Infor SyteLine
Customer Service User Guide

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Setting Up New Customers

Customer Orders Overview

A company creates and uses a customer order (often abbreviated CO) when it sells goods or services. Each time a customer requests goods or services, a new customer order must be created or changes made to an existing one in the system.

The customer order consists of two major parts: the *header* and the associated *lines/releases*. The header, defined on the **Customer Orders** form, contains information about the customer to whom the items are being sold (such as billing and shipping addresses) and other general information about the order (such as tax information, the total weight, and total price).

The header also contains a field that indicates the type of order: **Regular** or **Blanket**. A blanket customer order differs from a regular customer order in that it allows for multiple release dates for each ordered item.

Each customer order (regular or blanket) can have associated multiple line/releases, which you define on the **Customer Order Lines** or **Customer Order Blanket Lines** forms. Usually, a line/release is needed for each item being sold. The line/release contains information such as the item number from the **Items** form, the quantity being sold, and the unit price.

Features

Listed below are some of the features of the Customer module:

- Maintains detailed customer information
- Supports centralized and decentralized order entry
- Maintains multiple ship-to addresses per customer
- Allows separated drop-ship addresses per line/release
- Allows multiple line/releases per order
- Allows blanket line/releases per order
- Monitors customer order statuses, at multiple levels
- Ties customer orders to multiple manufacturing jobs and purchase orders
- Allows multiple deliveries and order releases
- Allows customers and customer orders to be placed on credit hold
- Prepares invoices and credit memos
- Has the capability to post to the Financial system
- Determines domestic currency value of outstanding orders

- Reports past-due orders
- Reports gross margin
- Maintains a complete order history system
- Allows orders to be copied from estimates
- Allows easy creation of jobs and POs for line/releases
- Provides numerous sales reports
- Allows quick creation of customer orders through the Customer Orders Quick Entry form.

Interfacing with Other system Modules

The Customer module interfaces with other system modules as follows:

- **Vendor/Purchasing** - Customer order line/releases can be satisfied by POs. POs can be created automatically from customer orders using the cross-reference feature.
- **Material/Inventory** - Line/release prices and quantity availability information are based on the **Items** record. The **Items** fields, **Alloc Order** and **Sold YTD**, are incremented by the addition and invoicing of customer orders. The **Items** record's **On Hand** quantity is increased or decreased by customer order returns and shipments.
- **Production/Jobs** - Customer order line/releases can be satisfied by jobs. It is possible to create job orders automatically from customer orders using the cross-reference feature.
- **Estimating** - Estimate orders can be copied to customer orders.
- **MRP and APS** - Customer orders appear as outstanding requirements.
- **Financial/Accounts Payable** - Salesperson commission information can be accessed during AP Check-Generation (payment of outside salespersons).
- **Financial/Accounts Receivable** - The customer's credit limit is analyzed each time an order is entered and the system warns you when the customer has exceeded the credit limit. The invoices and credit memos are generated and printed through **Order Entry** and posted to the **Accounts Receivable Invoice, Debit and Credit Memo Transaction** form.
- **Payroll** - Inside salesperson commissions can be included in the **Payroll Transaction Generation** feature.
- **General Ledger** - All material transactions associated with customer order shipments and returns generate entries in the **CO Distribution Journal**.
- **Product Configuration** - The addition of a planning item to a customer order line/release allows an item to be configured based upon the planning item options. If this is an item which has not been previously added on the **Items** form, it can be created at that point.
- **Data Collection** - Shipping transaction information gathered by a data collection solution is used to update the shipped fields of the appropriate customer order line/releases.

Where Does the CO Number Appear?

The CO number is referenced in the following places:

- On a PO line/release cross-reference

- On a Job Material cross-reference
- On the Job header

Creating a Customer

You must enter a customer record for each of your customers. This record maintains detailed information for the customer and is used throughout the system. The **Customers** form accesses all the relevant information for storing basic customer data, tracking what customers buy from your company and what they owe you.

To enter a new customer record:

1 Open the Customers form, or the Multi-Site Customers form if you are working in a master site.

2 Turn off Filter-in-Place mode.

3 Select **Actions > New**.

4 In the **Customer** field, do one of these:

- To define your own customer identifier, enter the alphanumeric character string to use.
- To allow the system to generate the customer identifier, using the **Customer Prefix** defined on the **Accounts Receivable Parameters** form, leave the field blank.

NOTE: The check mark that is displayed in the top-right corner of the form indicates that this customer is not on credit hold. If you put this customer on credit hold, a problem indicator is displayed on the form.

5 On this form, you can set up a customer record so that a customer has one **Bill To** address and multiple **Ship To** locations:

a Enter the customer's billing address information in the address fields.

b To further define the customer's billing information, such as choosing the customer's language, currency code, and bank information, enter the appropriate data in the form's fields.

   For more information, see the field descriptions.

6 To save the initial record, select **Actions > Save**.

7 Select the **Ship To** tab.

   You can enter up to 9999 different addresses for this customer to define secondary addresses for shipping purposes:

a Click the **Ship Tos** button located at the bottom of the tab to open the **Customer Ship Tos** (or **Multi-Site Customer Ship-Tos**) form.

b Select **Actions > New**.

c In the **Ship To** field, enter a number or leave the field blank to accept the next available sequential number. This number is used on the **Customer Order Lines** form when you are specifying a drop-ship-to location.

    d   On the **Address** tab, enter the shipping address information for this ship-to location.

    e   Select the **Codes** tab.

    f   Enter or select appropriate information in the fields. For more information, see the field descriptions.

    g   Select **Actions > Save** to save the ship-to location.

    h   After you are finished adding ship-to locations, to return to the **Customers** form, close the form.

8   Select the **Credit** tab. On this tab you can define the amount of credit extended to the customer. When you add a new customer order, if that order total exceeds this credit limit, the system displays a warning message (which you can override). You can also put the customer on credit hold, which blocks any shipping transactions for this customer. For more information, see the field descriptions.

9   Select the **Contacts** tab. Specify the names and contact information for order and billing communications with this customer. For more information, see the field descriptions.

10 Select the **Codes** tab. Define default codes for this customer. For more information, see the field descriptions.

11 Select the **Payment History** tab. Enter the initial amounts for the sales and payment history for this customer. You only need to do this when you initially set up the customer. The system maintains most of these values through normal day-to-day transactions.

    For example, when invoices, debits or credits are posted, the currency amount of the transaction posts to the **Sales PTD** field. Invoices and debits increase the **Sales PTD**, and credits decrease it. You update the **Average Balance Outstanding**, the **Largest Balance Outstanding**, and the **Last Amount Outstanding** values by running the **A/R Balance History Utility**.

    For more information, see the field descriptions.

12 Select the **Corporate Customer** tab. This tab allows you to define a two-tier relationship between separate customer records. In the **Corporate Cust** field, if you select this current customer's customer number, you are specifying this customer as the "corporate customer." If you select another customer number in this field, you are specifying this current customer as the "subordinate customer" (that is, subordinate to the customer you specify in the **Corporate Cust** field).

    Only the customer that you specify as the "corporate customer" appears on the **Bill To** tab. This allows you to apply a single payment across multiple subordinate customer invoices. By selecting the **Corp. Credit** field, you can use the corporate customer's credit values for credit limit processing, or clear this field to use the subordinate customer's credit values.

    For more information, see the field descriptions.

13 If European Union codes must be set up for this customer, select the **EUVAT** tab and specify the codes. For more information, see the field descriptions.

14 To use revision/pay days for invoicing, select the **Revision/Pay** tab. The revision day determines when the invoice is sent to the customers. The pay day determines when a check can be

collected once the invoice due date is calculated. For more information, see the field descriptions.

15 To define sales team/contact information for the customer, select the **CRM** tab. For more information, see the field descriptions.

16 When you are finished defining this customer record, to save your changes, select **Actions > Save**.

Adding a Multi-Site Customer (No Master Site)

If your multi-site system includes a master site, go to the topic Maintaining Customers from a Master Site. Otherwise, use the processes described here.

You may want an administrator to control adding, updating, and deleting customers across the system. Keep in mind that each site can control its local customer records, and these records are independent of other sites.

NOTE: In the following sections, "shared sites" means the Centralized Order Entry or A/R categories are being replicated between the sites.

Filter (Local Site Data) vs. New (Global Data)

When filtering is turned on in the **Customers** form, only the local site's customers are shown:

- Right-click > **Find** brings up the **Customers Query** form, where you can find customer records for the local site.
- The **Customer** field's drop-down list displays only the current site's customers.

In **New** mode (after clicking the **New** button or selecting **Actions > New**), all shared sites' customers are shown:

- Right-click > **Find** brings up the **Multi-Site Customers Query** form, where you can find customer records for the local site or any shared site. (You can then choose to add a shared customer to **Customers** form on the local site.)
- The **Customer** field's drop-down list displays all shared sites' customers.

Adding Multi-Site Customers

When a customer is added in one site, it does not automatically populate in other shared sites. To add the existing customer into another shared site:

1 On the **Customers** form, select **Actions > New**.

2 Enter the customer number or select it from the drop-down list.

The customer number already exists at the other site and was replicated to this shared site. Some of the information, including the address and credit limit, is copied from the source site.

3 Fill in the rest of the information manually in the **Customers** form at the shared site.

Copying Customer Records

Another way to duplicate customer records in multiple sites is to create the records in one site, export them to a spreadsheet, and import the spreadsheet into the **Customers** form at the new site. (Make sure the form's grid columns are arranged in the same order at both sites.)

If your sites are accessible through a single computer, you also may be able to use the right-click > **Copy** feature to copy the customer rows from the **Customers** form on one site and then use **Edit > Paste Rows Append** to add them in the **Customers** form at the other site.

Maintaining Customers from a Master Site

Use the Multi-Site Customers form to maintain customers for multiple sites on an intranet from the master site of the intranet. Keep in mind that each site can still control its local customer records.

Adding Customers

To add customers for any site on the master site's intranet, follow the steps in [Creating a Customer](#).

When you start adding a customer that is new to this site but that already exists in another sharing site, some of the information - such as customer name and address - defaults into the new record when the customer number is entered. However, most of the information is site-specific and must be entered manually.

Copying Customers to Other Sites

To copy a customer record to multiple sites in the same intranet from this form:

1 Select an existing customer. The customer record must be defined as completely as possible before you copy it, and the record must be saved at one of the shared sites in the master site's intranet.

2 Select **Actions > Multi-Site Copy**. The **Multi-Site Selection** form is displayed.

3 Select one or more groups from the list of site groups in the left pane. The left pane only lists site groups where all of these are true:

- The site group includes the master site.

- The site group includes the source site from which the selected record will be copied.

- All sites in the group are on the master site's intranet

4 A list of the sites in those groups is displayed in the right pane. Select one or more sites to which you want to copy the customer record.

5   Click **OK** to return to the **Multi-Site Customers** form.

6   Save your changes to add the duplicate customer records to the other sites.

Changing Customer Information

When you save a change to any of the defaulting information (for example, the customer name) for a customer with records at multiple sites, the system automatically updates that information on any other records for that customer. This happens because all sites share a single "custaddr" table record for the customer.

For example, customer 1 exists at site A and site B. At both sites the name is "Bob's Bikes." If you change customer 1's name to "Bart's Bikes" at site B, then when you save the record, the name also changes in the record at site A.

Information contained in the customer table, such as credit limit and payment history, is site-specific. This information does not change at other sites when modified at one site.

Information Filtered by Site

The following fields are filtered by the selected site. For example, when adding a customer at Site B, you can only select bank codes that are valid at Site B.

- Country
- Language
- Bank Code
- Customer Type
- Price Code
- End User Type
- Invoice Category
- NOTC
- Secondary NOTC
- Delivery Terms
- Territory
- Sales Team
- Warehouse (on Ship Tos)
- Ship Via (on Ship Tos)

The following fields are filtered by the master site. That is, the information in the drop-down list is from the master site, not the site you specified.

- Province/State
- Credit Hold Reason

Maintenance Tasks Not Available from this Form

For most tasks, you can use the **Multi-Site Customers** form in place of the **Customers** form. However, these tasks can be performed only in the **Customers** form at the specific site:

- Delete a customer
- Add notes to the record
- Specify a tax ID number and tax code
- View sales contact and customer interaction information
- Actions menu options: List Items of Customer, List Subordinate Customers, and List Delivery Orders.

Assigning a Sales Contact to a Ship To Address

To assign a sales contact for a customer ship-to record:

1 Select a ship-to record on the **Customer Ship-Tos** form.

2 Select the **Sales Contacts** tab.

3 Click the **Sales Contact X-Refs** button. This button opens the **Customer Sales Contact Cross References** form where you can add more sales contacts for the selected customer ship-to record.

Estimating and Quoting

Estimating Steps

Use these procedures to estimate customer orders and job orders.

To provide an estimate for a customer:

1 Create an estimate.

2 Create estimate line items.

NOTE: You receive warning messages if you enter an item flagged obsolete or slow-moving.

3 Cross-reference the estimate to an estimate job.

NOTE: Alternatively, you can quickly create an estimate on the Estimates Quick Entry form.

4 Copy the estimate to a customer order.

To estimate a job:

1   Create an estimate job.

2   Enter the estimate job routing and bill of material.

3   Copy the routing from the estimate job to a job order.

Creating a Cross Reference to a Purchase Order Requisition When Entering an Estimate Line

To create a cross reference to a purchase order requisition when entering an estimate line:

1   On the Estimate Lines form, select Requisition in the Source field.

2   Save the record.

3   Click the Source button to create a cross reference for the current estimate line. A message is displayed explaining that a cross reference will be performed from the Estimate Line Item to PO Requisition.

4   Click **Yes**. A requisition is created with a cross reference to the estimate line. Once the requisition is created, you can click the Source button to launch the Purchase Order Requisition Lines form which displays the created requisition and the cross reference to the estimate line.

Creating an Estimate

To create quotes for customers detailing the costs and delivery times of goods or services, use the **Estimates** form.

1   Select **Actions > New**.

2   Enter the appropriate data. The required fields are:

- **Estimate** - Enter an estimate number or accept the system default, which is the next unique numerical value.

  To start all estimates with the same prefix followed by a computer-generated number, you can set up a global prefix in the **Shop Floor Control Parameters** form. However, the prefix and numerals together can only total ten characters in length.

- **Quote Date** - Enter the date on which the quote is effective, or accept the default, which is the current date.

- **Expiration Date** - Enter the date on which the quote will expire, or accept the default, which is the current system date plus the value of the **Std Expiration Period** field on the **Shop Floor Control Parameters** form.

- **Status** - Select the status, or accept the default value, **Working**.

3   Select the **Tax Info** tab.

4   In the **Tax Code** field, enter the tax code to use in calculating taxes on the order for Tax System 1.

5   (Optional) Enter the appropriate data in these optional fields on other tabs:

- **Customer** - Enter the customer ID.
- **Contact** - Enter a contact name or accept the default from the **Customers** form.
- **Cust Quote** - Enter a quote number provided by the customer.
- **Terms Code** - Enter a valid payment term code.
- **Order Discount** - Enter the order discount amount or percentage agreed to in the quote, if any.

6   Save the form.

Creating Estimate Lines

To add line items to an existing estimate, use the **Estimate Lines** form.

1   In the **Estimate** field, select the estimate to which you want to add an estimate line item.

2   Add a new line, entering the appropriate data in these required fields:

- **Line** - Accept the number generated by the system, or overwrite it with a different number.
- **Item** - Inventoried and non-inventoried item numbers are valid. For inventoried items, select from the list of items.
- **Qty Ordered** - Enter the quantity requested for this estimate.
- **U/M** - For inventoried items, the unit of measure defaults from the **Items** form.
- **Status** - Select the status of this estimate line. The default value is the same as the parent estimate's status. Valid entries are:
  - **Working** - This status indicates that the estimate is in the process of being prepared. In contrast to the job status, the estimate status may be changed at any time.
  - **Quoted** - The estimate is complete and has been used to quote a price to a customer.
  - **Planned** - The estimate is likely to be accepted by the customer and is being held until transfer to Order Entry.
  - **History** - The estimate is no longer active but are to be retained for reference and copying purposes.
- **Tax Code** - Select a valid tax code for this estimate.
- **Request Date** - Enter a due date, or accept the default, which is the current system date plus the value of the **Std Exp Period** field from the **Shop Floor Control Parameters** form.
- **Ref** - Accept the default value or select a cross-reference.

3   (Optional) Set the following fields as desired:

- **Item Description** - Enter a short description or accept the default from the **Items** form for inventoried items.

- **Customer Item** - Enter the customer's inventory item number for this item.

  If no customer contract exists, the **Customer Contacts** form appears. You can use this form to create a cross reference between the item number used by your company and the item number used by the customer.

- **Unit Price** - Enter the price per unit for this item or accept the default from the **Item Costs** form.

- **Sales Disc** - Enter any discount to be applied to this line item only.

4 To either create or go to a cross-reference record, click **Source**.

If the reference fields are blank, the system adds a new record, based on the reference type. After you create the new job or project, the system updates the estimate line to reflect the cross reference.

