST TO LAST
SHIPPING WAREHOUSE ALL
ALL SHIPPING STATUSES
                 --------------DOCUMENT----------- SL -----------------INVENTORY------------------- ---PO/TRAN----
            ITEM     WH ST  ORDERED COMMITTD BCKORDRD UM   ON HAND   ON ORDER  COMMITTED BACKORDERD UM T   DOC# LN# S
=======================================================================================================================
Doc: 001632  Type: O  Init Whse: 01  Requested: ASAP      Customer:      C105 DALLAS FURNITURE MART
     *ON HOLD*
            I109     02  H       7       7       0 EA        8         4         7          0 EA
FOREMEN SHOP CABINET DESK
36 X 29 X 52


Doc: 001634  Type: O  Init Whse: 01  Requested: ASAP       Customer:      C111 COWBOY WORLD

            I115     02  H      10      10       0 EA       35        25        20          0 EA
PLASTIC DOLLY
800 LB CAPACITY. 18 X 30
            I105     02  R      10      10       0 EA       75         0        25          0 EA
NESTING CONVEYOR BOX
18"W X 12.5"D X 6"H


Doc: 001635  Type: O  Init Whse: 01  Requested: ASAP       Customer:      C103 TAGGART TRANSCONTINENTAL
     *ON HOLD*
            I100     02  H       5       5       0 EA       15         7         5          0 EA
PALLET LOADING HAND TRUCK
1000 LB CAPACITY
            I123     02  R      25      25       0 EA      152         0        25          0 EA
20 GAL WASTE CONTAINER
19.5 X 23; 7LBS


PO/TRAN: T=TYPE (P=PURCHASE ORDER, T=TRANSFER), S=STATUS (O=OPEN, P=PARTIALLY RECEIVED, C=COMPLETELY RECEIVED, D=DELETED)
ST=SHIPPING STATUS (H=ON HOLD BY SHIPPING WAREHOUSE, X=REJECTED BY SHIPPING WAREHOUSE, R=RELEASED FOR SHIPMENT)

DOCUMENTS: 3                                                                               END OF REPORT
```

```
DATE: 06/28/02               DEMO COMPANY                   SOR740 PAGE: 1
USER: SSI TFt             LOST SALES REPORT                 TIME:  6:23 PM

ITEM FIRST TO LAST
WAREHOUSE 01
ALL REASON CODES
                                          # OF
                REASON DESCRIPTION      REQUESTS   QUANTITY UM      TOTAL
==========================================================================
Warehouse 01 ATLANTA WAREHOUSE
Item I108 STEEL TOP WORK BENCH
                OS CURRENTLY OUT OF STOCK     2        4 EA       593.80
                                                              -----------
                                          ITEM TOTAL            593.80


Item I127 PLASTIC PALLETS
                OS CURRENTLY OUT OF STOCK     2       18 EA       691.20
                                                              -----------
                                          ITEM TOTAL            691.20


Item I131 PANORAMIC HALF DOME 180
                NS NONSTOCK ITEMS            1        3 EA       145.50
                                                              -----------
                                          ITEM TOTAL            145.50


Item I148 MIRACLE CLEANER
                OS CURRENTLY OUT OF STOCK     1        2 EA       101.00
                                                              -----------
                                          ITEM TOTAL            101.00


Item I156 PLASTIC SPRAY BOTTLES
                OS CURRENTLY OUT OF STOCK     1       20 EA        20.00
                                                              -----------
                                          ITEM TOTAL             20.00


Item OVHD OVERHEAD TRACK HOIST SYSTEM
                OS CURRENTLY OUT OF STOCK     1        1 EA      1500.00
                                                              -----------
                                          ITEM TOTAL           1500.00
                                                              -----------
                                          WAREHOUSE TOTAL      3051.50
                                                              -----------
                                          REPORT TOTAL        3051.50

ITEMS: 6                                         END OF REPORT
```

```
DATE: 06/28/02                              DEMO COMPANY                              SOR750 PAGE: 1
USER: SSI TFt                             RETURNS REPORT                              TIME:  6:24 PM

CUSTOMER      C100 TO      C115
DATE FIRST TO LAST
RETURNS CODE ALL
INITIATING WAREHOUSE  01
                                                       WHSE        RETURN                    PRICE
     CUSTOMER NAME                   ITEM DESCRIPTION   IN SH T INVOICE   DATE    UNITS UM EXTENSION RC TYPE
=======================================================================================================
     C100 SOUTHEASTERN INDU          I144 PORTABLE SCAFFOLD SYSTE 01 01 W  C00039 08/01/02     -1 EA   -250.00 DF RETURN
                                                                                           ----------
                                                                       CUSTOMER TOTAL    -250.00

     C113 WESTERN CALIF. EQ          I102 ADJUSTABLE HEIGHT STEEL 01 01 W  C00040 09/20/02     -3 EA   -182.70 DS RETURN
                                                                                           ----------
                                                                       CUSTOMER TOTAL    -182.70
                                                                                           ----------
                                                                         REPORT TOTAL    -432.70

IN=INITIATING, SH=SHIPPING, T=TYPE (W=WAREHOUSE, D=DIRECT), RC=RETURNS CODE

CUSTOMERS: 2                                                                          END OF REPORT
```

```
DATE: 09/24/02                          FACTS DEMO COMPANY                        SOR755 PAGE: 1
USER: STK T0S                     BLANKET SALES ORDER REPORT                       TIME: 12:20 PM

DOCUMENT FIRST TO LAST
WAREHOUSE 01   ALL ITEMS
ALL OPEN DOCUMENTS

Doc #    Customer Name          Ship-To Ship Via      WH Slsp  Trms Ent Date Exp Date Cmp Date  Basis   Fixed  Add  PR  SC
==============================================================================================================================

000164      C110 Texas Material Handl   SAME FED EX P1     01   40   01  09/28/00 NONE     NONE     L TIME   999   999  Y   N

         LN#       Item Number Description      CLS     Vendor Name       LT WH     Quantity UM    Price UM    Disc % S
         ---------------------------------------------------------------------------------------------------------------
         001        I136 Reinforced Strapping Tape WHS    V116 World Materia  0 02        500 EA     3.30 EA       .00 Y
         ---------------------------------------------------------------------------------------------------------------
         Pick Ticket Memo:

000166      C105 Dallas Furniture Mar   SAME FED EX P2     01   30   30  01/06/00 06/06/03 NONE     L TIME    6     7   N   R