NOTE: You can attach or [cross reference](#) this estimate line to a specific job or project. You cannot cross reference this estimate line to a transfer, purchase order or purchase requisition.

5 Select **Actions > Save**.

NOTES: If the current estimate line is configured, you can see a listing of the configured options by selecting **Actions > List Configuration Values**.

Estimate lines can also be created by using the copy facility. For more information, see [Copying Orders and Estimates](#).

When you source an estimate line to an estimate project and the customer on the estimate is blank and the estimate line's source is **Project**, then if you have at least one project type with non-billable pricing set up, the system uses the first of those project types as the default type, and creation of the estimate project can continue. It the customer on the estimate is not blank, the system uses the first project type with Fixed Price pricing. Otherwise, an error is displayed.

If you change an existing **Estimate Line** item, and the quantity is changed, you will receive a confirmation of the change and the following message: **Do you want to recalculate the price? Yes/No.** If you select **Yes**, the price is recalculated using the item pricing logic for the new quantity. If you select **No**, the price remains unchanged.

Cross-Referencing an Estimate to an Estimate Job

Cross-referencing creates a link between the estimate line and the estimate job order. The estimates can later be copied into actual customer orders and actual jobs.

1 On the **Estimate Lines** form, add a new line item to an estimate.

2 On the **Line Detail** tab, select **Job** in the **Reference** field.

If this item's record on the **Items** form has the **Stocked** check box cleared and the **Source Code** set to **Manufactured**, **Job** is automatically selected.

3 Do one of the following:

- To cross-reference the estimate line to an existing estimate job, enter:

- The estimate job number in the unlabeled field next to the reference field
- The suffix (if available) for the job order in the second unlabeled field.
- An operation number to cross-reference to a specific operation in the third unlabeled field.

4 To create a new job and:

- Assign a particular job number, enter the job number.
- Allow the system to assign a job number, leave the field blank.

5 To save the record, select **Actions > Save**.

6 Click **Source**.

The system displays the message "Cross-reference will be performed from Estimate Line Item to Estimate Job."

7 Click **OK**.

The system automatically creates the estimate job header information and inserts the job number and the reference into the **Reference** field. However, you must still create or copy the estimate job's routing.

8 (Optional) Click **Source** again to display the cross-referenced job.

Notice that the job's end date defaults from the estimate order line's due date.

9 To create sub-jobs for subassemblies that are cross-referenced to the estimate order line, open the Copy Routing BOM form.

10 In the **From Category** field, select **Current** (to use the item's current routing/BOM to create the sub-jobs; to use a different job's routing/BOM, select Job).

11 In the **Copy Indented BOM** field, select **Yes**.

12 In the **Item** field, select the item number from which to copy the current routing/BOM.

If you selected **Job** in the **Category** field, select the job from which to copy the job routing/BOM in the **Job** field.

13 In the **To Category** field, select **Estimate Job**.

14 In the **Job** field, enter the ID of the estimate job to which you cross-referenced the estimate line item in the previous steps.

15 Click **Process**.

This activity copies the routing/BOM to the cross-referenced parent estimate job and creates sub-jobs for each subassembly in the routing/BOM.

Using the Estimation Worksheet

To calculate possible net prices for jobs, by manipulating different factors, use the **Estimation Worksheet** form.

When you first open this form, the table shows the cost to produce an item based on an estimate job routing and organized by the cost elements.

Before you can view and use the **Estimation Worksheet**, the estimate job must reference an estimate order line item, and both must exist in the system.

There are two basic ways to manipulate cost and pricing factors in this form:

- To view the cost breaks at different quantity levels, you can enter different amounts in the five **Break Qty** fields. The system automatically changes the costs in the table.

- To apply different equations and factors to the cost, you can use the **Price Basis** and [value] fields. These fields, in tandem, allow you to adjust the extended cost of the job or item using factors such as percentages and fixed amounts. They also allow you to compare your calculations with the automatic calculations that the system uses by default.

If you have made changes to sub jobs, run the **Estimate Job BOM Cost Roll Up** utility with the **Reset Job Ref Material from Ref Est Job** option selected, to ensure accurate cost calculations.

Managing Customer Orders

About Approving Customer Shipments

You can set up customer shipments for approval. See the **Approving Customer Shipments** topic for the process.

Use certain in process accounts to record journal entries. During the order shipping and shipment approval process, the Non-Inventory In Process accounts are located only at the A/R Parameters and End User Type levels. They are not stored at the customer order line or blanket line levels like the Non-Inventory accounts is.

Accounts are selected on these forms:

- Distribution Accounts
- End User Types
- Accounts Receivable Parameters
- Item Stockroom Locations
- Product Codes
- Tax Codes

Order Shipping

The system provides the ability to record journal entries to relieve Inventory In Process and record expenses to the Cost of Goods Sold - In Process accounts defined on the Distribution Accounts and End User Type forms. For customers with Shipment Approval Required selected, the journal entries are created with a journal id of "CO DIST". The journal entry takes this form:

Dr   Cost of Goods Sold - In Process

     Cr   Inventory In Process

The journal entry date is the shipping date. The processing of negative quantity shipments can not exceed the quantity unapproved. If a larger negative quantity shipment is required, reduce the quantity approved to a level sufficient to allow for the negative quantity. If the customer order Shipment Approval Required check box is selected and the Cost of Goods Sold In Process Accounts or Inventory In Process Accounts are not populated, the system prevents the line from being shipped.

Customer Approval

The system provides the ability to indicate customer approval by recording the quantity approved by the customer. Upon approval, a journal entry records Cost of Goods Sold by relieving the Cost of Goods Sold In Process account entries recorded during the order shipping process. The journal entry takes this form:

Dr   Cost of Goods Sold

       Cr   Cost of Goods Sold - In Process

A second journal entry records inventory by relieving the Inventory In Process account entries recorded during the order shipping process.

Dr   Inventory In Process

       Cr   Inventory

The Journal entries for both entries have a journal id of "CO DIST".

A second set of journal entries is created with a journal id of "AR DIST". The journal entries will take this form:

Dr   Accounts Receivable In Process

Dr   Sales Discount In Process (optional)

       Cr   Sales In Process

       Cr   A/R Tax Acct In Process

The value for the quantity approved can be changed multiple times using values that range between the quantity invoiced and the quantity shipped. In the case of subsequent updates that follow the initial approval, the costs used by the new journals are based on the change quantity approved. When decreasing the value for quantity approved, the journals are Dr Cost of Goods Sold - In Process and Cr Cost of Goods Sold, CR Inventory In Process and Dr Inventory as well as Dr Sales In Process and A/R Tax Acct In Process and Cr Accounts Receivable In Process and Sales Discount In Process.

The value for the quantity approved can be adjusted for order shipments having a value for quantity invoiced that is less than the quantity shipped. No further changes are permitted once the quantity invoiced value matches the quantity shipped. Order Shipment Approval Log records are created for every entry made in the quantity approved field. If the customer order Shipment Approval Required check box is selected, these account fields must be populated or the system prevents the line from being approved:

- Cost Of Goods Sold In Process Accounts
- Inventory In Process Accounts
- Accounts Receivable In Process Account
- Sales Discount In Process Account – if line has a discount
- Sales In Process Account

- A/R Tax Acct In Process – if the line is taxable

Order Invoicing

For customer orders where Shipment Approval Required has been selected, the system provides the ability to invoice only those order shipments that have a value for shipment approval quantity that exceeds the quantity invoiced and the invoice date is later than or equal to the approval date. For customer orders where the Shipment Approval Required has not been selected, invoicing includes all order shipments that have not yet been invoiced. Journal entries are created to reverse the shipment posted accrual entries and then create AR invoices and attendant journal entries with a journal id of "'AR DIST" which takes this form:

When the invoice is created these accounts get posted.

Dr		Sales In Process
Dr		A/R Tax Acct In Process
	Cr	Accounts Receivable In Process
	Cr	Sales Discount In Process (optional)

After the invoice is posted these accounts get posted.

Dr		Accounts Receivable
Dr		Sales Discount
	Cr	Sales
	Cr	A/R Tax Acct

Consolidated invoicing

For customer orders where Shipment Approval Required has been selected, the system provides the ability to invoice only those order shipments that have a value for shipment approval quantity that exceeds the quantity invoiced and the invoice date is later than or equal to the approval date. For customer orders where Shipment Approval Required has not been selected, invoicing includes all order shipments that have not yet been invoiced. Journal entries are created to reverse the shipment posted accrual entries and then create AR invoices and attendant journal entries with a journal id of "'AR DIST" which takes this form:

When the invoice is created these accounts get posted.

Dr		Sales In Process
Dr		A/R Tax Acct In Process
	Cr	Accounts Receivable In Process

Cr   Sales Discount In Process (optional)

After the invoice is posted these accounts get posted.

Dr   Accounts Receivable

Dr   Sales Discount

Cr   Sales

Cr   A/R Tax Acct

If the customer order Shipment Approval Required check box is selected, these account fields must be populated or the system prevents the line from being invoiced:

- Accounts Receivable In Process Account
- Sales Discount In Process Account – if line has a discount
- Sales In Process Account
- A/R Tax Acct In Process – if the line is taxable

About Customer Order Entry for Non-Inventory Items

Only the cost of goods sold (COGS) material account is debited for non-inventory items. The material cost is the cost entered on the customer order line. This is how the COGS material account is determined:

1) There is an End User Type on the End User Types form and the COGS Matl account is defined. If this is NOT the case, continue to the next point.

2) On the Distribution Accounts form, the product code is blank and the warehouse equals the warehouse of the customer order line. The COGS Matl account is defined. If this is NOT the case, continue to the next point.

3) On the Distribution Accounts form, the product code is NULL and warehouse is NULL. The COGS Matl account is defined. Only the inventory material account is credited for the non-inventory items. This account comes from the Distribution Account, using the same logic as above to determine which Distribution Account to use. The account used during invoicing to record the sales revenue comes from the fields added to the CO line. The account default comes from the End User Type (Sales Non Inventory) on the Customer Order. If this is blank then it comes from the Accounts Receivable Parameters (Sales Non Inventory).

About DIFOT (Delivered In Full and On Time)

DIFOT (Delivered In Full and On Time) is a standard used to measure delivery performance in a supply chain. Some consider this standard superior to other delivery performance indicators, such as shipped-on-time (SOT) and on-time performance (OTP), because it focuses on deliveries from the

customer's perspective, rather than from the supplier's perspective. DIFOT measures how often customers get *what* they want *when* they want it.

As implemented in SyteLine, DIFOT is calculated using this criteria:

- Was the order fulfilled with the correct number of items?

  Separate parameters can be set to measure for both surpluses and deficits.

- Was the order shipped on the correct date?

  Separate parameters can be set to account for both early and late shipments.

When an order meets the acceptable criteria for both "In Full" and "On Time," it meets DIFOT standards for success.

NOTE: The use of DIFOT and its settings do not affect any delivery or shipment processes. DIFOT is used solely to evaluate delivery performance.

On the Customer Order Lines form and the Customer Order Blanket Releases form, the **DIFOT** tab includes a section that provides a graphic display of DIFOT success or failure, using check marks and problem indicators. If the order line passes all criteria for on-time delivery, an **On Time** check mark is displayed. If the order line passes all criteria for quantities delivered, an **In Full** check mark is displayed. If any criteria do not pass, the appropriate problem indicator is displayed. Only when both the **On Time** and **In Full** criteria display check marks does the DIFOT summary also display a check mark. Only when all three indicators are check marks is the DIFOT evaluation considered a success.

Setting DIFOT policies

DIFOT criteria can be set at several different levels. So, you have some flexibility when you set and apply DIFOT policies. For example, you can have a default DIFOT policy but you can override the default settings for a particular customer, order, or order line/release.

SyteLine uses this hierarchy to determine how these criteria are applied:

On the form:	You can set:
Order Entry Parameters	The default DIFOT criteria for the system.
Customer Ship-Tos or Multi-Site Customer Ship-Tos	The default DIFOT criteria for individual customers. NOTE: If a customer has multiple Ship To addresses, all Ship To addresses after the first one (Ship To = 0) default to the same DIFOT settings as the first one. You can set DIFOT values for individual Ship To addresses on these forms. If DIFOT criteria are not set on these forms, the system defaults to the settings on the Order Entry Parameters form.

Customer Orders	The default DIFOT criteria for individual customer orders.
	If DIFOT criteria are not set on this form, the system defaults to the settings on the associated Customer Ship-Tos or Multi-Site Customer Ship-Tos form.
Customer Order Lines or Customer Order Blanket Lines	The DIFOT criteria for individual order lines.
	If DIFOT criteria are not set on these forms, the system defaults to the settings on the associated Customer Orders form.
Customer Order Blanket Releases	The DIFOT criteria for individual blanket releases.
	If DIFOT criteria are not set on this form, the system defaults to the settings on the associated Customer Order Blanket Lines form.

NOTE: This hierarchy applies only to customers, orders, order lines, etc. created *after* DIFOT was implemented on the system. Records created before DIFOT was implemented show only blank, or null, values in the DIFOT-related fields. These records do *not* derive values from this hierarchy.

Using DIFOT

Two additional tools are available to use DIFOT:

- The Delivered In Full And On Time Report form uses the DIFOT settings to generate several types of reports that allow you to view and analyze DIFOT performance.

  Use this report form to apply the DIFOT policy settings and evaluate DIFOT performance. Without the DIFOT reports, there is no real use for the settings.

- The Update Order DIFOT Policy utility is used to change the DIFOT settings for selected customer orders after those orders are created. This utility works only with records from the **Customer Order Lines** form and the **Customer Order Blanket Releases** form.

  This tool allows for DIFOT evaluations on records that were created before DIFOT evaluation was available in SyteLine.

Attaching Files to Emails Sent from Interaction Forms

You can attach files to e-mails sent from the Customer Interactions, Prospect Interactions, Vendor Interactions, and Sales Contact Interactions forms.

1 Create an interaction from any of the listed interactions forms.

2 Use the **Documents** form to create a document and import files for attachment.

3   On your chosen interaction form, specify the e-mail addresses to which you want to send attachments with either the To field or the Cc field.

4   Select either the Send Email Attachments check box or the Send Internal Email Attachments check box.

5   Click the Send E-mail button.

Approving Customer Shipments

You can set up customer shipments for approval. This topic describes the necessary steps.

1   On the **Accounts Receivable Parameters** form, define new accounts and related unit codes for Accounts Receivable In Process, Sales In Process, Sales Discount In Process, and Sales Non Inventory In Process.

2   On the **Distribution Accounts** form, define new accounts and related unit codes for Sales In Process, Sales Discount In Process and the many accounts for Cost of Goods Sold - In Process.

3   On the **End User Types** form, define new accounts and related unit codes for Accounts Receivable In Process, Sales In Process, Sales Discount In Process, Sales Non Inventory In Process, and the many accounts for Cost of Goods Sold In Process.

4   On the **Product Codes** form, define new account and related unit codes for Inventory Adjustment In Process.

5   On the **Tax Codes** form, define new account and related unit codes for Accounts Receivable Tax Account In Process.

6   On the **Customers** form, select the **Shipment Approval Required** check box for the desired customer.

7   On the **Customer Orders** form, enter a new Customer Order for a customer with the Shipment Approval Required check box selected. You can select or clear this check box on this form regardless of what is selected on the Customers form.

8   On the **Order Shipping** form, process shipments for customer order lines. Process shipments using a negative quantity for existing order shipments. This process will not allow a negative quantity greater than (Quantity Shipped + Quantity Returned – Quantity Approved).

9   On the **Order Shipments** form, set the quantity to approve and approval date to record customer approval for shipments. This process is only required for customer orders with the Shipment Approval Required check box selected. Otherwise, the process is optional. Each entry on this screen creates a log record that records the quantity approved and the approval date.

10 Perform either the order invoicing or consolidated invoicing process.

About Surcharges

Surcharges allow you to create a more accurate item price by accounting for fluctuating commodity prices. You may apply surcharges to:

- Purchase orders.
- Vouchers.
- Customer orders.
- Invoices.

Surcharge Calculation

An estimate of commodity cost is built into the cost of the item, and is represented by the Base Price field. This formula accounts for market fluctuation, then applies a surcharge based on the amount of the commodity that is contained in the item, as well as a general surcharge factor.

Unit surcharge = (Actual price - Base Price) * Content Factor * Surcharge Factor

Reports

Surcharge information is included on these reports:

- Purchase Order Laser
- Purchase Requisition
- Purchase Order Requisition
- Estimate Response Form
- Order Verification
- Consolidated Invoicing Draft
- Consolidated Invoicing Laser
- Order Invoicing Credit Memo Draft
- Order Invoicing Credit Memo Laser
- Order Invoicing Credit Memo To Be Printed

Setting Up Customer Order Entry

When initially setting up customer order entry, perform the following actions:

1 To set up the system parameter defaults, if they have not already been set up, use the **General Parameters** form.

This is where you set up company information, such as company name and address.

2 Use the **Order Entry Parameters** form to set up the following:

- Invoice length
- Customer order prefix
- Standard due period
- Pick list date tracking
- Compress distribution journal
- Default text for printing on invoices

3 To set up invoice categories that will be used to link customers to invoice sequences, use the **Invoice Categories** form.

4 To set up numbering sequences for invoices, credit memos, and debit memos, based on date ranges, transaction types, and categories, set up the **Invoice Debit and Credit Memo Sequences**.

5 Enter the proper Tax Codes, Billing Terms, and Ship Via Codes.

6 Define the company's customer records using the **Customers** form.

7 Enter the company's products using the **Items** form.

8 (Optional) Enter cross-references for the customer's and your items in the **Customer Contracts** form.

Order Entry Steps

To create, ship, and invoice a customer order:

1 Enter a new customer order on the **Customer Orders** form.

2 Enter the appropriate information in all required fields.

3 Save the customer order.

4 To open the **Customer Order Lines** form, click the **Lines** button.

5 Add order lines and/or releases to the order.

   NOTES:

   - Alternatively, you can quickly create an entire customer order on the Customer Orders Quick Entry form.
   - The system displays warning messages if you add an item flagged obsolete or slow-moving to a customer order.
   - If you will be cross-referencing the customer order line to a job or purchase order, see Cross-Referencing Demands to Supplies for the steps.
   - If you need to check availability of the item before completing the order, click Get ATP or Get CTP and see the Help topic for the **Availability Results** form for details about the information that displays.

6   Save the customer order line. If the Allow Over Credit Limit field is selected, the record is saved as-is. If the Allow Over Credit Limit field is not selected, the system checks if the order total is less than, or equal to, the total available credit for the customer. If it is, the system then checks if the order total is less than, or equal to, the order credit limit, if specified. If it is, the record is saved. If the order fails these checks, the order status is changed to Planned, a warning message displays, and the record is saved.

7   If the order has a long lead time and your customer requires a hard-copy order acknowledgement, print the **Order Verification Report**.

8   Ship the order.

    For the steps, see [Shipping Customer Orders](). You can print the packing list before or after shipping transactions.

9   Invoice the order.

    For the steps, see [Invoicing a Customer Order](). When you print the invoice, the system also posts the record to Accounts Receivable. For more information, see Accounts Receivable Steps.

About Drop-Ship Locations and Taxes on Customer Order Lines

When you add a drop ship customer to a customer order line item, the system compares the Tax Code of the drop ship customer, the Tax Code of the existing customer, and the Tax Code of the CO line, item to determine if the line item Tax Code needs to be changed.

In an area-based system, the CO line item Tax Code is changed to the Tax Code of the newly added drop ship customer, if the Tax Code of the newly added drop ship customer is different from the Tax Code of the original customer. However, if the Tax Code of the CO line item is a rate type Tax Code and the newly added drop ship Tax Code is equal to the original customer's Tax Code, the system erases the line item Tax Code.

In an item-based tax system, if the Tax Code of the newly added drop ship customer is different from the Tax Code on the CO line item, then the CO line item Tax Code is changed to the Tax Code specified in the **Tax Codes for Items by Jurisdiction** file. This record is retrieved based on the item number entered for this line item and the jurisdiction of the Exempt Code on the drop ship customer.

NOTE: This action is taken only if the **Exempt Code** on the drop ship customer has a non-zero rate, the jurisdiction is non-blank, and a record exists in the **Item Tax Codes by Jurisdiction** file.

The system asks you whether the Tax Code at the CO line item should be overridden with the drop ship Tax Code. To leave the Tax Code as is, answer **No**. To have the Tax Code on the CO line item changed, answer **Yes**. If the **Prompt on Line Item** check box on the **Tax Systems** form is cleared, you will not receive a query. However, the Tax Code is still changed.

Adding a Configured Item in Order Entry

NOTE: This information applies only to Product Configurator.

You can perform this procedure on the **Customer Order Lines** form or the **Estimate Lines** form.

1 Add an order entry line item to an order or estimate.

2 Select the item number of a planning item that can be configured.

3 On the **Features** tab, select the item to be used for each feature group.

4 The Config String field is now enabled on the Customer Order Lines or Estimate Lines form.

5 If you want to create this newly configured item as a permanent part of the inventory, click **Create Item**.

NOTE: The behavior of the **Create Item** button is based on the **Create Feature** setting on the **Inventory Parameters** form. If that field is set to No Create, then **Create Item** does not add the item to inventory.

Calculating Unit Price for Customer Orders/Estimates

Unit price is calculated as:

Unit Price = Base + or (-) Dollar Amount or Percent

The system performs several actions when determining the Unit Price on Customer Orders, EDI Customer Orders, Customer Order Lines, or Estimate Lines:

1 Checks to see if a promotion pricing code has been specified for the selected customer order line. If there is no promotion pricing for the order line, the system moves on to step 2.

2 Checks to see if a Customer Contracts record is set up for that customer, item, and customer-item combination. If a record with this combination is not found, then it looks for a record with a matching customer and item, and a null customer-item. If one of these types of records is found, then the system checks the customer-item pricing table to find a record where the order due date is on or after the effective date. If a valid pricing record is found, and the contract price has a value, it uses that contract price. If the contract price is zero, the system moves on to step 3.

3 Determines if any quantity price breaks have been established for the customer and item by checking the Customer Contracts Prices record. If quantity price breaks exist, they will be used as the default Unit Price. If there are no quantity price breaks for the customer, the system moves on to step 4.

4 Determines whether a customer price code is available for the customer order line release or EDI customer order line release as well as an item price code from the item pricing record. If either price code is not found, the system moves on to step 5. If both price codes are available, the system uses the Price Matrix Table to determine the price. After the system determines that two valid price codes exist, it searches the Price Matrix Table to determine if a price code record exists for this combination of codes.

If the system locates a Price Matrix record, the corresponding Price Formula is used in calculating the item's Unit price. The system then cross checks the quantity price breaks:

- If the quantity price breaks are valid, they are used to calculate the Unit Price.

- If the quantity price breaks are not valid, the system uses the Price Formula to determine the Unit Price.

5 Searches for a current Item Pricing record based on the item pricing's effective date and customer's currency code.

- If any quantity price breaks have been established for the item and if the quantity price breaks apply, the system uses these quantity price breaks as the default unit price.

- If no other pricing has been established, then the default unit price will be the value entered in the Item Price 1 field from the Item Pricing record.

6 If no Item Pricing record exists, a message displays, stating that not one item price exists. In this case, you must enter the price manually.

NOTES:

- Multi-currency calculations will first try to locate Price Formulas and Item Pricing Records in the customer's currency. If the customer's currency is available, those values are used. If no records are found in the customer's currency, the system locates records in the domestic currency and then converts them to the customer's currency.

- If any discounts or premiums have been set up by product code and customer type on the Discounts form, the system applies them after pricing has been determined for an item using the stated pricing structure.

- For non-inventory items, you must manually enter the unit price of the item.

Changing Lines/Releases to a Status of Complete

NOTE: When you change the status of the customer order to **Complete**, then each fully shipped and invoiced line/release will also have its status changed to **Complete**.

Once the status of an order is **Ordered**, you can then run the **Change CO Status** utility to change the status to **History**.

NOTE: You can change the status of either regular and/or blanket orders.

1 Open the **Change CO Status** utility.

2 In the **Old Status** field, select **Ordered**.

3 In the **Starting Order** and **Ending Order** fields, define the range of order numbers to change.

4 In the **Starting Order Date** and **Ending Order Date** fields, define the range of order dates to change.

5 Select **Commit** and then click **Process**.

Changing Order Status to History

There are two ways to change the status of a customer order. In both cases, the order and the line/releases must already have a status of **Complete**.

Method 1

1   Open the order using the **Customer Orders** form.

2   Select the **General** tab, and update the **Status** field to **Complete**.

3   Select **Save**.

Changing the order maintenance status to **Complete** automatically changes all the associated lines/releases to **Complete** as well.

Order headers and line/releases with a status of **Complete** can be updated to the status of **History**. Once this is done, you can no longer access these orders for further updates. They can be viewed using the **History Customer Orders** and **History Customer Order Lines** forms.

Method 2

NOTE: You can change the status of regular and/or blanket orders.

1   Open the **Change CO Status** utility.

2   In the **Old Status** field, select **Complete**.

3   In the **Starting Order** and **Ending Order** fields, define the range of order numbers to change.

4   In the **Starting Order Date** and **Ending Order Date** fields, define the range of order dates to change.

5   Select **Commit** and then click **Process**.

Once the status of an order is **Complete**, you can then re-run the utility to change the status to **History**.

Copying Orders and Estimates

Use the **Copy Orders and Estimates** form to copy information from estimates or orders to other estimates or orders.

About the Copy Process

The following conditions exist for using the Copy Orders and Estimates activity:

- In general, these types of information are not copied:

- Historical information that is specific to the original order and that does not apply to new orders, for example, accumulated values, effective date, and expiration date..
- Calculated values such as sales tax that will be recalculated based on which lines are copied.
- When you copy from an estimate to an order, the system extracts the freight tax code and miscellaneous tax code fields from the corresponding fields on the Tax Systems form. When you copy an order to an order, however, the system copies the freight tax code and miscellaneous tax code fields from the order.
- When you copy from an estimate to an order, the system extracts the transaction nature, delivery terms, and process indicator fields from the Customers form. When you copy an order to an order, however, the system copies these fields from the order.
- When you copy from an estimate to an order, the system extracts the origin and commodity code fields from the item on the estimate. When you copy from an order to an order, however, the system copies these fields from the order.
- When you copy from an estimate, the system does not copy the non-inventory line items.
- If you copy blanket customer orders, the system does not copy the attached releases.
- When you copy a customer order, the system does not copy the value for **Promotion Code**, if one is specified.
- When you copy an estimate to a regular order, the system does not copy the Cust Quote field on the estimate to the Cust PO field on the regular order. When you copy from an estimate to another estimate, however, the Cust Quote field is copied.
- When you copy orders or estimates that contain commission distributions to a new order or estimate, the system copies those distributions to the new order or estimate. When you copy an order or estimate to another (already existing) order or estimate, the commission distribution records are not copied.
- When you copy orders and estimates that contain order level discounts, the system also copies those discounts.
- When you copy orders or estimates that include a kit, the value of the Print Kit Components on Customer Paperwork field is also copied. When copying an order to an order, this value comes from the original order. When copying an estimate to an order, this value comes from the Items form.
- When an order at the originating site is copied, the system also copies the lines to the other order. If these lines are for different shipping sites, the system connects to each shipping site and places the order header and order lines at each site. The system creates a copy of this order at the originating site. When estimates are copied, the site copying the order becomes the default originating site. The shipping site on each line also fills in with the name of the current site. If an order is copied by a site that is different than the originating site on the copied order header, the site that is copying the order becomes the originating site on the new order.
- The Taken By field defaults to the current user's initials.

NOTE: You cannot copy a regular customer order or estimate to a blanket order.

CAUTION: When you copy an estimate to an order for a customer that requires a letter of credit number, a warning message displays. Also, if you copy one customer order to another, any existing letter of credit number is not copied to the new customer order.

To Copy Orders and Estimates

1   In the **From**, field, specify the source or accept the default, **Estimate Order**. Options include:

- Estimate Order
- Customer Order
- Blanket Order
- History Order

2   Based on your From selection, specify one of these values:

- **Estimate Number** - If you select **Estimate Order,** the system prompts you for a valid estimate order number.
- **Order Number** - If you select **Customer Order**, the system prompts you for a valid customer order number.
- **Blanket Number** - If you select **Blanket Order**, the system prompts you for a valid blanket order number.
- **History Number** - If you select **History**, the system prompts you for a valid history order number.

3   In the **Starting** and **Ending Line Number** fields, specify the first and last line numbers to copy, or accept the default from the order.

4   In the **To** field, specify the destination to which this estimate is to be copied. Destination options include:

- Customer Order (default value)
- Estimate Order
- Blanket Order

NOTE: If this field is left blank, the system creates a new order.

5   In the **Option** field, specify one of these options:

- Insert a Range (default value)
- Replace a Range
- Delete and Then Insert a Range

6   Click **Process**.

Creating a Blanket Order

To create a blanket order:

1   Open the **Customer Orders** form.

2   Select **Actions > New**.

3   Enter a new order number or accept the default value.

4   In the **Order Type** field, change the option to **Blanket**.

5   In the **Customer** field, enter the customer identifier.

6   Select **Actions > Save**.

   The rest of the fields default from the **Customers** form.

7   Click Releases to view the Customer Order Blanket Lines form.

8   On the **Customer Order Blanket Lines** form, click **Lines** and add the desired information.

9   To save the information, select **Actions > Save**.

10   Repeat steps 7 and 8 for every line you want to create.

   NOTE: The unit of measure defaults from the **Items** form and can be changed.

11   Click **Release**.

12   On the **Customer Order Blanket Releases** form, enter a release date and quantity and save the release.

13   Repeat steps 10 and 11 until all releases have been created for the entire blanket quantity for this line.

NOTES: Check the line information to ensure that the **Quantity Released** amount equals the **Blanket Quantity** amount.

If, on the **Customer Orders** form or the **Customers** form, the **Credit Hold** check box is selected, the system does not let you ship customer orders.

If, however, on the **Accounts Receivable Parameters** form, the **Limit Exceeded Credit Hold Reason** field is blank, and you create or update a customer order or a customer order line when the customer's credit limit is exceeded (or corporate customer's credit limit, if applicable), the system does not place the customer order on credit hold and does not prevent you from shipping the order.

Creating a Price Adjustment Invoice

The system uses adjustment invoices to reflect changes to the discount and/or unit price of previously invoiced order line items. Order line items that are not shipped or invoiced, or that have outstanding returns which have not yet been credited, cannot be adjusted.

Line items with returned quantities must have a credit memo generated for them before any price change is made. Otherwise, the system would credit the incorrect monetary amount.

Entering Information

The information you enter during this function for an order is saved only temporarily. If you close the form or switch to another order, all information is lost. After successful invoice printing and posting, the entries are cleared.

To create a price adjustment invoice:

1   Open the **Price Adjustment Invoice** form and select the filter information (order, customer, etc.) for the order whose line item you want to adjust.

The lines for that order display in the grid.

2   Select the line you want to adjust.

3   Specify the invoice to which this adjustment applies (if applicable).

4   On the form header, make any changes to the **Freight** or **Misc Charges** amounts.

The **Invoice Total** changes accordingly.

5   Use the fields in the tabs to adjust the quantity, discount amount, or price.

After you enter a new value and move out of a field, the values in the **Old Net**, **New Net**, and **Net Adjust** fields change to match the adjustments you made.

6   If necessary, select the original invoice number and a reason for the adjustment.

7   To adjust the tax, click **Adjust Tax** and make the appropriate changes on the **Price Adjustment Invoice - Tax Adjustment** form.

8   To return to the **Price Adjustment Invoice** form, click **Return**.

9   To display the Print Price Adjustment Invoice form, click Print/Post Invoice.

On this form, you can specify invoice formatting options, test the print alignment, and then print and post the invoice.

Preprinted Forms

If your company uses preprinted and pre-numbered forms, the maximum number of lines allowed per invoice is defined on the **Accounts Receivable Parameters** form. The invoice headers will be the same but the invoice number will change. Also, the total amount prints in words in the footer.

About Adjustment Line Items

Only those adjustment line items with a nonzero **Net Adjust** amount appear on the Adjustment Invoice. It is also possible to print invoices that have no line adjustments but that do have adjustments to **Misc Charges** and/or **Freight**.

When adjustment line items do appear, they map into the invoice form as follows:

Invoice Field	Set From Form Field
Qty Ordered	Qty Ordered
Qty Shipped	To Adjust
Qty Back Ordered	QO - TA

	QO = Quantity Ordered
	TA = To Adjust Item Number
Item Number	Item
Unit Price	NA / TA (round places + 3)
	NA = Net Adjust
	TA = To Adjust
(others)	Customer Order Header and Line Items as Regular Invoice

Price Change Calculation

An additional line displays after the **Extended Price** and before the **Item Description**. This line displays the price change as follows:

#Price Change, From: 999.99999 To: 999.99999

The prices shown have the discount factored in.

The system calculates the **From Price** as follows:

FP = OP * (1 - OD / 100) (rounded to currency places +3)

where:

FP = From Price

OP = Old Price

OD = Old Discount

The system calculates the **To Price** as follows:

TP = NP * (1 - ND/100) (rounded to currency places + 3)

where:

TP = To Price

NP = New Price

ND = New Discount

Notice that the **Unit Price** printed on the invoice does not necessarily match the exact difference between the **From** and **To Prices**. This is because the **Unit Price** is calculated from the **Net Adjust**; the **Net Adjust** is an already rounded amount.

Multi-User Processing

Only one instance of the invoicing background task can run at a time. Requests to run this background task are processed synchronously. If two users try to process a price adjustment simultaneously on the same invoice, both adjustments are placed on the background queue. The first adjustment to be processed succeeds; no adjustment invoice is created for the second request. You can check the results of the background task processing in the **Background Task History** form.

Creating Customer Order Lines Change Logs

The Customer Order Lines Change Log form is a list form that displays the change logs of customer order lines/releases. Records are displayed on this form when a user:

- Creates an Ordered status customer order line/release
- Changes the status of a customer order line/release from Planned to Ordered
- Updates Quantity Ordered, Price, Discount, Due Date, or U/M
- Deletes an Ordered status customer order line/release
- Changes the status of a customer order line/release
- Changes the U/M of a customer order blanket line.