         LN#       Item Number Description      CLS     Vendor Name       LT WH     Quantity UM    Price UM    Disc % S
         ---------------------------------------------------------------------------------------------------------------
         001        I117 Corrugated Bin Box     WHS     V116 World Materia  0 01     100000 EA     .700 EA       .00 Y
         002        I135 Drum Dolly             GEN     V116 World Materia  0 01       1400 EA    45.45 EA       .00 N
         003        I100 Pallet Loading Hand Truck XX    V110 Georgia Shipp  0 01         10 EA     9.400 EA      .00 N
         004   ASDFSDFSDF TEMPORARY             GEN     V100 General Indus  0 01     10.000 EA    12.000 EA      .00 N
         005        I100 Pallet Loading Hand Truck XX    V110 Georgia Shipp  0 01        100 EA     9.500 EA      .00 N
         006      weoifn TEMPORARY              GEN     V100 General Indus  0 01     10.000 EA   200.000 EA      .00 N
         007      WEIFOUN TEMPORARY             GEN     V100 General Indus  0 01     10.000 EA   200.000 EA      .00 Y
         ---------------------------------------------------------------------------------------------------------------
         Pick Ticket Memo:

SC=SHIP COMPLETE (Y=YES, N=NO, B=BALANCE COMPLETE), PR=ORDER PRIORITY (N=NORMAL, R=RUSH, H=SERVICE HOLD);
S=LINE SHIP COMPLETE (Y=YES, N=NO, B=BALANCE COMPLETE)

                                                                                          END OF REPORT
```

```
DATE: 09/28/02                                    DEMO COMPANY                                 SOR760 PAGE: 1
USER: SSI ToZ                              DIRECT SHIP/NONSTOCK REPORT                         TIME:  3:19 PM

DATE FIRST TO LAST
NONSTOCKS AND DIRECT SHIPS
WAREHOUSE 01

               ITEM DESCRIPTION              COMMITTED  SHIPPED  BACKORD UM    VENDOR     PO# LN# STATUS
=============================================================================================================
Doc#: 001584  Type: O  Entered: 09/28/02  Req: ASAP     Wh: 01  T: W  Cust:      C100 SOUTHEASTERN INDUSTRIAL SUPPLY  Ship:    S100

              I199 NONSTOCKED - METAL SHELF BINS        20              0 EA      V100 001082 004   O

Doc#: 001588  Type: O  Entered: 09/24/02  Req: ASAP     Wh: 01  T: D  Cust:      C130 WORD PROCESSING SYSTEMS CORP.   Ship:    SAME

              I102 ADJUSTABLE HEIGHT STEEL STOOLS        0             10 EA      V100 001083 001   O
              I103 ROTARY DRUM PUMP                      0              1 EA      V100 001083 002   O

Doc#: E00005  Type: O  Entered: 09/23/02  Req: 09/23/02 Wh: 01  T: W  Cust:      C122 EQUIPMENT HANDLING SYSTEMS INC  Ship:    TEMP

              i103 ROTARY DRUM PUMP 15 GAL. PER M        0        0     2 DZ      V100
              i101 PALLET TRUCK 8" WHEELS                0        0     1 EA      V100

Type (B=BACKORDER, I=INVOICE, O=OPEN ORDER), PO STATUS (O=OPEN, R=RECEIVED, D=DELETED)
Req=REQUESTED DATE, T=TYPE (W=WAREHOUSE, D=DIRECT)

ORDERS: 3                                                                              END OF REPORT
```

```
DATE: 10/03/02                  DEMO COMPANY                  SOR765 PAGE: 1
USER: ddw TC              OUTSTANDING DEPOSITS REPORT         TIME:  2:42 PM

DETAIL FORMAT
START DATE FIRST
CUSTOMER ALL


              UPD TC             ORIG DEP/ OUTSTANDING CHECK/CARD NUMBER/
   DOC#    DATE T FLG RC DESC      AMOUNT   DEPOSIT NOTES
================================================================================
001586        C100 Southeastern Industrial Supply

      05/28/02 D   N CS Cash             400.00     200.00 N/A
      05/28/02 R   N CC Credit Card      200.00            XXXXXXXXXXXX8600

                                               -----------
                  OUTSTANDING DEPOSITS FOR 001586     200.00


001590        C124 East Coast Tool Company

      05/29/02 D   N CS Cash             200.00     200.00 N/A

                                               -----------
                  OUTSTANDING DEPOSITS FOR 001590     200.00

001654        C125 Discount Industrial Warehouse

      05/29/02 D   N CC Credit Card      500.00     500.00 XXXXXXXXXXXX3037
      07/29/02 D   N CC Credit Card      400.00     400.00 XXXXXXXXXXXX3037

                                               -----------
                  OUTSTANDING DEPOSITS FOR 001654     900.00

001867        C113 Western Calif. Equip. Dist.

      06/18/02 D   N CS Cash              10.00      10.00 N/A

                                               -----------
                  OUTSTANDING DEPOSITS FOR REPORT    1310.00

T=TYPE (D-DEPOSIT, E-DEPOSIT EARNED, O-APPLY ON ACCOUNT, R-DEPOSIT REFUND,
A-DEPOSIT APPLIED, T-TRANSFER), TC=TERMS CODE, RC=DEPOSIT EARNED RETURNS CODE

DEPOSIT RECORDS: 4                                       END OF REPORT
```

```
DATE: 06/28/02                      DEMO COMPANY                      SOR780 PAGE: 1
USER: SSI TFt                    CUSTOMER PRICE LIST                  TIME:  6:25 PM

                          SOUTHEASTERN INDUSTRIAL SUPPLY

ITEM               I100 TO              I120


            ITEM DESCRIPTION                   PRICE UM BASIS
================================================================================================
            I100 PALLET LOADING HAND TRUCK      183.80 EA STANDARD
            I101 PALLET TRUCK                   489.85 EA STANDARD
            I102 ADJUSTABLE HEIGHT STEEL STOOL   67.65 EA STANDARD
            I103 ROTARY DRUM PUMP               155.55 EA STANDARD
            I104 RUBBER TIRE MAT                  6.20 EA STANDARD
                                                62.00 BX STANDARD
                                               300.00 CT STANDARD
            I105 NESTING CONVEYOR BOX            11.05 EA STANDARD
            I106 TELESCOPIC LIFT BOOM          1070.60 EA STANDARD
            I107 PORTABLE FLOOR CRANE           458.55 EA STANDARD
            I108 STEEL TOP WORK BENCH           148.45 EA STANDARD
            I109 FOREMEN SHOP CABINET DESK      225.25 EA STANDARD
            I110 STEEL STORAGE CABINET          271.70 EA STANDARD
            I111 PLASTIC SHELF BIN/ BLUE        360.55 EA STANDARD
            I112 PORTABLE WASTE CONTAINER W/LID 111.10 EA STANDARD
            I113 ROLLING STOCK PICKING LADDER   555.50 EA STANDARD
            I114 DIGITAL UPS/PARCEL POST SCALE  217.15 EA STANDARD
            I115 PLASTIC DOLLY                   43.45 EA STANDARD
            I116 ALUMINUM DOCK PLATE            141.40 EA STANDARD
            I117 CORRUGATED BIN BOX                .80 EA STANDARD
            I118 LIGHTWEIGHT HAND TRUCK         107.05 EA STANDARD
            I119 STEEL SHELVING/SHELF            15.00 EA STANDARD
                                                29.34 LB STANDARD
                                               176.05 DZ STANDARD
                                              1760.50 CT STANDARD
                                              8796.24 DM STANDARD
                                             17501.42 BX STANDARD
            I120 HAND HELD STRETCH WRAP           3.55 EA STANDARD
                                                35.50 BX STANDARD
                                               355.00 CT STANDARD

ITEMS: 21                                                    END OF REPORT
```

```
DATE: 06/28/02                         DEMO COMPANY                          SOR785 PAGE: 1
USER: SSI TFt                     MSDS HISTORY REPORT/REPRINT                 TIME:  6:17 PM

CUSTOMER      C100 TO      C123
DATE SENT FIRST TO LAST


    CUSTOMER NAME                   SHIP-TO          MSDS ID DESCRIPTION          DATE SENT REV DATE    INV#
================================================================================================================
    C100 SOUTHEASTERN INDUSTRIAL SUPPLY     S100          BORIC ACID BORIC ACID - 100%       06/24/02  06/01/02 001455
                                                          HYDRO-CHLORINE HYDRO-CHLORINE      08/14/02  07/01/02 001457
END OF REPORT
```

```
 DATE: 09/28/02                DEMO COMPANY                  SOR790 PAGE: 1
 USER: SSI ToZ              UNBILLED FREIGHT REPORT           TIME:  3:28 PM

SHIP VIA FIRST TO LAST
CUTOFF 09/30/02

SHIP VIA        INVOICE  DATE      CUSTOMER SHIP-TO                    WEIGHT
=============================================================================
UPS BLUE        001569 08/21/02    C116 PACKAGING SYSTEMS CORP.         44.1
                001672 08/05/02    C108 SIMS HARDWARE                   10.2
                001702 08/15/02    C101 DELUXE EQUIPMENT WAREHOUSE      29.4
                001718 08/11/02    C103 TAGGART TRANSCONTINENTAL        34.3
                001746 08/13/02    C111 COWBOY WORLD                    39.8
UPS RED         001646 08/08/02    C100 SOUTHEASTERN INDUSTRIAL SU      62.0

RECORDS: 6                                       END OF REPORT
```

```
DATE: 09/28/02            DEMO COMPANY            SOR795 PAGE: 1
USER: SSI ToZ          RETURNS CODE LIST          TIME:  3:29 PM

FIRST TO LAST

RETURNS CODE DESCRIPTION                 TYPE
=================================================================
        AL ALLOWANCE FOR POOR QUALITY    ALLOWANCE
        DF DEFECTIVE                     RETURN
        DS DAMAGED IN SHIPMENT           RETURN

RETURNS CODES: 3                             END OF REPORT
```

```
DATE: 09/28/02                              DEMO COMPANY                           SOR810 PAGE: 1
USER: SSI ToZ                          PERIOD SALES REGISTER                       TIME:  3:30 PM

                                        DATE FIRST TO LAST

    DATE     REG#   #INV   MERCHANDISE        MISC      DISCOUNT         COST   MARGIN        TAX    FREIGHT   CASH SALES        TOTAL
  ==========================================================================================================================================
  09/07/02   0535    36      39884.60         .00        492.91     26633.86    32.4%     405.02      93.28       117.52     39889.99
  09/14/02   0536    36      39387.80         .00        405.95     26844.27    31.1%     558.35        .00          .00     39540.20
  09/21/02   0537    37      30845.86         .00        271.24     20709.20    32.3%     564.45        .00        54.81     31139.07
  09/27/02   0538    32      24507.49         .00        324.01     16608.72    31.3%     442.67        .00          .00     24626.15
                    ----  -----------  -----------  -----------  -----------   ------  ---------  --------  -----------  -----------
  REPORT TOTAL      141     134625.75         .00       1494.11     90796.05    31.8%    1970.49      93.28       172.33    135195.41

  REGISTERS: 4                                                                                               END OF REPORT
```

```
DATE: 04/11/02                              DEMO COMPANY                                SOR820 PAGE: 1
USER: SSI T4C                       CUSTOMER RETURNS STATUS REPORT                      TIME:  6:25 PM


DOCUMENT FIRST TO LAST
ENTRY DATE FIRST TO LAST
WAREHOUSE 01    ALL REASON CODES
ALL DISPOSITION CODES  ALL STATUS CODES

DOC#   RETURNED    CUSTOMER WH LN#            ITEM DESCRIPTION   RSN DSP  RETURNED UM    PRICE UM   EXTENSION STATUS      CM/SO#
==============================================================================================================================
000124 04/05/02    C132 01 001               I101 Pallet Truck   DG CFA      1 EA      465.36 EA     465.36 Complete    C00051
                          VRS # 000002 LN 001 Entered VENDOR V105 Warehouse Equipment Unlimited
                   002                        I100 Pallet Loadin DNL CFA      1 EA      174.61 EA     174.61 Complete    FAILED
                          VRS # 000003 LN 001 Entered VENDOR V110 Georgia Shipping Equip. Co.
                   003                        Delivered with 1 broken wheel
                                              and 1 missing wheel.
                                                                                                 -----------
                                                                               DOCUMENT TOTAL       639.97

000159  / /        C100 01 002               Customer claims boxes were
                                              delivered broken
                                                                                                 -----------
                                                                               DOCUMENT TOTAL          .00

000161 09/28/02    C113 01 001               I113 Rolling Stock DNL RR1      1 EA      499.95 EA     499.95 Returned
                   002                        Will credit customer if vendor
                                              accepts return
                                                                                                 -----------
                                                                               DOCUMENT TOTAL       499.95

000162 09/28/02    C100 01 001               I100 Pallet Loadin  WS CST      3 EA      156.25 EA     468.75 Complete    C00050
                                                                                                 -----------
                                                                               DOCUMENT TOTAL       468.75

000163 09/28/02    C102 01 001               I104 Rubber Tire M DNL CST     40 EA        5.03 EA     201.20 Returned
                                                                                                 -----------
                                                                               DOCUMENT TOTAL       201.20