Changes made in a customer order's originating site for a line/release at a remote site are also reflected in the remote site's change log as described above.

Deleting a Customer Order

TIP: To delete a range of customer orders, use the **Delete Customer Orders** form.

To delete a customer order:

1 Open the **Customer Orders** form.

2 Find the order that you want to delete.

3 Select **Actions > Delete**.

4 The system prompts you to confirm the deletion. When you do, the system flags the record with a **(d)** but does not actually delete it until you save the form.

5 Select **Actions > Save**. If the following conditions have been met, the system deletes the record.

Conditions/Exceptions

- For all line items, the quantity invoiced must equal the quantity shipped.

- Also, the order header status must be **History**.

- Otherwise, if the quantity shipped is zero, the quantity ordered can be changed to zero and the order then deleted.

If the above conditions have not been met, the system displays a message. You must make corrections as indicated before you can delete the record.

How Customer Order Blanket Line/Releases Affect Inventory

When you add a line/release to a blanket line, and the status is set to **Ordered**, the system increases the **Alloc Order** (allocated to order) field in **Inventory**. If you changed the status to **Planned**, the system does not change the **Alloc Order** field.

When you change a line/release status from **Planned** to **Ordered**, the system increases the **Alloc Order** quantity in **Inventory** by the quantity of the line/release. At the same time, the system updates the line/release **Ready Quantity** (which shows up in **Order Shipping**) from zero to the amount that is actually ready, if the **Reference** type is **Inventory**.

When you ship a line/release, the system decreases the **Alloc Order** quantity for the item by the **Qty Shipped**.

NOTES:

- When updating a blanket line, you can update the **Item** and **Config String** fields only if you change the status of the order to **Planned**, or if the status is **Ordered** and you change the **Blanket Quantity** field to zero. If you change the status of a blanket line/release to **Complete** and then change the status to **Ordered**, you lose all reserved inventory records.

- You cannot update or add records while in translation mode.

- If you delete a customer order blanket line item that has inventory reserved for it, the system deletes the reservations and displays a warning message stating that there are open reservations for the order.

Customer Balances

When you add a line/release with a **Planned** status, the system does not perform any customer credit checks or update customer balances. However, when you change the line/release status from **Planned** to **Ordered**, the system performs a credit check, and updates the customer balance to reflect the domestic currency on the line/release being changed. As a result, the system does not increase customer balances for future shipments.

Invoicing a Customer Order

To create an invoice for items in a customer order:

1   Open the Order Invoicing/Credit Memo form.

2   In the Invoices or Credit Memos field, select Invoice.

    NOTE: To print an invoice, items must have been previously shipped and the order lines must not be on invoice hold.

3   Specify appropriate values for the rest of the fields on the form.

4   Click **Process**.

NOTE: To create invoices *not* related to the sale or return of inventory items, use the **Invoices, Debit and Credit Memos** form.

Advanced Terms Algorithm

The following algorithm is used to calculate due dates, if the Advanced Terms check box is selected on the Billing Terms form. This algorithm is used for invoices and vouchers.

Step 1. The following calculations are performed, based on the value entered in the **Prox Code** field on the **Billing Terms** form.

Prox Code	Results
0	No calculation is performed
1	If the day of the month is greater than or equal to 25, the due date is set to the first day of the next month after the invoice date.
2	The due date is set to the last day of the month in which the invoice date falls.
3	The calculation for prox code 1 is performed; then, using this result as the starting point, the calculation for prox code 2 is performed.

Step 2. The value of the **Due Days** field on the **Billing Terms** form is added to the result obtained in Step 1.

Step 3. The due date is determined, using the value from the **Prox Day** field on the **Billing Terms** form.

Prox Day Value	Results
0 - 30	The due date is set to the specified day of the month in which the date calculated in Step 2 falls, or to the specified day in the next month if the prox day is less than the calculated date.
99	The due date is set to the last day of the month in which the date calculated in Step 2 falls.

About Invoice Addresses

How Invoice Addresses are Displayed

Invoice Type	Corporate Customer?	Description
Regular	No	Invoice customer's bill to and ship to address print in the header of the invoice. Any order line drop ship addresses print at the line level.
Regular	Yes	The invoice customer's corporate customer bill to address prints on the invoice header in the bill to area. The invoice customer's ship to address prints on the invoice header in the ship to area with the invoice's customer number and ship to sequence printing above it. Any order line drop ship addresses print at the line level.
Consolidated	No	Invoice customer's bill to address prints on the invoice header in the bill to area. Any order line drop ship addresses print at the line level. If the order line does not have a drop ship, the invoice is not for a delivery order, and the invoice ship to sequence is not zero, the invoice customer's ship to address prints at the line level. If the invoice is for a delivery order, the delivery order consignee address is printed prior to the line detail.
Consolidated	Yes	Invoice customer's bill to address prints on the invoice header in the bill to area. The invoice's customer number and ship to sequence print on the invoice header in the ship to address area. Any order line drop ship addresses print at the line level. If the order line does not have a drop ship, the invoice is not for a

> delivery order, and the invoice ship to sequence is not zero, the invoice customer's ship to address prints at the line level. If the invoice is for a delivery order, the delivery order consignee address is printed prior to the line detail.

Printing Customer Statements

To print statements for one customer, all customers, or a range of customers, use the **Customer Statements Report**. You can also use this report to print statements for the statement cycle you define for each customer using the **Customer** form.

After making any changes to the selection criteria for this report, to print the report, click **Print**.

Purging the Packing Slip Register

To delete packing slip records that are associated with customer orders whose status is **Complete** or **History**, use the **Purge Packing Slip Register Utility**.

1   In the **Starting Packing Slip** and **Ending Packing Slip** fields, enter or select the range of packing slips you want to purge.

2   To purge the packing slips, click **Process**.

Reopening a Closed Customer Order, Blanket Line, or Release

You can reopen a completed customer order. To do so, work from the top level, the **Customer Order** form header, down to the line/release level.

1   To reopen completed orders, change the customer order's **Status** field from **Completed** to **Ordered**.

2   After you reopen the order level status, you can reopen any associated blanket lines in the same manner by changing the blanket order's **Line Status** to **Ordered**.

3   After you reopen a blanket line, you can reopen any of the associated line/releases.

After you reopen a line/release, the system increases the inventory's **Alloc Order** quantity for this item by the amount of the item (unshipped quantity subtracted from the **Alloc Order** value in inventory) that is ready for shipment.

Reserving Inventory for an Order

Prerequisites

The system reserves inventory for customer orders or order lines, based on the following conditions:

- The item to be reserved must have its **Reservable** flag (found on the **Controls** tab of the **Items** form) selected.

- The customer order line item status must be **Ordered**.

Effects of Reservations on Planning

MRP and APS consider the on-hand balance after any reservations are deducted. For example, if your beginning on-hand is 50 and you have reserved a quantity of 20 for a given demand, the system considers the available on-hand to be 30 for allocations to other demands. Also, reserving a quantity for a demand reduces the quantity of that demand to plan. For example, if you have an order for 50, for which a quantity of 40 is reserved, the system plans that order for the remaining unsatisfied quantity of 10.

Reserving Inventory for an Order

1   Add a **Customer Order** header and save the record.

2   Add lines for the order and save the records.

3   Back in the **Customer Orders** form, click the **Reserve** button.

    The system responds with a message indicating that automatic reservation will be performed.

4   Click **OK**.

    The system responds with a message indicating that the reservation was successful and displaying the number of lines that were processed. (Only lines containing items marked as **Reservable** are processed.)

Reserving Inventory for an Order Line

1   Add a new line for a customer order and save the record. The item being ordered must be marked as **Reservable**.

2   Click the **Reserve Line** button.

    The system responds with a message indicating that automatic reservation will be performed.

3   Click **OK**.

    The system responds with a message indicating that the reservation was successful.

Alternative Methods

You can also reserve inventory for a customer order using any of the following forms:

- Reservations for Order
- Reservations for Item
- Reserve/Unreserve Inventory Utility

Verifying the Reservation

To verify that the item was actually reserved for the order, use any of the following methods:

- Open the **Reservations for Order** form. You should see a new record for each order line you added.
- Open the **Reservations for Item** form. Select the item you reserved. You should see a reservation record, specifying the order and line number.
- Run the **Reserved Inventory by Order Report**, specifying the order and/or item.

Calculations Used in Reserving Inventory

The calculation that the system uses to determine the amount of inventory to reserve is as follows:

- $QO - QS + QR - QAR = RI$

where:

- QO = Quantity Ordered
- QS = Quantity Shipped
- QR = Quantity Returned
- QAR = Quantity Already Reserved

The system reserves inventory in order of **Item Stockroom Location** rank. The system reserves inventory until the **Available to Reserve** inventory reaches **0**. The **Available to Reserve** inventory is calculated as follows for a specific warehouse:

- $QOH - QRCO = ATR$

where:

- QOH = Quantity On Hand
- QRCO = Quantity Reserved for the Customer Order
- ATR = Available To Reserve

For lot-tracked items, the system uses the **Issue By** field (on the **Controls** tab of the **Items** form) to determine the method for reserving items:

- If the **Issue By** field is set to **Lot** for the item, the system selects items to reserve in lot order alphabetically. Then, for each location within that lot, it reserves items based on the order of **Item Stockroom Location** rank.

- If the **Issue By** field is set to **Location**, the system reserves items in order of **Item Stockroom Location** rank for each location and picks the lots alphabetically within that location.

Reserving Serial-Tracked Items

If you reserve an item that is tracked by serial number, you can use the **Reservations for Order** form's serial number area to reserve specific serial numbers for this order.

Unreserving Items

If you have reserved an item for an order but no longer need to have it reserved, use the **Reserve/Unreserve Inventory Utility** to remove the reservation. Or you can just delete the record(s) from the **Reservations for Item** form or **Reservations for Order Report**.

Resetting Invoice Numbers

If you need to start invoicing at a specific invoice number, void the preceding invoice number.

For instance, you might be using only one (numeric) invoice sequence for every customer, and the last invoice printed was **1234**. Now you want to restart your invoice sequence starting with **2000**. In the **Voided Invoices, Debit and Credit Memos** form, enter invoice number **1999** as voided. This updates the **Last Invoice Number** on the **Invoice, Debit and Credit Memo Sequences** form. Then, when you generate your next invoice, it will be numbered **2000**.

Setting Up Order Level Discounts

Discounts are set up based on two fields of the **Discounts** form, **Customer Type** and **Product Code**. By setting up a relationship between these two fields, you ensure that whenever the system encounters the customer type/product code combination, it automatically assigns the discount listed on the **Discounts** form.

To set the discount using this form:

1   To add a new record, select **Actions > New**.

2   Specify the Customer Type, Product Code, Discount Percent, and a short Description.

This discount can be overwritten on individual customer order lines by changing the **Sales Disc** field.

NOTE: The discounts entered here apply both to regular orders and to estimates.

Implementing Surcharges

Before you can begin applying surcharges, you must configure the system.

Configure Accounting and Tax Records

1   On the Chart of Accounts form, create a Surcharge and, if necessary, Surcharge in Process account.

2   On the Accounts Payable Parameters and Accounts Receivable Parameters forms, accept the default surcharge factor of 1.00, or specify a new factor.

3   Specify the surcharge account(s) on the A/P Parameters, A/R Parameters, Distribution Accounts, and End User Types forms.

4   On the Tax Systems form, specify the surcharge tax code label and description.

5   On the Tax Codes form, use the Include Surcharge field to specify the tax codes that will include surcharges when determining the basis for tax charges.

Create Item Contents and Exchanges

1   On the Item Contents form, create records for each commodity for which you might apply surcharges.

2   On the Item Content Exchanges form, create a record for each commodities exchange service from which you might buy your item contents.

3   On the Item Content Prices form, create records to track the price fluctuations of each item content, and each exchange.

4   On the Items form, specify that an item contains some amount of item content by selecting the Includes Item Content field on the Sales tab.

Create Item Content References

1   On the Items form, click the Item Content button to open the Item Content References form.

2   Define the item content reference. This will apply to all uses of this item.

3   Specify the effective date, base price, and content factor for each item content contained within the referenced item.

4   (optional) To specify a unique reference for an individual customer, vendor, contract, or order line, click the Item Content button on those forms. References created this way will take precedence over the references created for the item in general.

Establish Surcharge Rules

1 On the Customer Surcharge Rules and Vendor Surcharge Rules forms, create a record for each customer/exchange or vendor/exchange combination.

2 For each record, define the price method, offset intervals (where applicable), and start/end date times (where applicable).

Determining the Best Site/Warehouse to Fulfill an Order

When you fulfill customer orders, use the **Multi-Site Item Sourcing** form to determine the driving distance between each site/warehouse and the Ship To address, using the Google Distance API. You can use the distance, along with the quantity available at the warehouse and the planned production time, to select the best source site and warehouse for an order.

Note: The SyteLine client must be able to access the internet in order to display distance and map information.

Setup

The distance calculation service provided by Google is accessed via a Web service. Specify the connection information:

1 On the **Order Entry Parameters** form, click the Integration tab.

2 Specify this information:

   Note: If you leave the URL fields blank, the system uses the example URLs specified below. However, these URLs are subject to change. If the default values are not working, go to the Google Web site to verify the URLS, and then update these fields accordingly.

   Distance API URL

   Leave this field blank to use this URL for the Google Distance Matrix Web Service: http://maps.googleapis.com/maps/api/distancematrix. If the URL changes, specify the new value here.

   Map API URL

   Leave this field blank to use this URL for the Google Map API: http://maps.google.com/maps. If the URL changes, specify the new value here.

   Unit

   Specify KM to calculate the distance using kilometers, or MILE to calculate using imperial measure. KM is the default value.

3 Save your changes.

From a Customer Order Line

1 To select a site and warehouse for a particular order line, based on distance and item availability:

2 On the **Customer Order Lines** form, select an order line with a status of **Ordered** or **Planned**.

3 Click **Multi-Site Source** to open the **Multi-Site Item Sourcing** form. The current item, Ship To address and current quantity ordered are passed to the **Multi-Site Item Sourcing** form. The Ship To address is the drop-ship, if available, or otherwise the customer Ship To.

4 The distance between each site/warehouse and the Ship To address is calculated and displayed when the form opens. The grid is sorted by the distance, then by the quantity available, to place the warehouse with least distance on the top of the grid.

   If an error occurs when the system contacts the Google API, an error message is displayed in the **Message** field. If you see a message that you exceeded an allowed limit, see the section on "Notes About the API and Calculations" below.

5 Optionally, select a row (site and warehouse) to display a map that shows the route from that site/warehouse to the specified Ship To address.

6 Compare the requested order quantity to the quantity available at each warehouse.

7 If the available quantity is not sufficient to meet the order quantity, click **Get Projected Date** to view the time required to manufacture this item at a selected site. This button is enabled when APS is configured and enabled, and when an item is specified and a site/warehouse is selected. (External supply or manufacturer time is not considered.)

   If an error occurs when the system makes a CTP call to the APS engine, an error message is displayed in the **Message** field, overwriting any previous message in that row.

8 Based on the item availability at the various warehouses, and the distance from the warehouse to the Ship To address, select from the grid the best warehouse for this order line.

9 Click **Select** to return the selected site and warehouse values to the **Customer Order Lines** form and close the **Multi-Site Item Sourcing** form.

Using the Multi-Site Item Sourcing Form Standalone

If you open this form by itself, you must specify the item number and the Ship To address. Then click the Filter-in-Place button to call the Google Maps API.

The **Get Projected Date** button is disabled in this mode.

Notes About the API and Calculations

Be aware of these notes about and restrictions on the use of the Google Distance API:

- The Google API used in the **Multi-Site Item Sourcing** form requires the information specified in the **Order Entry Parameters** form under "Setup," above.

- The mode of transport is set to "Driving" and cannot be changed. If the selected addresses cannot be reached by driving - for example, if there is an ocean between them - the distance is set to zero.

- Distance is calculated regardless of the shipping method specified for the order.

- The route chosen is not necessarily a truck route. There are special routing databases available from other companies for detailed truck routing and distance calculation.

- Each query sent to the API is limited by the number of allowed elements, where the number of origins multiplied by the number of destinations defined the number of elements. The API has these limits:

    - 100 elements per query

    - 100 elements per 10 seconds

    - 2500 elements per 24 hour period.

    If you exceed these limits, an error message is displayed in the **Message** field on the **Multi-Site Item Sourcing** form.

    Google Maps API for Business customers have higher limits (625 elements per query, 1,000 elements per 10 seconds, and 100,000 elements per 24 hour period). You can purchase additional elements through Google.

Manually Shipping a Customer Order

To manually ship a customer order:

1   Open the **Order Shipping** form.

    CAUTION: If the **Credit Hold** field is selected on either the **Customer Orders** form or the **Customers** form, the system does not let you ship the customer order. In a multi-site environment, the system checks the customer's credit limit to determine if it is exceeded.

2   Select the order you want to ship. You can either:

    - Accept the defaults and ship the entire order as it appears on the form by clicking **Select All**; or

    - Click the **Select** check box on a particular line in the order and ship only that line.

    NOTE: The **Ship Partial** check box indicates whether this customer accepts partial shipments. This flag is informational only. It does not restrict shipment.

3   You can also change the following information on the form:

    - CR Return

    - Location

    - Lot

    - Quantity

    - U/M

After the information has been updated, you can then either ship the entire order or ship an individual line.

NOTE: The **Ship Early** check box indicates whether this customer accepts early shipments. This flag is informational only. It does not restrict shipment.

After you have successfully shipped the order or line, the **Ship Status** changes from **Ordered** to **Filled**.

Notes

- This functionality is different from the Picking, Packing, and Shipping functionality, and it is recommended that you either choose to use the picking, packing, and shipping functionality or use the standard shipping functionality (Order Shipping form). They were not designed to be used together. Even though the two are separate, there is some interaction. If you ship a quantity through Order Shipping or return a quantity through Order Shipping, the Pick Workbench is aware. If there is quantity in use through the Picking, Packing, and Shipping process, the Order Shipping form is aware.

- When there is not enough quantity in the primary location to fill a shipment, multiple shipping lines display for the same line when quantity exists in other locations or lots to fill the shipment.

- If there is a negative on-hand quantity, you can still ship the order by selecting the On Hand Negative check box. This check box is enabled when the On Hand Neg Flag check box is selected on the **Inventory Parameters** form.

- If the customer has a VAT number, the system verifies that the number is valid as of the transaction date; if not, a warning message displays, but shipment is allowed.

- Shipping can be performed for only one warehouse at a time. If you select an order line that has been allocated to a different warehouse, the form will display an error message informing you that you cannot ship this item from the current warehouse.

Shipping Customer Orders

If you wish to ship shipments with the Ship Confirmation form, see Shipping a Shipment. Otherwise, continue here.

To ship a customer order:

1 On the **Available to Ship Report**, enter values for all writable fields. Although these values are not required to generate the report, they help to narrow down the scope of the report. The more values you enter, the narrower the scope of the report becomes.

   NOTE: This report uses the **Ship Partial** check box from the **Customer Orders** form to determine which order to display. Orders where the **Ship Partial** check box is cleared appear on this report only if all line items are ready to ship. Orders where the **Ship Partial** check box is selected appear on this report if at least one line item is ready to ship. The **Ship Partial** check box does not allow partial quantities of a line item to be shipped.

2 Run the **Shipping Processing Orders** utility for the desired order.

Setting Up Shipping Charges for Credit Card Customers

When customer orders are placed with a credit card, the shipping charges must be calculated before the order is submitted, so that customers know the total amount that is to be charged. You can specify a Ship Method for the order, and then the system calculates the shipping freight charges based on that ship method. You can then ship and invoice the customer order either through standard processes, or through the Pick/Pack/Ship process.

The Ship Method and associated fields and forms are intended for use with the Credit Card Interface.

Note: Some of this information also applies to credit card orders received from the SyteLine portals; however, that process has some different steps, so refer to the *SyteLine Portals Setup and Administration Guide,* section on "Setting Up Shipping Charges for Portal Orders."

To set up shipping charges for credit card orders, follow these steps:

1 On the **Freight Charge Methods** form, define methods (rules) that are used to calculate approximate shipping freight charges. For example, freight can be calculated per item, by total order weight, using maximum or minimum freight charges per order, etc. For more information about this form, see Freight Charge Method Examples or the specific field help.

2 On the **Ship Methods** form, define shipping methods for credit card orders. For each ship method, you can specify the freight method to use, and the minimum and maximum days to ship. (Later, during the order entry process, when you specify that an order is to be paid by credit card, you specify the Ship Method.)

3 On the **Ship Method Groups** form, combine ship methods into groups that can be assigned to customers who pay by credit card. Each of the ship methods included in the assigned group is available for selection in the Ship Method list during the order entry process.

4 On the **Customers** or **Multi-Site Customers** forms, if a customer will use a credit card to pay for orders, select a Ship Method Group for the customer.

5 On the **Order Entry Parameters** form, specify a default ship method group. This default group determines the list of ship methods that are displayed for a new credit card order, if the customer does not have a ship method group defined.

6 Optionally, on the **Items** or **Multi-Site Items** form, specify a Freight amount that is to be charged for items that require special freight charges. This amount overrides the default Charge per Item set on the **Freight Charge Methods** form.

7 When you enter a credit card order on the **Customer Orders** form, when you click **Pay with Credit Card**, you can specify one of the ship methods defined in step 2.

When the freight (shipping) charge is calculated, it is stored in the **Freight** field on the **Customer Orders** form.

Entering a ship method is optional. If no method is entered, no shipping freight charges are calculated for the order, and the standard process for specifying freight should be used instead.

For more information about using each of these forms in this task, review the form and field online help.

Freight Charge Method Examples

When you define a method on the **Freight Charge Methods** form, specify a method name that makes the charge type immediately obvious. For example, if you select a Charge type of Charge Per Item, and you only have one method that uses that charge type, you could specify **Charge Per Item** as the method name. If you have multiple methods using the charge type, then add information to the name to distinguish them, for example, **Charge Per Item - Min 25** and **Charge Per Item - Min 50**.

Charge Types

There are three Charge Types available:

- **Charge Per Item:** Select this option and specify a default shipping charge per item. The default value can be overridden for specific items if you specify a **Freight** value on the **Items** or **Multi-Site Items** form.

  For example, an order for 3 items uses the Charge Per Item method. The default shipping charge defined on the **Freight Charge Methods** form is $5. The first item has a specific freight charge amount defined on the **Items** form of $15. The second and third items do not have an item-specific freight charge amount specified on the **Items** form, so the freight for these items is calculated using the default $5 freight charge amount specified on the **Freight Charge Methods** form. Thus, the calculated freight charge for all three items is $25 (15 + 5 + 5).

- **Charge per Weight Unit:** Select this option and then specify the shipping charge per weight unit amount to use when shipping charges are calculated for each line item on the order. For example, in your system, the weight of each item is calculated in kilograms, and your domestic currency is the dollar. The order has 2 items, one that weighs 10 kilograms and the other 20 kilograms. So if you specify a Charge Per Weight Unit of 1.00, the shipping charge is calculated as $10 for the first item and $20 for the second item, for a total of $30.

  The calculation algorithm does not take into account the Total Weight entered on the **Customer Orders** form, because during order placement, that value is unknown.

- **Percentage of Order Price:** Select this option and then specify the percentage to use when shipping charges are calculated. For example, if you specify **5** here, the freight charge is set to 5 percent of the total order price.

Handling Charges and Minimum/Maximum Charges

For each method, you can also specify handling charges. Handling charges could include your company's cost to pick and pack the order, or extra international charges.

If a minimum or maximum order charge applies to this method, specify it here. For example, you set up a freight charge method where 10% of the order price is used as the calculation; however, the maximum freight charge allowed is $100 for shipping an individual order. For an order where the total order price (not including the shipping charges) is $12,000, the shipping charge is $100 instead of the calculated percentage of $120.

If you do not want a minimum or maximum order charge to apply to this Freight Charge Method, leave these fields blank. If you specify 0 in either of these fields, then no shipping charges are applied.

The charge field values on the **Freight Charge Methods** form are specified in the domestic currency. After freight charges are calculated, the **Customer Orders** form or the Customer Portal converts the calculated freight charge total of the entire order to the customer currency.

Shipping an Order with Reserved Inventory

If you have inventory reserved for an order, the system uses this reserved inventory for shipment before non-reserved inventory.

If an item is serial-tracked, then the reserved serial numbers default into the **Serial Numbers** grid (without having to click the **Generate** button). However, you can also click **Generate** to add more serial numbers with a status of **In Inventory** to the grid, and select a combination of the reserved and **In Inventory** numbers to satisfy the shipping requirement. Any **In Inventory** serial numbers appear after all reserved serial numbers in the grid. If the record cap is exceeded by the reserved serial numbers, the **In Inventory** serial numbers do not appear until the record cap is increased to accommodate the extra serial numbers.

When the reserved inventory is shipped, the system reduces:

- The quantity of reserved inventory by the quantity shipped
- The quantity reserved for the customer order item by the quantity shipped
- The quantity ready for the customer order item by the quantity shipped if the **Source** type is **Inventory** and the item is reservable
- The quantity reserved at the item's location by the quantity shipped
- The quantity reserved at the item's warehouse by the quantity shipped
- The quantity reserved at the item's lot/location if the item is lot-tracked

Surcharge Example

A customer submits an order on 3/21/2013 for 1 unit of SR-6001, which contains copper and zinc. The table below demonstrates how surcharges are calculated on this order.

Item Content for Item SR-6001

Item Content	Content Factor	Surcharge Factor	Base Price
Copper	0.0083	1.0200	2,500.00

Zinc	0.0045	1.0200	1,320.00

Surcharge Rules

Customer	Effective Date	Exchange Name	Rule Description
11	1/1/2011	LMX	One Day Before Order Date

Item Content Prices

Exchange	Content	Dom (Actual) Price	Site Date Time
LMX	Copper	7,599.0111	3/20/2013
LMX	Zinc	1,906.7815	3/20/2013

Data Used to Calculate Surcharge

Item Content	Actual Price	Base Price	Content Factor	Surcharge Factor
Copper	7,599.0111	2,500.00	0.0083	1.0200
Zinc	1,906.7815	1,320.00	0.0045	1.0200

Copper Surcharge Amount

- (Actual price - Base Price) * Content Factor * Surcharge Factor
- (7,599.0111 - 2,500.00) * 0.0083 * 1.0200
- **$43.2722 per unit of SR-6001**

Zinc Surcharge Amount

- (Actual price - Base Price) * Content Factor * Surcharge Factor
- (1,906.7815 - 1,320.00) * 0.0045 * 1.0200

- **$13.4700 per unit of SR-6001**

Using the Order Pick List to Perform Shipping Transactions

To perform shipping transactions using the order pick list:

1 Open the **Generate Order Pick List** form and select your choices for the pick list.

2 Select the **Post Material Issues** field before clicking **Process** to generate the pick list.

This option automatically creates shipping transactions for those orders that you indicate in the selection criteria. The orders that are shipped will be based on the criteria that you have selected for the pick list, such as a range of order numbers or a range of due dates.

CAUTION: If the **Credit Hold** field is selected on either the **Customer Orders** form or the **Customers** form, the system does not let you ship customer orders.

Conditions/Processing Logic/Exceptions

The line/releases must have a quantity on hand of greater than zero.

- The system picks from inventory quantities that are reserved before it picks from the non-reserved inventory, and the report will specify the quantity reserved.
- If an item is lot- or serial-tracked, and the **Post Material Issues** field is set to **Yes**, the system does not ship the item. You must use the **Order Shipping** form to ship lot or serial tracked items. You can generate the order pick list for both lot- and serial-tracked items if the **Post Material Issues** field is set to **No**.

About DIFOT (Delivered In Full and On Time)

DIFOT (Delivered In Full and On Time) is a standard used to measure delivery performance in a supply chain. Some consider this standard superior to other delivery performance indicators, such as shipped-on-time (SOT) and on-time performance (OTP), because it focuses on deliveries from the customer's perspective, rather than from the supplier's perspective. DIFOT measures how often customers get *what* they want *when* they want it.

As implemented in SyteLine, DIFOT is calculated using this criteria:

- Was the order fulfilled with the correct number of items?

Separate parameters can be set to measure for both surpluses and deficits.

- Was the order shipped on the correct date?

Separate parameters can be set to account for both early and late shipments.

When an order meets the acceptable criteria for both "In Full" and "On Time," it meets DIFOT standards for success.

NOTE: The use of DIFOT and its settings do not affect any delivery or shipment processes. DIFOT is used solely to evaluate delivery performance.

On the Customer Order Lines form and the Customer Order Blanket Releases form, the **DIFOT** tab includes a section that provides a graphic display of DIFOT success or failure, using check marks and problem indicators. If the order line passes all criteria for on-time delivery, an **On Time** check mark is displayed. If the order line passes all criteria for quantities delivered, an **In Full** check mark is displayed. If any criteria do not pass, the appropriate problem indicator is displayed. Only when both the **On Time** and **In Full** criteria display check marks does the DIFOT summary also display a check mark. Only when all three indicators are check marks is the DIFOT evaluation considered a success.

Setting DIFOT policies

DIFOT criteria can be set at several different levels. So, you have some flexibility when you set and apply DIFOT policies. For example, you can have a default DIFOT policy but you can override the default settings for a particular customer, order, or order line/release.

SyteLine uses this hierarchy to determine how these criteria are applied:

On the form:	You can set:
Order Entry Parameters	The default DIFOT criteria for the system.
Customer Ship-Tos or Multi-Site Customer Ship-Tos	The default DIFOT criteria for individual customers. NOTE: If a customer has multiple Ship To addresses, all Ship To addresses after the first one (Ship To = 0) default to the same DIFOT settings as the first one. You can set DIFOT values for individual Ship To addresses on these forms. If DIFOT criteria are not set on these forms, the system defaults to the settings on the Order Entry Parameters form.
Customer Orders	The default DIFOT criteria for individual customer orders. If DIFOT criteria are not set on this form, the system defaults to the settings on the associated Customer Ship-Tos or Multi-Site Customer Ship-Tos form.
Customer Order Lines or Customer Order Blanket Lines	The DIFOT criteria for individual order lines. If DIFOT criteria are not set on these forms, the system defaults to the settings on the associated Customer Orders form.

Customer Order Blanket Releases	The DIFOT criteria for individual blanket releases.
	If DIFOT criteria are not set on this form, the system defaults to the settings on the associated Customer Order Blanket Lines form.

NOTE: This hierarchy applies only to customers, orders, order lines, etc. created *after* DIFOT was implemented on the system. Records created before DIFOT was implemented show only blank, or null, values in the DIFOT-related fields. These records do *not* derive values from this hierarchy.

Using DIFOT

Two additional tools are available to use DIFOT:

- The Delivered In Full And On Time Report form uses the DIFOT settings to generate several types of reports that allow you to view and analyze DIFOT performance.

  Use this report form to apply the DIFOT policy settings and evaluate DIFOT performance. Without the DIFOT reports, there is no real use for the settings.

- The Update Order DIFOT Policy utility is used to change the DIFOT settings for selected customer orders after those orders are created. This utility works only with records from the **Customer Order Lines** form and the **Customer Order Blanket Releases** form.

  This tool allows for DIFOT evaluations on records that were created before DIFOT evaluation was available in SyteLine.

Implementing DIFOT (Delivered In Full and On Time)

DIFOT (Delivered In Full and On Time) is a standard used to measure delivery performance in a supply chain.

To implement DIFOT evaluations:

1 Set the default DIFOT criteria.

Use the Order Entry Parameters form, DIFOT tab. These values become the default values for the system. You can override them at these levels:

- Customer
- Customer order
- Customer order line
- Customer order blanket line
- Customer order blanket release

To set the maximum:

- Percentage of items that can be shipped *in excess* of the number ordered and still be considered "in full," use the **Ordered Qty Tolerance Over** field.

- Percentage of items that can be shipped *below* the number ordered and still be considered "in full," use the **Ordered Qty Tolerance Under** field.

- Number of days *before* the due date that an order can ship and still be considered "on time," use the **Shipped Before Due Date Tolerance** field.

- Number of days after the due date that an order can ship and still be considered "on time," use the **Shipped After Due Date Tolerance** field.

2 (For existing customer order records) Use the Update Order DIFOT Policy form to generate DIFOT data.

3 Use the system to create and fill customer orders that generate DIFOT data.

4 Use the Delivered In Full And On Time Report form to create the desired DIFOT report.

Logging Customer Interactions

Use the **Customer Interactions** form to record and track all communication between you and your customers, including date, time, and contact information. You also can use this form to reply directly to incoming messages from the Customer Portal.

To log a new customer interaction:

1 On the **Customer Interactions** form, select **Actions > New**.

2 Select a topic for the interaction and enter or select the customer number.

3 The **Interaction Date** field contains the system date and time by default, but you can change it as necessary.

4 In the **Follow-Up Date** field, specify the date by which to follow up with the contact person.

5 On the Conversations tab, do the following:

- If this interaction is for internal use only, select **Internal**. The note will not be communicated to the customer.

- If you are logging information received from the customer by phone or other means, and you want the customer to get an e-mail notification that this information has been recorded, select **Incoming**.

- Enter your name in the **Entry Name** field or accept the default of the current user. The name entered is used as a sort option on reports.

- Enter relevant information in the notes box.

6 On the General tab, you can review default information about the selected customer and change the contact name and phone number as necessary for the current interaction record. You also can enter sales contact, salesperson, and reference information as appropriate for this record.

7   Save the form. If you set up a Customer Portal and have not specified **Internal** for this record, it is published to the Customer Portal for the customer to review. The customer may also receive an e-mail notification with the information.

To reply to an incoming message from the Customer Portal:

1   Upon receiving notification that a customer has sent a message, open the **Customer Interactions** form.

2   Enter or select the interaction number.

3   Click **Reply**.

4   Enter your response in the notes box.

5   Save the record. Your message is published to the Customer Portal and the customer receives e-mail notification of your reply.