000164 09/28/02    C104 01 001               I120 Hand Held Str  DG CRV     40 EA        3.35 EA     134.00 Returned
                                                                                                 -----------
                                                                               DOCUMENT TOTAL       134.00
                                                                                                 -----------
                                                                                 REPORT TOTAL      1943.87


                                                                                               END OF REPORT
```

```
DATE: 04/11/02                    DEMO COMPANY                    SOR830 PAGE: 1
USER: SSI T4C                 RETURNS ANALYSIS REPORT             TIME:  6:25 PM

CUSTOMER FIRST TO LAST
ENTRY DATE FIRST TO LAST
WAREHOUSE 01    ALL REASON CODES
ALL DISPOSITION CODES

DOC#  RETURNED WH LN#          ITEM DESCRIPTION   RSN DSP  RETURNED UM STATUS   CM/SO#
==========================================================================================
Customer      C100 Southeastern Industrial Supply
000162 09/28/02 01 001          I100 Pallet Loading  WS CST      3 EA           C       C00050


Customer      C102 Roark Architectural, Inc.
000163 09/28/02 01 001          I104 Rubber Tire Ma DNL CST     40 EA           R


Customer      C104 Barnes Machinery & Equipment
000164 09/28/02 01 001          I120 Hand Held Stre  DG CRV     40 EA           R


Customer      C113 Western Calif. Equip. Dist.
000161 09/28/02 01 001          I113 Rolling Stock  DNL RR1      1 EA           R


Customer      C132 Bikes for Tykes
000124 04/05/02 01 001          I101 Pallet Truck    DG CFA      1 EA           C       C00051
               002              I100 Pallet Loading DNL CFA      1 EA           C       FAILED




                                   END OF REPORT
```

```
DATE: 10/03/02                    DEMO COMPANY                      SOR850 PAGE: 1
USER: ddw TC                     Ship Via Listing                   TIME:  4:19 PM

Warehouse: 01 Atlanta Warehouse
Active: Yes
Use Clippership: Both Users and Non-Users
Commercial/Residential: Both
                                          Use    CLSH Commercial/ Handling  Freight
Ship Via       Description          Type  Active Clippership Code Residential  Charge  G/L#
=====================================================================================
CUST PICK UP                             Y      N                        1.00 640-01 1
FED EX                                   Y      Y                        7.00 640-01 1
FED EX P1                                Y      N                             640-01 1
FED EX P2                                Y      N                             640-01 1
FEDEX                                    Y      N                             640-01 1
FEDEX-PR                                 Y      N                        3.00 640-01 1
KANE                                     Y      N                        5.00 010-01 0
OWN TRUCK                                Y      N                             640-01 1
RICHARD                                  Y      N                         .00 010-01 0
RPS AIR                                  Y      Y    R01   C             8.00 640-01 1
TFPROS                                   Y      N                             640-01 1
TIMP                                     Y      N                         .00 010-01 0
UPS                                      Y      Y    U11                 5.00 640-01 1
UPS AM                                   Y      N                             640-01 1
UPS BLUE                                 Y      Y    U13   C             4.95 640-01 1
UPS GREEN                                Y      N                             640-01 1
UPS GROUND                               Y      Y    U11   C                  640-01 1
UPS RED                                  Y      N                             640-01 1
UPSCODRED                                Y      N                             640-01 1
wefgwe                                   Y                                    000-03 1

                                                              END OF REPORT
```

```
DATE: 09/30/02                          DEMO COMPANY                             SOU720 PAGE: 1
USER: SSI T4C                  BLANKET ORDER RELEASE REGISTER # 69               TIME:  6:38 PM

                                      PRELIMINARY REPORT
==================================================================================================
Order  Blanket  Customer Name          Ship-To Ship Via       WH  Slsp  Trms  Req Date   Basis  Fixed Days  Add Days
000001 000164     C110 Texas Material Handling C SAME    FED EX P1      01   40    01  12/01/02  GREATER         0         7

          LN#        Item Number Description           CLS     Vendor Name       LT WH  Quantity UM     Price UM
          --------------------------------------------------------------------------------------------------------
          001           I136 Reinforced Strapping Tape WHS     V116 World Materi  4 02      50 EA       3.30 EA
                            180ft, 1"w
          --------------------------------------------------------------------------------------------------------

          Pick Ticket Memo:


                                                                 END OF PRELIMINARY REPORT
```

```
DATE: 06/06/02                        Demo Company                      SOR735 PAGE: 1
USER: GUI T1                       ORDER BOOKING REPORT                  TIME: 10:46 AM

ORDERS CREATED FIRST TO LAST
INCLUDE DELETED ORDERS
PRIMARY SLSP FIRST TO LAST
ALL WAREHOUSES
ALL CUSTOMERS
ALL USER CODES
DETAIL REPORT


                         ---SLSP----
ORDER# ACTION    DATE     TIME   PRI 2ND INS ORIGIN USER WHSE   CUSTOMER ORDER TOTAL  COST TOTAL   BOOKED AMT
==========================================================================================================
09/19/2002
SALESPERSON  30 Sally Furness
001889 CREATE 09/19/2002  8:46 PM  30     10 ORDER  GUI   01      C100     3161.74
       DELETE 09/20/2002  8:56 PM                   GUI

001890 CREATE 09/19/2002  8:52 PM  30     10 ORDER  GUI   01      C101     1126.60
       CHANGE 09/20/2002  8:58 PM                   GUI              1595.05 COST CHANGE
       CHANGE 09/20/2002  9:10 PM                   SSI              1392.10 COST CHANGE     1392.10

001891 CREATE 09/19/2002  8:55 PM  30     10 ORDER  GUI   01      C102     4695.95                   4695.95
                                                                                               ------------
                    SLSP TOTAL:    ORDERS 3                                                         6088.05
                                                                                               ------------
              DAILY TOTAL 09/19/2002:    ORDERS 3                                                   6088.05

09/20/2002
SALESPERSON  20 Gregory Billings
001893 CREATE 09/20/2002  9:18 PM  20     10 ORDER  GUI   01      C104     9731.75                   9731.75
                                                                                               ------------
                    SLSP TOTAL:    ORDERS 1                                                         9731.75

SALESPERSON  30 Sally Furness
001896 CREATE 09/20/2002  9:37 PM  30     10 ORDER  GUI   01      C100     2370.00                   2370.00
                                                                                               ------------
                    SLSP TOTAL:    ORDERS 1                                                         2370.00