Progressive Billing

Crediting or Reversing a Progressive Bill

To create a credit for a progressive bill, do the following:

1   On the **Progressive Billing Generation** form, set the **Invoice Flag** based on how you wish to print the credit:

- If you want the credit to be printed as part of your next regular credit printing run, select **Automatic**.

- If you want to print out the credit apart from your regular printing functions, select **Yes**.

2   (Optional) Select a billing date and enter a description.

3   Select an item from the grid.

4   Enter a negative value in the **Amount Billed** field (e.g., **- 10.00**).

5   Access the Order Invoicing/Credit Memo form.

6   Change the Invoice or Credit Memos field to Credit Memo.

7   If you are printing out a progressive bill credit memo separately from your regular credit memo run, change the **Invoice Type** field to **Progressive Bill**.

8   Click **Process**.

Printing a Progressive Bill

1   Update the options on the **Order Invoicing/Credit Memo** form, depending on which type of invoicing method you chose for your progressive bill.

Example

2   After a progressive bill has been completely billed, you must print out a regular invoice before the customer order can be completed.

Generating a Progressive Billing - Method 1: Percentage Amount at the Header Level

To generate a percentage of the bill, do the following:

1   On the **Progressive Billing Generation** form, select the order for the progressive bill.

2   In the **Invoice Flag** field, select one of the following options:

*   **Yes** - Invoices the progressive bill the next time the invoicing option is run.
*   **No** - Does not invoice the progressive bill at all.
*   **Automatic** - Invoices the progressive bill when its **Billing Date** is on or before the **Invoice Date**.

NOTE: You cannot select the **Invoiced** or **Vouchered** options. For more information, see the Invoice Flag field topic.

3   Select a **Billing Date**.

If you selected **Automatic** in Step 1, this is the date on which the progressive bill will be invoiced.

4   Enter a value in the **Percent To Bill** field.

This is the percentage of the order total that you want to invoice with this billing.

NOTES:

*   The **Description** field defaults to **Progressive Billing**, but you can change it.
*   If you use **Translate to Domestic Currency** you will not be able to update until you go back to the original currency for which the progressive bill was created.

5   Once you enter the header information, select the line/release you want to include in this progressive bill.

6   To create a Progressive Billing record for each line you selected, click **Generate Lines**.

The **Amount Billed** field is filled in automatically. The system uses this calculation to figure the amount:

Amount to Bill = Line/Release Price x Percent to Bill

7   Once a progressive bill has been completely invoiced, you will still need to print out a regular invoice type before the customer order can be completed.

NOTE: For reporting purposes, progressive bills are not considered sales until the shipment and final invoice have been printed.

Generating a Progressive Billing - Method 2: Domestic Currency Amount from the Line/Release Level

On the **Progressive Billing Generation** form, do the following.

1   Select the order.

2   In the **Invoice Flag** field, select one of the following options:

- **Automatic** - Tells the system to invoices the progressive bill automatically.

    This allows you to print the progressive bill on or before the invoice date.

- **Yes** - Tells the system to print this progressive bill along with your regular invoice run.
- **No** - Tells the system not to allow printing of the progressive bill.

    If the bill has **No** in the **Inv Flag** field, you are able to update the record.

    NOTE: Before you invoice the progressive bill, you can update the **Invoice Flag** field at any time. Once the invoice is printed, the **Invoice Flag** changes to **Invoiced**, and you can no longer update that record. If you print a regular or blanket invoice prior to printing the progressive invoice, the system changes the **Invoice Flag** to **Vouchered**. For more information, see the Invoice Flag field topic.

3   Select a date.

    If the **Invoice Flag** is **Automatic**, this field is the date the progressive bill will be invoiced.

4   (Optional) Enter values in the remaining fields.

5   Once a progressive bill has been completely invoiced, you will still need to print out a regular type invoice before the customer order can be completed.

NOTES:

- For reporting purposes, progressive bills are not considered sales until the shipment and final invoice have been printed.
- You can also create progressive billing records manually using the Progressive Billings form.

Pegging Demands to Supplies

Cross-Referencing Demands to Supplies

The system provides you with several ways to cross-reference, or "hard-peg," your demand orders (such as estimate lines, customer order lines, parent jobs, transfer order lines, and project resources) to specific supply orders. As a result, in the planning calculations, a supply can only be used by the demand to which it is cross-referenced.

The table below provides links to other help topics that describe how to cross-reference various types of records in the system. Before following any of these links, however, see the sections below the table for additional information that applies to cross referencing in general.

To peg this demand type...	To this supply type...	See this help topic
Job Material/Estimated Material	Sub-job	Cross-Referencing a Job Material to a Job
Job Material/Estimated Material	Transfer Order (at the To site)	Cross-Referencing a Job Material to a Transfer Order
Job Material	Purchase Order Requisition	Cross-Referencing a Job Material to a Purchase Order Requisition
Job Material	Purchase Order	Cross-Referencing a Job Material to a Purchase Order
Customer Order Line/Blanket Release	Job	Cross-Referencing a Customer Order to a Job Order
Estimate Line	Estimate Job	Cross-Referencing an Estimate to an Estimate Job
Customer Order Line/Blanket Release/Estimate Line	Transfer Order (at the To site)	Cross-Referencing a Customer Order to a Transfer Order
Customer Order Line/Blanket Release	Purchase Order Requisition	Cross-Referencing a Customer Order to a PO Requisition
Customer Order Line/Blanket Release	Purchase Order Line	Cross-Referencing a Customer Order to a Purchase Order
Customer Order Line/Blanket Release	Project Task	Cross-Referencing a Customer Order to a Project
Transfer Order (at the From site)	Job	Cross-Referencing a Transfer Order to a Job Order
Transfer Order (at the From site)	PO Requisition	Cross-Referencing a Transfer Order to a PO Requisition
Transfer Order (at the From site)	PO Line	Cross-Referencing a Transfer Order to a Purchase Order

Project Resource/Estimate Project Resource	Job	Cross-Reference a Project Resource to a Job Order
Project Resource/Estimate Project Resource	PO Requisition	Cross-Referencing a Project Resource to a PO Requisition
Project Resource/Estimate Project Resource	PO Line	Cross-Referencing a Project Resource to a Purchase Order

NOTES:

- If the **Reference** field contains **Inventory**, no cross-reference is in place. The **Reference** field defaults to **Inventory** if:
    - the item's **Stocked** field is selected on the **Items** form, or
    - (for a project resource) the item's **Source** is set to **Transferred** on the **Items** form.
- You cannot cross-reference an estimate line or an estimate material to a purchase order, purchase requisition, or project.
- You cannot cross-reference a supply to multiple demands (a cross-reference is a 1-to-1 relationship between a demand and a supply).
- When the APS Planning activity plans a cross-referenced demand and supply, and there is not enough supply quantity to satisfy the demand, the system allocates as much of the supply as is available and generates an exception message to alert you of the shortage.
- If the demand's due date is earlier than the cross-referenced supply's due date, the APS Planning activity generates the exception message "Move In Receipt." The APS Planning activity allocates the supply to the demand only if the supply's due date is before the demand's due date (including Supply Usage Tolerance).

Deleting or Updating Cross-References

After a cross-reference is created, you can change it by either removing the line item or changing the cross-reference information, thus deleting the cross-reference. When this happens, the system displays a warning message indicating the cross-reference will be unlinked.

To view unlinked references, you can filter on the **Unlinked Reference** check box. You can then do one of the following:

- Clear the check box so that the record is no longer unlinked.
- Delete the supply record.
- Leave the check box selected.

Ensuring the Correct BOM is Used for the Cross-Referenced Supply

NOTE: This section applies to APS.

If you are creating a cross-reference, copying the item's current bill of material to the supply record, and then customizing the bill of material, you must clear the **Plan on Save** field on the parent demand record *before* saving it and creating the cross reference.

For example, suppose you enter a customer order line item and save it with the **Plan on Save** field selected. When you then cross-reference the order line to a job and copy the BOM, the system uses the item current BOM instead of the job BOM when that job is planned. However, if you clear the **Plan on Save** field on the order line before cross-referencing, the **Plan on Save** field on the resulting job will be cleared by default (allowing you to then customize the job routing/BOM). For more information, see the Plan on Save help topic.

Using Mass Cross-Referencing

The **Material Planner Workbench** form allows you to create cross-references for a range of line items. See Cross-Referencing a Range of Line Items for steps.

Cross-Referencing Configured Items

To cross-reference a customer order line for a configured item to a job order:

1   Create a customer order line item for the configured item on the Customer Order Lines form.

2   Click the **Configure** button.

3   Process the configuration. This step sets up and cross-references job orders for this customer order as if you had clicked the **Source** button.

NOTE: For items that have been configured using the Features and Options/Product Configurator feature, there are no special steps needed for cross-referencing. The configured "new part" is built along with the current routing/BOM. This new configuration is visible to the plan when you save your record. At that time, the system creates a new item number with routing/BOM.

About Cross-Referenced Blanket Releases and Order Shipping

This topic describes how the quantity to ship value on the **Order Shipping** form changes based on how a blanket line release is cross-referenced.

If Cross Referenced to a Job Order

If a blanket line/release is cross-referenced to a job when you complete, post, and move a quantity from the job to inventory, the following occurs:

1   The system uses the **Job Quantity Moved** to update the **Ready Quantity** in **Order Shipping** for the cross-referenced line/release. The system uses the quantity moved to inventory on the job as the default quantity to ship on the **Order Shipping** form.

2   If the line/release status is currently **Planned**, the system changes the status to **Ordered**.

NOTE: If a line/release is a planning item, you cannot update the **Config String** for any line/releases that have a cross reference.

If Cross Referenced to a Purchase Order

If a line/release is cross-referenced to a PO, the following occurs when the PO is received:

1   The system uses the **Received** value of the corresponding purchase order (PO) line/release to update the **CO Quantity Ready** for the cross-referenced CO line/release. The system uses the **Quantity Ready** of the PO line/release as the quantity to be shipped on the **Order Shipping** form. Returns against the **cross-reference** reverse these figures.

2   If the line/release status is currently **Planned**, the system changes the status to **Ordered**.

Cross-Referencing a Customer Order to a Job Order

Cross-referencing creates a link between the customer order line and the job order for Job Packet reference and order status inquiries. Also, when you cross-reference a job to a customer order, the supply that job creates is reserved for that order; no other order can use it.

1   On the **Customer Order Lines** form, add a new line item to an order.

2   On the **General** tab, in the **Source** field, select **Job**.

If this item's record on the **Items** form has the **Stocked** check box cleared and the **Source Code** set to **Manufactured**, **Job** is automatically selected.

3   Perform one of the following options:

- To cross-reference the customer order line to an existing job:

    ▪   In the unlabeled field next to the reference field, enter the job number.

    ▪   In the second unlabeled field, enter the suffix (if available) for the job order.

    ▪   In the third unlabeled field, enter an operation number to cross-reference to a specific operation.

- To create a new job and assign a particular job number, enter the job number.

- To create a new job and allow the system to assign a job number, leave the field blank.

4   If your planning mode is APS, select or clear the **Plan On Save** check box.

For details about whether you should clear this field, see the Plan on Save help topic.

5   To save the record, select **Actions > Save**.

6   Click **Source**.

The system displays the message: "Cross-reference will be performed from Customer Order to Job."

7   Click **OK**.

The system automatically creates the job header information and inserts the job number and the reference into the **Source** field. However, you must still create or copy the job's routing.

8   (Optional) To display the cross-referenced job, click **Source** again.

Notice that the job's end date defaults from the customer order line's **Due Date**.

9   To create sub-jobs for subassemblies that are cross-referenced to the customer order line, open
    the **Copy Routing BOM** form.

10 Perform one of the following actions:

    * To use the current routing/BOM to create the sub-jobs, in the **From Category** field, select
      Current.

    * To use a different job's routing/BOM, select **Job**.

11 In the **Copy Indented BOM** field, select **Yes**.

12 Perform one of the following actions:

    * If you selected **Current** in the **From Category** field, in the **From Item** field, select the item
      number from which to copy the current routing/BOM.

    * If you selected **Job** in the **From Category** field, in the **From Job** field, select the job from
      which to copy the job routing/BOM.

13 In the **To Category** field, select **Job**.

14 In the **To Job** field, enter the ID of the job to which you cross-referenced the CO line item in the
    previous steps.

15 Click **Process**.

    This activity copies the routing/BOM to the cross-referenced parent job and creates sub-jobs for
    each subassembly in the routing/BOM.

    NOTES:

    * When you plan these sub-jobs (whether by clicking the **Get ATP/CTP** button or by running
      the APS Planning activity), the supply will be "hard-pegged" to the order line. If changes
      occur in availability of resources and/or supplies, you will need to respond to the
      appropriate exception messages. With the normal "soft-pegging" the system performs with
      non-cross-referenced jobs, the system reallocates materials automatically as availability or
      demands change.

    * After you move quantities from a cross-referenced job into inventory, the cross-reference
      is broken and the on-hand inventory can be used by any demand.

    * You can cross-reference to a range of jobs using the **Material Planner Workbench** form.

Deleting or Updating the Cross-Reference

After a cross-reference is created, you can change it by either removing the line item or changing the
cross-reference information, thus deleting the cross-reference. When this happens, the system
displays a warning message indicating the cross-reference will be unlinked.

To view unlinked references, you can filter on the **Unlinked Reference** check box. You can then do
one of the following:

* Clear the **Unlinked Reference** check box so that the record is no longer unlinked. There is no
  indication in the system that the record was ever cross-referenced.

* Delete the supply record.

* Leave the **Unlinked Reference** check box selected.

Cross-Referencing a Customer Order to a Project

Cross-referencing creates a link between the customer order line and the project task. The supply that the project task creates is reserved for that customer order; no other demand order can use it.

1 On the **Customer Order Lines** form, add a new line item to an order.

   NOTE: Make sure your cost accounts are defined for this item's Product Code before attempting to create a cross-referenced project.

2 On the **General** tab, in the **Reference** field, select **Project**.

3 To cross-reference the customer order line to an existing project task, in the unlabeled field next to the **Reference** field, enter the project number.

4 In the second unlabeled field, enter the project task number:

   - To create a new project and task, and assign a particular project number, enter the project number.

   - To create a new project and task and allow the system to assign a number, leave the field blank.

5 If your planning mode is APS, select or clear the **Plan On Save** field. For details about whether you should clear this field, see the Plan On Save help topic.

6 To save the record, select **Actions > Save**.

7 Click **Source**.

8 The system displays the message: "Cross-reference will be performed from the CO Line/Release to Project."

   Click **OK**.

   The system automatically creates the project and project task and inserts the project number and task number into the **Reference** field.

9 (Optional) To display the cross-referenced project task, click **Source** again.

NOTE: You can cross-reference to a range of project tasks using the **Material Planner Workbench** form.

Deleting or Updating the Cross-Reference

After a cross-reference is created, you can change it by either removing the line item or changing the cross-reference information, thus deleting the cross-reference. When this happens, the system displays a warning message indicating the cross-reference will be unlinked.

To view unlinked references, you can filter on the **Unlinked Reference** check box. You can then do one of the following:

- Clear the **Unlinked Reference** check box so that the record is no longer unlinked. There is no indication in the system that the record was ever cross-referenced.

- Delete the supply record.

- Leave the **Unlinked Reference** check box selected.

Cross-Referencing a Customer Order to a Transfer Order

NOTE: To cross-reference to a range of transfer order lines, use the **Material Planner Workbench** form.

Cross-referencing creates a link between the customer order line at the "to site" and the transfer order line at the "to site." The supply that the transfer order line creates is reserved for that customer order; no other demand order can use it.

To cross-reference a customer order to a transfer order:

1   At the "to site" (where the demand originates), on the **Customer Order Lines** form, add a new line item to an order.

2   On the **General** tab, in the **Reference** field, select **Transfer**.

    If this item's record on the **Items** form has the **Stocked** check box cleared, and the **Source** code set to **Transferred**, the system selects **Transfer** automatically.

3   Perform one of these actions:

    - To cross-reference the customer order line to an existing transfer order line, enter the transfer order number in the unlabeled field next to the reference field and enter the transfer order line number in the second unlabeled field.

    - To create a new transfer order and assign a particular transfer order number, enter the number.

    - To create a new transfer order and allow the system to assign a number, leave the field blank.

4   If your planning mode is APS, select or clear the **Plan On Save** field. For details about whether you should clear this field, see the Plan On Save help topic.

5   To save the record, select **Actions > Save**.

6   Click the **Source** button.

7   The system displays the message: "Cross-reference will be performed from CO Line/Release to Transfer Order."

    Click **OK**.

8   The system displays the **Prompt for Warehouse Data** form.

9   Enter the appropriate information in the fields to create the cross-reference transfer order.

    The **To Site** should be the current site where you are entering the customer order. The **From Site** should be the site from which you are receiving the transferred items.

10 Click **OK**.

11 The system displays the message: "Transfer Order will be created where Transfer is equal to [transfer order number]. [Cross Reference] will be performed from CO Line/Release to Transfer Order."

    Click **OK**.