SALESPERSON  40 Daniel Simmons
001892 CREATE 09/20/2002  9:12 PM  40     10 ORDER  SSI   01      C103     5868.75
       CHANGE 09/20/2002  9:13 PM                   SSI              5388.75 COST CHANGE     5388.75
                                                                                               ------------
                    SLSP TOTAL:    ORDERS 1                                                         5388.75
                                                                                               ------------
              DAILY TOTAL 09/20/2002:    ORDERS 3                                                  17490.50
                                                                                               ------------
                    REPORT TOTAL:    ORDERS 6                                                      23578.55

DAYS: 2                                                                               END OF REPORT
```

```
DATE: 06/06/02                          Demo Company                    SOR860 PAGE: 1
USER: GUI T1                       SERVICE LEVEL REPORT                  TIME: 10:48 AM
WAREHOUSE 01
DATE FIRST TO LAST
ORDERS AND COUNTER SALES
CUSTOMER      C100 TO      C102
DETAIL
                                                     LINES       LINES      SERVICE
   CUSTOMER  NAME                   ORDER#   SHIP DATE  SHIPPED      FILLED      LEVEL
================================================================================================
Warehouse 01 Atlanta Warehouse
   C100  Southeastern Industrial Supply  001449   09/29/02        2           0        .00%
                                         001468   09/29/02        2           0        .00%
                                         001494   09/28/02        2           0        .00%
                                         001521   09/28/02        2           0        .00%
                                         001569   09/28/02        3           0        .00%
                                         001660   10/10/02        2           2     100.00%
                                         001663   08/27/02        1           1     100.00%
                                         001697   09/09/02        1           1     100.00%
                                         001699   09/09/02        2           2     100.00%
                                         001701   09/10/02        2           2     100.00%
                                         001737   09/12/02        1           0        .00%
                                         001745   09/12/02        1           0        .00%
                                         001762   09/16/02        1           1     100.00%
                                         D00143   09/27/02        2           2     100.00%
                                         D00144   09/28/02        2           2     100.00%
                                         D00185   09/12/02        1           1     100.00%
                                                               ----------  ----------  -------
                                 CUSTOMER TOTAL       27          14      51.85%

   C101  Deluxe Equipment Warehouse       001456   09/29/02        2           0        .00%
                                         001500   09/28/02        2           0        .00%
                                         001528   09/28/02        3           0        .00%
                                         001550   09/28/02        2           0        .00%
                                         001577   09/28/02        2           0        .00%
                                         001690   09/08/02        2           2     100.00%
                                                               ----------  ----------  -------
                                 CUSTOMER TOTAL       13           2      15.38%

   C102  Roark Architectural, Inc.        001462   09/29/02        2           0        .00%
                                         001482   09/28/02        2           0        .00%
                                         001507   09/28/02        2           0        .00%
                                         001541   09/28/02        2           0        .00%
                                         001556   09/28/02        2           0        .00%
                                         001668   08/27/02        1           1     100.00%
                                         001695   09/09/02        2           2     100.00%
                                                               ----------  ----------  -------
                                 CUSTOMER TOTAL       13           3      23.08%
                                                               ----------  ----------  -------
                  SERVICE LEVEL FOR WAREHOUSE 01      53          19      35.85%
                                                               ----------  ----------  -------
                                   REPORT TOTAL       53          19      35.85%

ORDERS: 29                                                              END OF REPORT
```

```
DATE: 06/06/02                      Demo Company                      SOR860 PAGE: 1
USER: GUI T1                   Order Activity Cost Code Listing            TIME: 10:48 AM
Cost
Code Description              Cost Type  Documents  Items  Shipments  Warehouses                                    Cost
XXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXX  XXXXXXXXX    XXX    XXX     XX     XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX  99999.999

Documents: O-Orders, C-Credit Memos, S-Counter Sales
Items: S-Stocked, N-Nonstocked, U-Uninventoried
Shipments: W-Warehouse Ship, D-Direct Ship
```

```
DATE: 06/06/02                              Demo Company                          SOR860 PAGE: 1
USER: GUI T1                        Customer Profitability Analysis                      TIME: 10:48 AM

Customer   Name                              Orders    Lines   Gross Profit    GP/Line   Service Cost   Net Profit Cont     NPC/Line
XXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX 9999999 99999999   999999999.99 9999999.99   999999999.99      999999999.99   9999999.99
```

```
Date: 08/13/04                             Specialty Distributors, Inc.                        SOR870 Page: 1
User: APM T3                              Past Invoice Report by Invoice                        Time:  2:45 PM

Invoice First to Last
Date 01/01/04 to 10/01/04
Restricted By Item I107

         Inv/CM              CST                           ITM
 Inv#  Doc#   Date      Customer CLS Item Number           CLS S/T    Shipped       Cost UM   Extension    Price UM   Extension
====================================================================================================================================
001648 001451 09/29/04      C110 WSL I107                 WHS 40         3       283.060 EA        .00     366.85 EA        .00
              Texas Material Ha      Portable Floor Crane

001652 001455 09/29/04      C131 WSL I107                 WHS 40         3       283.060 EA        .00     389.75 EA        .00
              Automation Systems     Portable Floor Crane

001665 001468 09/29/04      C100 WSL I107                 WHS 30         4       283.060 EA        .00     389.75 EA        .00
              Southeastern Indus     Portable Floor Crane

001666 001469 09/29/04      C105 WSL I107                 WHS 40         3       283.060 EA        .00     412.70 EA        .00
              Dallas Furniture M     Portable Floor Crane

001670 001473 09/29/04      C101 WSL I107                 WHS 30         2       283.060 EA        .00     435.60 EA        .00
              Deluxe Equipment W     Portable Floor Crane

001763 001554 09/28/04      C122 WSL I107                 WHS 30         2       283.060 EA        .00     366.85 EA        .00
              Equipment Handling     Portable Floor Crane

001844 001690 09/08/04      C101 WSL I107                 WHS 30         4       281.030 EA        .00     435.60 EA        .00
              Deluxe Equipment W     Portable Floor Crane

001886 D00171 06/27/04      C125 WSL I107                 WHS 20         2       279.000 EA        .00     412.70 EA        .00
              Discount Industria     Portable Floor Crane

001916 D00171 06/27/04      C125 WSL I107                 WHS 20         2       279.000 EA        .00     412.70 EA        .00
              Discount Industria     Portable Floor Crane

Invoice Count: 10
CST CLS=Customer Class, ITM CLS=Item Class, S/T=salesperson/Territory
                                                                                                        End of Report

Totaled Fields: Cost and Price Extension
```

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Date: 08/13/04                            Specialty Distributors, Inc.                        SOR870 Page: 1
User: APM T3                             Past Invoice Report by Invoice                       Time:  2:45 PM

Invoice 001600 to Last
Date 01/01/04 to 10/01/04
Include Ship-To information
Restricted By Vendor V116
        Item Class WHS

       Inv/CM           CST                    ITM
 Inv#  Doc#   Date    Customer CLS Item Number CLS S/T    Shipped      Cost UM   Extension     Price UM   Extension
=====================================================================================================================
001648 001451 09/29/04   Ship-To: Southeastern Industrial Supply
                                  1145-A Fulton Industrial Park
                                  Atlanta, GA 30223
                          C110 WSL I107          WHS  40      3    283.060 EA         .00    366.85 EA          .00
          Texas Material Ha       Portable Floor Crane

001652 001455 09/29/04   Ship-To: Computer Office Supplies
                                  233 S. Main Street
                                  Atlanta, GA 30303
                          C131 WSL I107          WHS  40      3    283.060 EA         .00    389.75 EA          .00
          Automation Systems      Portable Floor Crane


001670 001473 09/29/04   Ship-To: Deluxe Equipment Warehouse
                                  11900-A Holcomb Bridge Road
                                  Roswell, GA 30076
                          C101 WSL I107          WHS  30      2    283.060 EA         .00    435.60 EA          .00
          Deluxe Equipment W      Portable Floor Crane

001886 D00171 06/27/04   Ship-To: Georgia Print Machines, Inc.
                                  1998 Jimmy Carter Blvd.
                                  Norcross, GA 30091
                          C125 WSL I107          WHS  20      2    279.000 EA         .00    412.70 EA          .00
          Discount Industria      Portable Floor Crane

Invoice Count: 6
CST CLS=Customer Class, ITM CLS=Item Class, S/T=salesperson/Territory
                                                                                           End of Report

Totaled Fields: Cost and Price Extension
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Date: 08/13/04                             Specialty Distributors, Inc.                          SOR870 Page: 1
User: APM T3                           Past Invoice Report by Document Number                     Time:  2:45 PM

Document 001449 to 001741
Date First to Last

           Inv/CM          CST               ITM
 Doc#  Inv#  Date    Customer CLS Item Number    CLS S/T   Shipped      Cost UM   Extension     Price UM   Extension
======================================================================================================================
001449 001646 09/29/04      C100 WSL I100        WHS  30        10   111.390 EA        .00  .00156.25 EA        .00
              Southeastern Indus     Pallet Loading Hand Truck

001736 001533 09/28/04      C131 WSL I126        GEN  40         3   166.390 EA        .00     268.70 EA        .00
              Automation Systems     Gravity Roller Conveyor

001738 001535 09/28/04      C104 WSL I108        GEN  20         4    91.640 EA        .00     118.80 EA        .00
              Barnes Machinery &     Steel Top Work Bench
              09/28/04      C104 WSL I107        GEN  20         1   225.500 EA        .00     245.50 EA        .00
              Barnes Machinery &     Portable Floor Crane

001739 001536 09/28/04      C105 WSL I127        WHS  40        14    22.860 EA        .00      34.55 EA        .00
              Dallas Furniture M     Plastic Pallet

001741 001538 09/28/04      C119 WSL I100        WHS  30         4   111.390 EA        .00     147.05 EA        .00
              Bradley Manufactur     Pallet Loading Hand Truck
              09/28/04      C119 WSL I148        DCK  30        20    31.170 EA        .00      40.40 EA        .00
              Bradley Manufactur     Miracle Cleaner
              09/27/04      C100 WSL I109        GEN  30         2   139.040 EA        .00     191.45 EA        .00
              Southeastern Indus     Foremen Shop Cabinet Desk

Document Count: 5
CST CLS=Customer Class, ITM CLS=Item Class, S/T=salesperson/Territory

                                                                                                End of Report
Totaled Fields: Cost and Price Extension
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Date: 08/13/04                              Specialty Distributors, Inc.                         SOR870 Page: 1
User: APM T3                            Past Invoice Report by Document Number                    Time:  2:45 PM

Document 001449 to 001741
Date First to Last
Include Ship-To Information

            Inv/CM               CST                    ITM
Doc#  Inv#  Date    Customer  CLS Item Number       CLS S/T   Shipped     Cost UM    Extension    Price UM    Extension
=================================================================================================================
001449 001646 09/29/04   Ship-To: Dallas Warehouse
                                  3095 LBJ Freeway, Suite 1107
                                  Dallas, TX 75234
                         C100 WSL I100              WHS  30      10    111.390 EA        .00 .00156.25 EA          .00
              Southeastern Indus    Pallet Loading Hand Truck

001736 001533 09/28/04   Ship-To: Computer Office Supplies
                                  233 S. Main Street
                                  Atlanta, GA 30303
                         C131 WSL I126              WHS  40       3    166.390 EA        .00    268.70 EA          .00
              Automation Systems    Gravity Roller Conveyor

001738 001535 09/28/04   Ship-To: Barnes Machinery & Equipment
                                  18 South Dixon Ave.
                                  Atlanta, GA 30302
                         C104 WSL I108              GEN  20       4     91.640 EA        .00    118.80 EA          .00
              Barnes Machinery &     Steel Top Work Bench
                         C104 WSL I107              DCK  20       1    225.500 EA        .00    245.50 EA          .00
              Barnes Machinery &     Portable Floor Crane

001739 001536 09/28/04   Ship-To: Dallas Furniture Mart
                                  21 North Central Ave., Suite 231
                                  Fort Worth, TX 75543
                         C105 WSL I127              GEN  40      14     22.860 EA        .00     34.55 EA          .00
              Dallas Furniture M     Plastic Pallet

001741 001538 09/28/04   Ship-To: Southeastern Industrial Supply
                                  3321-A Hwy 20 West
                                  Dallas, TX 75332
                         C119 WSL I100              WHS  30       4    111.390 EA        .00    147.05 EA          .00
              Bradley Manufactur     Pallet Loading Hand Truck

Document Count: 5
CST CLS=Customer Class, ITM CLS=Item Class, S/T=salesperson/Territory
                                                                                                End of Report
Totaled Fields: Cost and Price Extension
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Date: 08/13/04                        Specialty Distributors, Inc.                    SOR870 Page: 1
User: APM T3                     Past Invoice Report by Customer Number               Time:  2:45 PM

Customer      C113 to        C129
Date 01/01/04 to 10/01/04
Restricted By Vendor V105


                 Inv/CM CST                          ITM
           Inv#  Doc#   Date  CLS Item Number         CLS S/T  Shipped     Cost UM  Extension    Price UM  Extension
========================================================================================================================
Customer#:       C113 Western Calif. Equip. Dist.
           001449 001646 09/29/04 WSL I100             WHS  30      10  111.390 EA      .00      156.25 EA      .00
                             Pallet Loading Hand Truck
           001528 001731 04/11/04 WSL I102             DCK  30       4   42.280 EA      .00       64.30 EA      .00
                             Adjustable Height Steel Stool
                  06/05/04 WSL I104                    WHS  30       4    3.880 EA      .00        5.85 EA      .00
                             Rubber Tire Mat
                  09/28/04 WSL I120                    WHS  30     100    2.220 EA      .00        3.20 EA      .00
                             Hand Held Stretch Wrap

Customer#:       C119 Bradley Manufacturing Co.
           001660 001463 09/29/04 WSL I129             WHS  20      20   19.000 EA      .00       25.85 EA      .00
                             Sealer Tool
           001661 001464 09/29/04 WSL I118             GEN  20      10   64.880 EA      .00       91.00 EA      .00
                             Lightweight Hand Truck
           001665 001468 09/29/04 WSL I107             GEN  30       4  283.060 EA      .00      389.75 EA      .00
                             Portable Floor Crane

Customer#:       C122 Equipment Handling Systems Inc
           001555 001611 09/20/04 RET I100             WHS  30      17  151.620 EA      .00      166.75 EA      .00
                             Pallet Loading Hand Truck


Customer#:       C129 Winchester Business Machines
           001339 001186 09/21/04 GEN I111             GEN  40       9   35.310 EA      .00       37.00 EA      .00
                             Plastic Shelf Bin - blue
           001340 001198 09/22/04 WSL I102             GEN  40       4   42.280 EA      .00       64.30 EA      .00
                             Adjustable Height Steel Stool
                  09/22/04 WSL I104                    WHS  40       4    3.880 EA      .00        5.85 EA      .00
                             Rubber Tire Mat

Customer Count: 4
CST CLS=Customer Class, ITM CLS=Item Class, S/T=salesperson/Territory
                                                                                             End of Report
Totaled Fields: Cost and Price Extension
```