The system automatically creates the transfer order header and line item and inserts the transfer order numbers into the **Reference** field. The system also creates a transfer order header and line item automatically at the "from site."

12 (Optional) To view the cross-referenced transfer order line, click the **Source** button again. Notice the **To Ref Type** is set to **Order** and references the customer order number and line number.

13 (Optional) At the "from site," open the Transfer Order Line Items form and view the new transfer order line the system created.

14 If desired, you can set the **From Ref Type** field appropriately and click the **Source** button to cross-reference that transfer order line item to a purchase order requisition, purchase order, job, or inventory.

Cross-Referencing a Customer Order to a Purchase Order

Cross-referencing creates a link between the customer order line and the purchase order line. Also, when you cross-reference a PO line to a customer order, the supply that the PO line creates is reserved for that order; no other order can use it.

1 On the **Customer Order Lines** form, add a new line item to an order.

2 On the **General** tab, in the **Reference** field, select **Purchase Order**.

3 Perform one of the following actions:

  * To cross-reference the customer order line to an existing purchase order line, enter the PO number in the unlabeled field next to the reference field and enter the PO line number in the second unlabeled field.

  * To create a new purchase order and assign a particular PO number, enter the PO number.

  * To create a new purchase order and allow the system to assign a PO number, leave the field blank.

4 If your planning mode is APS, select or clear the **Plan On Save** field. For details about whether you should clear this field, see the Plan On Save help topic.

5 To save the record, select **Actions > Save**.

6 Click **Source**.

7 The system displays the following message: "Cross-reference will be performed from the CO Line/Release to Purchase Order."

8 Click **OK**.

9 The system automatically creates the purchase order header and line information and inserts the PO number and line number into the **Reference** fields.

    NOTE: If you entered a **Purchase Order Reference** and a PO number with a status of:

  * **Planned** or **Ordered**, the system creates a line item on that PO and inserts the PO line number into the **Reference** field.

  * **Complete**, a new PO is created.

10 (Optional) To display the cross-referenced PO line, click **Source** again.

NOTE: You can cross-reference to a range of purchase order lines using the **Material Planner Workbench** form.

Deleting or Updating the Cross-Reference

After a cross-reference is created, you can change it by either removing the line item or changing the cross-reference information, thus deleting the cross-reference. When this happens, the system displays a warning message indicating the cross-reference will be unlinked.

To view unlinked references, you can filter on the **Unlinked Reference** check box. You can then do one of the following:

- Clear the **Unlinked Reference** check box, so that the record is no longer unlinked. There is no indication in the system that the record was ever cross-referenced.
- Delete the supply record.
- Leave the **Unlinked Reference** check box selected.

Tracking Orders using a Delivery Order

Delivery Orders Overview

A delivery order (DO) allows you to ship multiple customer orders to a single customer/ship-to combination under one tracking number. In addition to shipping under one tracking number, delivery orders are also invoiced under one invoice number using consolidated invoicing. The DO header, lines, and sequences can be created either during shipping or after shipping but the DO header must exist prior to creating lines or sequences. For more information about line and sequence creation, see Creating Delivery Orders.

Delivery Order Header

The delivery order header must be created before shipping, and may be used as a generic header by not initially assigning a customer order or ship to.

Delivery Order Lines

A delivery order line represents an entire shipment by delivery vehicle. The DO lines can be entered manually prior to shipping or automatically generated at SL Shipping or using the **Generate Delivery Order Line Sequences** utility after shipping has occurred. You would not want two CO line items referenced to the same DO line when they are physically on different trucks or when the rate code is different. Multiple DO lines would be required if you have more than one truck full of goods going to the same location.

Delivery Order Sequences

A delivery order sequence represents a CO line item that has been shipped. The DO sequences can be entered manually or automatically during shipping by selecting the DO line that you want to tie the CO line to or using the **Generate Delivery Order Line Sequences** utility.

In addition to shipping under one tracking number, delivery orders may also be invoiced under one invoice number. For more information about invoicing delivery orders, see Consolidated Invoicing.

The delivery order header must be created prior to shipping, but the lines and sequences can be created either during shipment or after shipment. For more information about creating delivery orders, see Creating Delivery Orders.

Creating Delivery Orders

A delivery order (DO) consists of three parts:

- Header
- Lines
- Sequences.

Creating the Delivery Order Header

Create the DO header using the **Delivery Orders** form. Enter the customer and ship to information to which the lines and sequences will be linked. To add a drop ship to a delivery order, the drop ship information must be manually entered on the **Consignee** tab after creating the delivery order header.

NOTE: Customer and ship to values are required if you will add sequences during CO shipments. If a generic delivery order is needed, you may leave the **Customer** and **Ship To** fields blank. DO lines can be added to a generic delivery order.

Creating the Delivery Order Lines

Create the DO lines using the **Delivery Order Lines** form. Each line represents one container/package. It is possible to create the lines at the same time as the sequences (using the **Generate Delivery Order Line Sequences** form), either by entering a valid line number with each sequence or by leaving the **Line** field blank and letting the system generate a line number. If an invalid line number is entered, the system displays an error message.

If you have drop ship addresses specified at the order line level, you must create separate delivery orders for each customer order line that has a different drop ship specified. Customer order lines with the same drop ship can be combined into a single delivery order. Entering a delivery order header defaults in the consignee address from the customer specified on the customer order header. There is no functionality to default in the consignee address from a drop ship.

CAUTION: When adding a customer order line that has a drop ship specified that is different than the DO consignee customer information, no warning messages are generated.

If you plan to create the sequences during shipping, either specify a valid line number or leave it blank to allow the system to create a new line number. If you plan to create the sequences after the shipment (using the **Generate Delivery Order Line Sequences** form), then you can wait until after shipment to create the lines.

Creating the Delivery Order Line Sequences

Delivery order line sequences can be created during order shipment or after order shipment.

- **During Shipping** - On the **Order Shipping** form, for each pending shipment, enter the delivery order number and DO line number (if one exists) to which the selected shipment will be tied.

  NOTE: To assign many pending shipments at once, select **Actions > Mass DO Assignment**.

  When you process the pending shipments, delivery order line sequences are automatically created for each shipment for which you assigned a DO number.

- **After Shipping** - On the **Order Shipping** form, do not assign any DO or DO line numbers to the pending shipments. After you have processed the shipments, go to either the **Delivery Order Line Sequences** form or the **Generate Delivery Order Line Sequences** form to create sequences. It is possible to have every sequence on one line, one sequence per line, or any combination of sequences to lines.

Assigning Delivery Orders to Shipments

There are three scenarios for assigning delivery orders to shipments.

Assign DOs/Lines/Sequences After Shipping

1 Process shipments using the **Order Shipping** form or batch shipments using the **Shipping Processing Orders** form without assigning DO numbers.

2 Create DO headers using the **Delivery Orders** form.

3 Create DO lines and line sequences using either the **Delivery Order Line Sequences** form or the **Generate Delivery Order Line Sequences** utility form, and assign them to the processed shipments.

Assign DOs before shipping, and DO lines/releases during shipping

1 Create DO headers using the **Delivery Orders** form.

2 Assign DOs to shipments using the **Order Shipping** form or, to batch shipments, using the **Shipping Processing Orders** form.

3 Process the shipping transactions.

The system automatically creates DO lines and line sequences for each shipment associated with a DO.

Assign DOs and DO lines before shipping, and generate line sequences during shipping

1 Create DO headers using the **Delivery Orders** form.

2 Create DO lines using the **Delivery Order Lines** form.

3 Assign DOs to shipments using the **Order Shipping** form or, to batch shipments, using the **Shipping Processing Orders** form.

4 Assign DO lines to shipments using the **Order Shipping** form or, to batch shipments, using the **Shipping Processing Line Release** form.

5 Process the shipments.

DO line sequences are automatically created.

Using Consolidated Invoices

Consolidated Invoice Overview

A consolidated invoice covers multiple orders shipped to a customer over a period of time. For example, you can print a weekly invoice that includes all orders shipped to a customer during the week. Order items in the invoice can derive from multiple purchase orders placed by the customer and from multiple customer orders associated with a purchase order.

Consolidated invoicing can be applied to most customer orders and customer order items, except as noted below. Items shipped under delivery orders must be invoiced through the consolidated invoicing system.

You can specify consolidated invoicing at several levels:

Customer - All orders shipped to a customer can be designated for consolidated invoicing.

Customer Order - All items shipped under a specific customer order can be designated for consolidated invoicing.

Customer Order Item - Specific items in a customer order can be designated for consolidated invoicing.

The time interval for invoicing (daily, weekly, bimonthly, monthly, other, or hold) is part of the basic specification for consolidated invoicing. In addition, you can specify whether lines in an invoice should be summarized. Summarization consists of combining similar customer-order line items into a single line in a consolidated invoice.

If a customer's **Include Tax In Price** check box is selected, the system consolidates only those customer orders with the **Include Tax In Price** check box also selected. The system calculates the price before tax and then makes the appropriate general ledger entries for sales tax, sales and accounts receivable. If the customer's **Include Tax In Price** check box is not selected, the system consolidates only those customer orders that do not have the **Include Tax In Price** check box selected.

NOTE: Consolidated invoicing does not function with EDI orders, progressive billing invoices, project invoices, or return material authorizations. Consolidated invoicing cannot be applied to a customer order with a fixed exchange rate. Invoiced items must be shipped from the same site.

Progressive Invoices

The **Consolidated Invoicing** activity does not print progressive invoices. The activity processes previous progressive billings against each customer order item (as in regular invoicing), printing previously invoiced amounts and reducing the new invoice amount accordingly. Previously billed amounts for an invoice line are summarized and printed on one line.

Sales Commissions

Sales commission records are created for each order on a consolidated invoice; thus, a consolidated invoice may have more than one commission due record. All consolidated invoice item records for a specific order are linked to one commission due record.

Sales Tax on Freight and Miscellaneous Charges

Sales tax is calculated on freight and miscellaneous charges amounts for a consolidated invoice, using the tax codes for freight and miscellaneous charges on the unprinted consolidated invoice, as displayed on the **Consolidated Invoices Workbench** form. For each order, the system uses the freight and miscellaneous charges amounts and the tax codes on the order to update the appropriate estimated and accumulated sales tax values on the order.

NOTE: If the freight and miscellaneous charges amounts are changed on the order after the unprinted consolidated invoice has been generated, you must regenerate the invoice to incorporate the changes.

The tax codes for freight and miscellaneous charges on the unprinted consolidated invoice may be different from the codes on each of the individual orders on the unprinted consolidated invoice. Therefore, amounts posted to accumulated values on the order may be different from what is actually printed on the invoice.

Task Overview	System Form
Set up a customer for consolidated invoicing	Customers
Set up a customer order for consolidated invoicing	Customer Orders
Add an order line to be included in a consolidated invoice	Customer Order Lines, Customer Order Blanket Releases
Ship the order	Order Shipping
Generate consolidated invoices for shipped orders	Consolidated Invoice Generation
Review and modify pending records before printing consolidated invoices	Consolidated Invoices Workbench
Print consolidated invoices	Consolidated Invoicing

Setting Up Consolidated Invoices

You can set up consolidated invoicing for a customer, a customer order, or a customer order line/release.

Customer

If you set up consolidated invoicing for a customer, all orders and lines/releases subsequently entered for the customer are marked to be invoiced with consolidated invoicing. This default can be overridden at the individual order level or line/release level.

1   Access the **Customers** form.

2   Select a customer.

3   On the **Credit** tab, select the **Consolidated** check box.

4   If you want to combine similar line items into a single line on an invoice, select the **Summarize** check box. The **Summarize** field is enabled only if **Consolidated Invoice** is selected.

5   Select an invoicing frequency from the **Invoice Freq** list.

6   If you plan to ship customer order items under delivery orders, select an invoice type in the **DO Invoice** field.

7   When you are finished, save the record.

Customer Order

If you set up consolidated invoicing for a customer order, all lines/releases subsequently entered under the order are marked to be invoiced with consolidated invoicing. This default can be overridden at the individual line/release level.

1   Access the **Customer Orders** form.

2   Select an order.

3   On the **General** tab, select the **Consolidated Invoice** check box.

   NOTE: The **Consolidated Invoice** field is enabled only if the order **Status** is **Ordered** or **Planned**, the order is not an EDI order, and the excise exchange setting for the order (**Excs Exch** field on the **Tax Info** tab of the **Customer Orders** form) is the same as the excise exchange setting for the customer (**Excs Exch** field on the **Codes** tab of the **Customers** form).

4   If you want to combine similar line items into a single line on an invoice, select **Summarize Lines**.

5   Select an invoicing frequency from the **Invoice Freq** field.

6   When you have finished, save the record.

Customer Order Line/Release

You can mark a customer order line for consolidated invoicing in the **Customer Order Lines** form. To mark a blanket order release, use the **Customer Order Blanket Releases** form.

1   Access the Customer Order Lines form or the Customer Order Blanket Releases form.

2   Select an order.

3   Select an order line or a release.

4   On the **Amounts** tab, select the **Consolidated Invoice** check box.

   NOTE: The **Consolidated Invoic**e field is enabled only if the line/release **Status** is **Ordered** or **Planned**, the order is not an EDI order, and the excise exchange setting for the order (**Excs Exch** field on the **Tax Info** tab of the **Customer Orders** form) is the same as the excise exchange setting for the customer (**Excs Exch** field on the **Codes** tab of the **Customers** form).

5   If you want to combine similar line items into a single line on an invoice, select **Summarize Lines**.

   NOTE: The **Summarize Lines** field is enabled only if the **Consolidated Invoice** field is selected, there is not more than one line of notes, and the item is not a configurable item (the **Configuration Flag** check box on the **Items** form, **Controls** tab, is cleared).

6   Select an invoicing frequency from the **Invoice Freq** list.

7   When you have finished, save the record.

Editing Consolidated Invoice Records

NOTE: The numbered instructions here apply to editing consolidated invoice records with the **Consolidated Invoices Workbench**.

Creating a New Invoice Header

You can generate invoice headers for a customer if there are no pending invoice records for the customer. To add invoices for a customer for whom there are pending invoices, use the **Consolidated Invoice Generation** activity.

Exception: You can create a new delivery order invoice with the **DO Invoice** type **Single By PO** if a similar invoice for the customer exists. For the procedure, see (later in this topic).

1   Indicate how you are going to delete records in the **Delete Record First By** field.

2   In the **Customer** field, select the customer number.

   If consolidated invoice records for the customer exist, the system displays a message indicating that you cannot create a new invoice.

3 Specify the criteria for generating invoices in the Invoice Frequency, Process Customer Orders, Process Delivery Orders, and Generate by Ship Date areas.

4 When you have selected your criteria, click **OK**.

Regenerating Invoices

Use the **Consolidated Invoice Generation** activity to regenerate invoice records for the customer.

Alternatively, you can delete each invoice for the customer using the **Consolidated Invoices Workbench** as described below, and then generate new invoices for the customer as described above.

Deleting Invoices

To delete each invoice for the customer using the **Consolidated Invoices Workbench**:

1 Select the invoice you want to delete.

2 Select **Actions > Delete**.

The current invoice header and all lines under it are deleted.

Adding Invoice Lines

The result of adding lines to a consolidated invoice record varies depending on the **DO Invoice** type and on whether the added lines are marked for summarization. When you add lines to an invoice for a delivery order with the **DO Invoice** type **Single By PO**, the system creates a new invoice header. When you add lines to an invoice for a delivery order with the **DO Invoice** type **Consolidated** or to an invoice not linked to a delivery order, the system adds the lines to the current invoice. Added line items that are marked **Summarize Lines** in the customer order are grouped with similar items under one line, new or existing (note that summarization does not apply to delivery order invoices).

DO Invoice: Consolidated

1 In the **Consolidated Invoices Workbench**, select a consolidated invoice or an invoice for a delivery order with the **DO Invoice** type **Consolidated**.

2 In the **Lines** tab, click **Add**.

The system prompts you if there are no additional customer order lines or releases to be added to the consolidated invoice. Otherwise, the **Add Consolidated Lines** form displays customer order lines that are marked for consolidated invoicing, have been shipped, and have not been processed for inclusion in a consolidated invoice record.

3 Select a customer order line, and click **OK**.

The system adds the line to the current invoice.

DO Invoice: Single By PO

1   In the **Consolidated Invoices Workbench**, select an invoice for a delivery order with the **DO Invoice** type **Single By PO**.

2   In the **Lines** tab, click **Add**.

The system prompts you if there are no additional purchase orders for which a consolidated invoice can be generated. Otherwise, the **Add Single by PO Lines** form displays any customer purchase orders that are associated with a delivery order but for which consolidated invoice records do not exist. A purchase order with no number displays as a blank line in the form.

3   Select a purchase order, and click **OK**.

The system creates a new invoice.

DO Invoice: Single

Add functionality is disabled for delivery order invoices with the **DO Invoice** type **Single**.

Regenerating Invoice Lines

An item in an invoice line must be regenerated if shipping activities or other changes have occurred since the line was generated. Lines requiring regeneration are have the **Regen** check box selected in the grid. For more information, see Invalid Consolidated Invoice Records.

The regeneration function is disabled for delivery order invoices with the **DO Invoice** type **Single** or **Single By PO**.