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Date: 08/13/04                              Specialty Distributors, Inc.                    SOR870 Page: 1
User: APM T3                          Past Invoice Report by Customer Number                 Time:  2:45 PM

Customer      C113 to        C129
Date 09/01/04 to 09/30/04
Include Ship-To Information


              Inv/CM CST                              ITM
        Inv#  Doc#   Date   CLS Item Number           CLS S/T   Shipped     Cost UM   Extension    Price UM   Extension
=================================================================================================================
Customer#:        C113 Western Calif. Equip. Dist.
                  Ship-To: Southeastern Industrial Supply
                           12490 South Peachtree Street
                           Atlanta, GA 30348
        001449 001646 09/29/04 WSL I100           WHS  30       10   111.390 EA       .00    156.25 EA       .00
                               Pallet Loading Hand Truck
        001528 001731 04/11/04 WSL I102           WHS  30        4    42.280 EA       .00     64.30 EA       .00
                               Adjustable Height Steel Stool
                      06/05/04 WSL I104           WHS  30        4     3.880 EA       .00      5.85 EA       .00
                               Rubber Tire Mat

Customer#:        C119 Bradley Manufacturing Co.
                  Ship-To: Deluxe Equipment Warehouse
                           11900-A Holcomb Bridge Road
                           Roswell, GA 30076
        001660 001463 09/29/04 WSL I129           DCK  20       20    19.000 EA       .00     25.85 EA       .00
                               Sealer Tool
        001665 001468 09/29/04 WSL I107           WHS  30        4   283.060 EA       .00    389.75 EA       .00
                               Portable Floor Crane

Customer#:        C129 Winchester Business Machines
                  Ship-To: Dallas Furniture Mart
                           21 North Central Ave.
                           Suite 231
                           Fort Worth, TX 75543
        001339 001186 09/21/04 GEN I111           GEN  40        9    35.310 EA       .00     37.00 EA       .00
                               Plastic Shelf Bin - blue
        001340 001198 09/22/04 WSL I102           WHS  40        4    42.280 EA       .00     64.30 EA       .00
                               Adjustable Height Steel Stool
                      09/22/04 WSL I104           WHS  40        4     3.880 EA       .00      5.85 EA       .00
                               Rubber Tire Mat

Customer Count: 3
CST CLS=Customer Class, ITM CLS=Item Class, S/T=salesperson/Territory
                                                                                                End of Report
Totaled Fields: Cost and Price Extension
```

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Date: 08/13/04                        Specialty Distributors, Inc.                   SOR870 Page: 1
User: APM T3                       Past Invoice Report by Customer Class              Time:  2:45 PM

Customer Class RET to WSL
Date 04/01/04 to 09/30/04

                    Inv/CM CST                       ITM
        Inv#   Doc#   Date  CLS Item Number          CLS S/T   Shipped      Cost UM   Extension    Price UM   Extension
=============================================================================================================================
Customer Class: RET Retail Customers

Customer#:      C113 Western Calif. Equip. Dist.
        001449 001646 09/29/04 RET I100            GEN  30        10    111.390 EA         .00   156.25 EA          .00
                              Pallet Loading Hand Truck
        001528 001731 04/11/04 RET I102            GEN  30         4     42.280 EA         .00    64.30 EA          .00
                              Adjustable Height Steel Stool
        001532 001731 09/25/04 RET I118            GEN  30         1     15.350 EA         .00    17.00 EA          .00
                              Lightweight Hand Truck

Customer#:      C119 Bradley Manufacturing Co.
        001659 001462 09/29/04 RET I102            GEN  30        20     42.280 EA         .00    57.50 EA          .00
                              Adjustable Height Steel Stool
        001660 001463 09/29/04 RET I129            GEN  20        20     19.000 EA         .00    25.85 EA          .00
                              Sealer Tool
        001664 001467 09/29/04 RET I136            GEN  30        65      2.470 EA         .00     3.30 EA          .00
                              Reinforced Strapping Tape
        001665 001468 09/29/04 RET I107            GEN  30         4    283.060 EA         .00   389.75 EA          .00
                              Portable Floor Crane


Customer Class: SPC Special Customers

Customer#:      C122 Equipment Handling Systems Inc
        001555 001611 09/20/04 SPC I100            WHS  30        17    151.620 EA         .00   166.75 EA          .00
                              Pallet Loading Hand Truck


Customer Class: WSL Wholesale Customer

Customer#:      C129 Winchester Business Machines
        001340 001198 09/22/04 WSL I102            WHS  40         4     42.280 EA         .00    64.30 EA          .00
                              Adjustable Height Steel Stool
                     09/22/04 WSL I104            WHS  40         4      3.880 EA         .00     5.85 EA          .00
                              Rubber Tire Mate

Customer Class Count: 3
CST CLS=Customer Class, ITM CLS=Item Class, S/T=salesperson/Territory
                                                                                                End of Report
Totaled Fields: Cost and Price Extension
```

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Date: 08/13/04                              Specialty Distributors, Inc.                          SOR870 Page: 1
User: APM T3                            Past Invoice Report by Customer Class                      Time:  2:45 PM

Customer Class First to Last
Date 09/01/04 to 09/30/04
Include Ship-To Information
Restricted By Item Class RET

                        Inv/CM CST                            ITM
            Inv#   Doc#   Date  CLS Item Number               CLS S/T   Shipped      Cost UM    Extension    Price UM   Extension
===============================================================================================================================
Customer Class: RET Retail Customers

Customer#:        C113 Western Calif. Equip. Dist.
            Ship-To: Southeastern Industrial Supply
                     12490 South Peachtree Street
                     Atlanta, GA 30348
            001449 001646 09/29/04 RET I100             WHS  30        10   111.390 EA         .00    156.25 EA         .00
                               Pallet Loading Hand Truck
            001528 001731 04/11/04 RET I102             WHS  30         4    42.280 EA         .00     64.30 EA         .00
                               Adjustable Height Steel Stool
            001532 001731 09/25/04 RET I118             WHS  30         1    15.350 EA         .00     17.00 EA         .00
                               Lightweight Hand Truck

Customer#:        C119 Bradley Manufacturing Co.
            Ship-To: Deluxe Equipment Warehouse
                     11900-A Holcomb Bridge Road
                     Roswell, GA 30076
            001659 001462 09/29/04 RET I102             WHS  30        20    42.280 EA         .00     57.50 EA         .00
                               Adjustable Height Steel Stool
            001660 001463 09/29/04 RET I129             GEN  20        20    19.000 EA         .00     25.85 EA         .00
                               Sealer Tool
            001664 001467 09/29/04 RET I136             DCK  30        65     2.470 EA         .00      3.30 EA         .00
                               Reinforced Strapping Tape
            001665 001468 09/29/04 RET I107             WHS  30         4   283.060 EA         .00    389.75 EA         .00
                               Portable Floor Crane

Customer Class Count: 1
CST CLS=Customer Class, ITM CLS=Item Class, S/T=salesperson/Territory
                                                                                                 End of Report
Totaled Fields: Cost and Price Extension
```

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Date: 08/13/04                           Specialty Distributors, Inc.                        SOR870 Page: 1
User: APM T3                           Past Invoice Report by Sales/Terr                      Time:  2:45 PM

Slsp/Terr  10 to  30
Date 04/01/04 to 09/30/04
Restricted By Item I100
             Vendor V110
             Item Class DCK

                     Inv/CM CST                         ITM
        Inv#   Doc#   Date  CLS Item Number             CLS S/T   Shipped      Cost UM   Extension    Price UM   Extension
=========================================================================================================================
Slsp/Terr:  10 Ronald Patton

Customer#:       C100 Southeastern Industrial
        001449 001646 09/29/04 WSL I100               WHS  30        10    111.390 EA        .00    156.25 EA        .00
                                Pallet Loading Hand Truck
        001528 001731 04/11/04 WSL I100               WHS  30         4     42.280 EA        .00     64.30 EA        .00
                                Pallet Loading Hand Truck
        001532 001731 09/25/04 WSL I100               WHS  30         1     15.350 EA        .00     17.00 EA        .00
                                Pallet Loading Hand Truck

Customer#:       C119 Bradley Manufacturing Co.
        001659 001462 09/29/04 WSL I100               WHS  30        20     42.280 EA        .00     57.50 EA        .00
                                Pallet Loading Hand Truck


Slsp/Terr:  20 Gregory Billings

Customer#:       C122 Equipment Handling Systems Inc
        001555 001611 09/20/04 WSL I100               WHS  30        17    151.620 EA        .00    166.75 EA        .00
                                Pallet Loading Hand Truck


Slsp/Terr:  30 Sally Furness

Customer#:       C129 Winchester Business Machines
        001339 001186 09/21/04 WSL I100               WHS  40         9     35.310 EA        .00     37.00 EA        .00
                                Pallet Loading Hand Truck
        001340 001198 09/22/04 WSL I100               WHS  40         4     42.280 EA        .00     64.30 EA        .00
                                Pallet Loading Hand Truck

Salesperson/Territory Count: 3
CST CLS=Customer Class, ITM CLS=Item Class, S/T=salesperson/Territory
                                                                                             End of Report
Totaled Fields: Cost and Price Extension
```

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Date: 08/13/04                        Specialty Distributors, Inc.                     SOR870 Page: 1
User: APM T3                         Past Invoice Report by Sales/Terr                 Time:  2:45 PM

Slsp/Terr  10 to  20
Date 04/01/04 to 09/30/04
Include Ship-To Information

                      Inv/CM CST                    ITM
             Inv#  Doc#   Date  CLS Item Number      CLS S/T   Shipped     Cost UM    Extension    Price UM    Extension
=====================================================================================================================
Slsp/Terr:  10 Ronald Patton

Customer#:        C100 Southeastern Industrial
                  Ship-To: Dallas Warehouse
                        3095 LBJ Freeway, Suite 1107
                        Dallas, TX 75234
             001449 001646 09/29/04 WSL I100          GEN  30      10   111.390 EA        .00    156.25 EA        .00
                                     Pallet Loading Hand Truck
             001528 001731 04/11/04 WSL I100          GEN  30       4    42.280 EA        .00     64.30 EA        .00
                                     Pallet Loading Hand Truck

Customer#:        C119 Bradley Manufacturing Co.
                  Ship-To: Deluxe Equipment Warehouse
                        11900-A Holcomb Bridge Road
                        Roswell, GA 30076
             001659 001462 09/29/04 WSL I100          WHS  30      20    42.280 EA        .00     57.50 EA        .00
                                     Pallet Loading Hand Truck


Slsp/Terr:  20 Gregory Billings

Customer#:        C122 Equipment Handling Systems Inc
                  Ship-To: Barnes Machinery & Equipment
                        18 South Dixon Ave.
                        Atlanta, GA 30302
             001555 001611 09/20/04 WSL I100          WHS  30      17   151.620 EA        .00    166.75 EA        .00
                                     Pallet Loading Hand Truck


Salesperson/Territory Count: 2
CST CLS=Customer Class, ITM CLS=Item Class, S/T=salesperson/Territory
                                                                                              End of Report
Totaled Fields: Cost and Price Extension
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