1   Select an invoice.

2   In the grid, select the line item record you wish to regenerate.

3   Click Regenerate.

Deleting Invoice Lines

The delete function is disabled for delivery order invoices with the **DO Invoice** type **Single** or **Single By PO**.

NOTE: When you delete a delivery order item with the **DO Invoice** type **Consolidated**, all items in the invoice linked to the delivery order are deleted.

To delete a line and any summarized items in the line:

1   Select an invoice.

2   Select the invoice line you wish to delete.

3   Click **Delete Line**.

To delete an item in a line:

1   Select an invoice.

2   Select an invoice line.

3 Select the line item record you wish to delete.

4 Click **Delete Line**.

Invalid Consolidated Invoice Records

Between the time invoice records are created with the **Consolidated Invoice Generation** activity or the **Consolidated Invoices Workbench** activity and the time they are printed and posted, users can make changes in the system that affect the accuracy of the pending records. When a user makes such a change, the system marks any affected records as modified.

A modified invoice record must be updated before the **Consolidated Invoicing** activity can print and post the invoice. The **Consolidated Invoicing** activity reports modified records as "invalid."

Use the **Consolidated Invoice Generation** activity to update (regenerate) invoice records in groups or the **Consolidated Invoices Workbench** activity to view them and to correct them individually.

Changes to the following fields cause pending invoice records to be marked as modified.

Form	Field
Customer Orders	Customer Ship To Cust PO Excs Exch (excise exchange rate) Discount Percent
Customer Order Lines	Unit Price Sales Disc U/M (Item Description) Drop Ship Ship To Customer PO Consolidated Invoice Summarize Lines
Customer Order Blanket Lines	Contract Price U/M (Item Description)
Customer Order Blanket Releases	Unit Price Notes
Delivery Orders	Status (Changing from Approved to In Process) DO Invoice

Delivery Order Line Sequences	Adding to a delivery order a customer order line/release that is part of a pending consolidated invoice
Order Shipping	Quantity. When you enter a negative number to make a shipping adjustment, consolidated invoice records that match the customer order number and line/release of the shipped item are marked as modified.

Sales Tax in Consolidated Invoices

Sales tax in a consolidated invoice is calculated when you print and post the pending invoice with the **Consolidated Invoicing** activity. Tax codes in the pending invoice are used in the calculation of tax amounts on line items, freight charges, and miscellaneous charges. The **Tax Code** for an invoice line item is from the customer order containing the line. Tax codes for freight charges and miscellaneous charges are entered at the invoice header level. The header covers multiple customer orders, which may contain multiple freight tax codes and miscellaneous tax codes.

This topic explains how the **Consolidated Invoice Generation** activity and the **Consolidated Invoices Workbench** activity select default tax codes for freight and miscellaneous charges.

NOTE: You can override the default tax codes in the **Consolidated Invoices Workbench** in the **Freight Tax Codes** field(s) and the **Misc Charges Tax Codes** field(s).

Area-based Tax System

For an area-based tax system, default tax codes for freight and miscellaneous charges in a consolidated invoice are derived as follows:

- If tax codes are specified on the **Tax Systems** form in the fields **Freight Tax Code** and **Misc Charges Tax Code**, these codes are the default codes in the consolidated invoice. They are exempt-type codes, and tax amounts are not calculated for freight and miscellaneous charges in the invoice.

- If tax codes are not specified on the **Tax Systems** form, the tax code specified on the **Customer Ship-Tos** form for the ship-to record with sequence number **0** is the default tax code for freight and/or miscellaneous charges in the consolidated invoice.

- If a tax code is not specified on the **Customer Ship-Tos** form for the ship-to record with sequence number **0**, default tax codes are from the first customer order in the pending invoice.

NOTE: For an area-based tax system, tax is calculated on freight and miscellaneous charges if rate-type tax codes are specified on the invoice header and, in the specification for the codes on the **Tax Codes** form, the **Include Freight** field or the **Include Misc.** field, respectively, is selected.

Item-based Tax System

For an item-based tax system, the default tax codes for freight and miscellaneous charges in a consolidated invoice are derived as follows:

- If tax codes are specified on the **Tax Systems** form in the fields **Freight Tax Code** and **Misc Tax Code**, these codes are the default codes in the consolidated invoice. They are rate-type codes.

- If tax codes are not specified on the **Tax Systems** form, the tax code specified on the **Customer Ship-Tos** form for the ship-to record with sequence number **0** is the default tax code for freight and/or miscellaneous charges in the consolidated invoice.

NOTE: You can preview calculated sales tax amounts in the **Consolidated Invoices Workbench**.

Updating and Deleting Consolidated Invoice Records

Individual Invoices

To edit *individual* consolidated invoice records (pending invoices), use the **Consolidated Invoices Workbench**. You can add or delete invoices and invoice lines. You can also edit fields in the invoice header: sales terms, ship via, number of packages, total weight, freight and miscellaneous amounts, tax codes, and salesperson.

Groups of Invoices

To delete or update *groups* of pending consolidated invoices, use the **Consolidated Invoice Generation** activity. You can specify groups of invoices by customer, invoicing frequency, customer order, delivery order, and shipping date. The activity updates records by deleting old records and regenerating current records. The following topics provide procedures for performing common updates with the activity.

Deleting All Records Without Adding New Records

1 In the Delete Records First By field, select All.

2 Clear the Process Customer Orders check box.

3 Clear the Process Delivery Orders check box.

4 Click **Process**.

Deleting All Records and Generating Updated Records for All Items

1 In the Delete Records First By field, select All.

2 Select the Process Customer Orders check box.

3   Select the Process Delivery Orders check box.

4   Click **Process**.

Deleting a Range of Records and Generating Updated Records in the Same Range

1   In the Delete Records First By field, select Range.

2   Specify a range of records by customer number, invoicing frequency, customer order number, delivery order number, or shipping date.

3   Click **Process**.

Generating New Records Without Deleting Existing Records

1   In the Delete Records First By field, select None.

2   Complete the other fields on the form to specify the items for which you wish to generate records, or accept the defaults.

3   Click **Process**.

For information about how records become out of date, see Invalid Consolidated Invoice Records.

Using Credit Hold

About Credit Hold

If you have authorization to update the **Credit Hold** field, you can place a customer or customer order on credit hold manually. Or, you can use the **Order Credit Hold Change Utility** to selectively place customer orders on credit hold based on two parameters from the **Customers** form:

- Days Over Invoice Date/Due Date
- Aged Posted Balance Limit

Placing a customer on credit hold prevents you from making shipments to that customer, but it does not place individual orders on credit hold. To place *individual orders* on credit hold, use the **Customer Orders** form. To place a *customer* on credit hold, use the **Customers** form.

Activating Credit Hold

To activate the system's credit hold functionality, you must enter a code in the **Limit Exceeded Credit Hold Reason** field on the **Accounts Receivable Parameters** form.

CAUTION: If the **Limit Exceeded Credit Hold Reason** field is blank and you create or update a customer order when the customer's credit limit is exceeded, the system does not place the order on credit hold and does not prevent shipment of the order.

Identifying Customers and Orders on Credit Hold

If a customer is on credit hold, a large red **X** appears on the customer record and on all the customer order records for that customer. If you have manually placed the customer on credit hold, the **Credit Hold** check box is selected.

The **Credit Hold** check box on the customer order is selected in these situations:

- You have manually selected the field.
- The system put this order on hold because the credit limit was exceeded.
- The **Credit Hold Change Utility** placed this order on hold.

NOTE: It is possible that a customer could be on credit hold, with the **Credit Hold** field selected and a red **X** on its record, while a customer order for that customer would also have a red **X**, but the **Credit Hold** field on the customer order might not be selected. This happens when the customer has been put on hold manually. The system places a red **X** on each of that customer's orders, but it does not select the **Credit Hold** field on those orders.

What Happens When Order Lines Exceed the Credit Limit

The **Allow Over Credit Limit** check box (updateable only on new order lines) determines how the system treats customer orders that exceed credit limits. The system evaluates this field when you save the customer order and one or more of the order lines exceed either the order credit limit, if specified, or the total available credit for the customer:

- If this field is selected, the customer order is saved as-is, with the order line's status as **Ordered**. The system displays a warning message, alerting you about the credit hold overage. If a reason code is defined in the **Reason** field (on the **Credit** tab of the **Customers** form), the system places the order on credit hold if it is not already on credit hold.

- If this field is not selected, the system saves the order line with a status of **Planned** and displays a warning message about the credit overage. The system does not update the customer's **On Order Balance** and does not place the order on credit hold. You can then navigate to that order line later and decide whether to change its status to **Ordered** or delete the order line.

If you make a change to an existing order line, and the order line exceeds the credit limit, the system displays a warning message about the credit overage and automatically places the order on credit hold (if a credit hold **Reason** has been defined).

If the customer order is for a subordinate customer that is using the corporate customer's credit, the system places the customer order on credit hold if the current customer order amount, added to the corporate customer's posted balance, plus the on order balance, exceeds the corporate customer's credit limit.

Cross Referencing an Order on Credit Hold

You cannot cross-reference a customer order line if the customer order is on credit hold. If the customer order line was cross-referenced before the customer order is placed on credit hold, the cross-referenced information is maintained.

Using Credit Hold with EDI

If you use Infor SyteLine EDI, you can prevent any EDI customer orders from posting to the system that exceed the customer's credit limit by selecting the **Validate Credit Limit** field on the **EDI Customer Profiles** form. Or you can let EDI automatically post the customer order to the system and then place the customer order on credit hold if the customer's credit limit is exceeded by selecting a **Limit Exceeded Credit Hold Reason** on the **Accounts Receivable Parameters** form. If both fields are cleared, the EDI customer order is posted and the customer order created cannot be placed on credit hold.

Using Credit Limits and Credit Hold in a Multi-Site Environment

When you enter or change a credit limit in one site, the credit limit value is changed in all other sites replicating that data. The On Order Balance shown for the customer at each site is the cumulative balance of that customer's orders at all replicating sites. For example, a customer has a credit limit of

$100. Site 1 has one open order for the customer, for $50. Site 2 has one open order for $25. ("Open" in this case means Status=Ordered and nothing has shipped.) The customer's record in the **Customers** form shows an On Order Balance of $75 in both sites. If you add a new CO Line Item for $35 in either site, the proposed On Order Balance would be $110. Even though each site fits under the credit limit, the line item is added as Status=Planned because the proposed On Order Balance has exceeded the credit limit.

In a multi-site environment, the **Originating Site** of a customer order controls the credit hold status of the customer order for all sites from which the customer order may be shipped.

When you initiate the **Order Credit Hold Change Utility** in a multi-site environment, the system performs the processing at all sites for the selected customers. The system checks the customer's credit limit against the On Order Balance to determine when the credit limit is exceeded. If a customer's credit limit is exceeded and the shipping site:

- Is the originating site of the customer order, the order is placed on credit hold.
- Is not the originating site of the customer order, a warning message displays, but the customer order is not placed on credit hold.

Using Credit Hold

To use credit hold, use the appropriate procedures described below.

- Activating Credit Hold
- Activating Credit Hold for EDI Customer Orders
- Manually Placing a Customer on Credit Hold
- Manually Placing a Customer Order on Credit Hold
- Removing a Customer from Credit Hold
- Removing a Customer Order from Credit Hold
- Using the Customer Order Credit Hold Change Utility

Activating Credit Hold

To turn the credit hold feature on or off:

1   Open the Accounts Receivable Parameters form.

2   Do one of the following:

- To activate credit hold, select a reason code from the **Limit Exceeded Credit Hold Reason** field.
- To deactivate credit hold, clear the **Limit Exceeded Credit Hold Reason** field.

3   Save.

Activating Credit Hold for EDI Customer Orders

You can prevent EDI customer orders from posting to the system when the credit limit is exceeded by using the following process. However, you can set up the system to automatically post the customer order to the system and place the order on credit hold if the customer's credit limit is exceeded by following the **Activating Credit Hold** process. For more information, see [About Credit Hold](#).

To prevent EDI customer orders from posting to the system when the credit limit is exceeded:

1   Open the EDI Customer Profiles form.

2   Do one of the following:

- To prevent EDI customer orders from posting when the credit limit is exceeded, select the **Validate Credit Limit** check box.

- To allow EDI customer orders to post regardless of the credit limit, clear the **Validate Credit Limit** check box.

3   Save.

Manually Placing a Customer on Credit Hold

To manually place a customer on credit hold:

1   Open the **Customers** form.

2   Find the customer you want to place on credit hold.

3   Select the Credit tab.

4   Select the **Credit Hold** check box.

5   In the **Credit Hold Reason** field, specify a valid reason code.

6   Save.

Manually Placing a Customer Order on Credit Hold

To place a customer order on credit hold:

1   Open the **Customer Orders** form.

2   Find the customer order you want to place on credit hold.

3   Select the Amounts tab.

4   Select the **Credit Hold** check box.

5   In the **Credit Hold Reason** field, enter a valid reason code.

6   Save.

Removing a Customer from Credit Hold

To remove a customer from credit hold:

1 Open the **Customers** form.

2 Find the customer you want to remove from credit hold.

3 Select the Credit tab.

4 Clear the **Credit Hold** check box.

5 Save.

Removing a Customer Order from Credit Hold

To remove a customer order from credit hold:

1 Open the **Customer Orders** form.

2 Find the customer order you want to remove from credit hold.

3 Select the Amounts tab.

4 Clear the **Credit Hold** check box.

5 Save.

Updating Credit Field Authorization

To update a system user's authorization to change a customer's credit hold status or credit limit, use the **Users** form.

To allow access to the **Credit Hold** check box:

1 Select the user for whom you want to update credit field authorization.

2 Clear the **Super User** check box.

3 Save the form.

4 To open the Object Authorizations for User form, click the User Authorizations button.

5 From the **Object Name** field, select **CustomerOrders**.

6 Save the record.

The system enables the **Component Privileges** button.

- To open the **Component Authorization for User** form, click the **Component Privileges** button.
- From the **Name** field, select **CreditHoldEdit**.
- From the **Update Privilege** column, select **Granted** or **Revoked**.

To allow access to the **Credit Limit** or **Credit Hold Reason** fields, use these same steps with the proper component name (**CreditLimitEdit** or **CreditHoldReasonEdit**).

Using the Customer Order Credit Hold Change Utility

The **Order Credit Hold Change** utility allows you to activate the **Credit Hold** field for a range of customers and subordinate customers on the basis of a range of dates and/or aging.

To change the credit hold status using the **Order Credit Hold Change** utility:

1   In the **Credit Hold** field, select **Hold** or **Release**.

2   Enter the starting and ending customer numbers.

3   Enter the starting and ending order numbers.

   NOTE: If you leave blank the **Days Over Invoice Date/Due Date** and **Aged Posted Balance Limit** fields on the **Customers** form, the **Order Credit Hold Change** utility selects the **Credit Hold** field for all customer orders within the specified range of customers and orders.

4   If you selected **Hold** in the **Credit Hold** field, skip to the next step. If you selected **Release** in the **Credit Hold** field, enter data in the following fields:

   • In the Aging Basis field, select Invoice Date or Due Date.

   • Select a Reason code.

   • Enter the Aging Date.

5   Click **Process**.

Using Customer Contracts

Creating a Customer Contract

1 In the **Customer Contracts** form, select **Actions > New**.

2 In the **Customer** field, select the customer you want to set up with a Customer Contracts listing.

3 In the **Item** field, select a valid item number.

4 (Optional) Enter values for **U/M**, **Std Due Period**, **Cust Item (CI)** (customer item) number, **End User**, and **Rank**.

   End user and rank are used for contract manufacturing, where multiple end users may have different pricing structures for the same customer contract.

5 Save the record.

Customer Contract Pricing Setup

When determining a price on a customer order, the system first looks to see if a Customer Contracts is set up for that customer, item, and customer-item combination. If a record with this combination is not found, then the system looks for a record with a matching customer and item, and a null customer-item. If one of these types of records is found, then the system checks the customer-item pricing table to find a record where the order due date is on or after the effective date. If a valid pricing record is found, and the contract price has a value, it uses that contract price. If the contract price is zero, the system uses the quantity break points to determine the price.

Setting the Contract Price

To set up the pricing for customer items, do the following:

1 On the **Customer Contract Prices** form, add a new record.

   You can also link to this form from the **Customer Contracts** form. Select the customer and item on that form and click **Pricing**. In that case, skip the next three steps, because the information is automatically filled in on that form.

2 Select the customer.

3 Select the item to price.

4 Select the customer item.

5   Select the effective date for the price.

6   In the **Contract Price** field, enter the price that has been guaranteed to this customer for this item.

If the order date of a customer order is the **Effective Date**, then an order line item will have the **Contract Price** as the default price. This price will override other pricing formulas.

Setting Up Price Breaks

You can create up to five price breaks for the item. To set up quantity price breaks for customer items, do the following:

1   Specify the quantity of the price break.

2   Specify base code of a unit price, cost, or none.

3   Specify whether the price break is based on an amount or a percentage.

4   Specify the value. This is the amount or percent that is used in calculating the unit price. The value amount can be either positive or negative. The value is based on the base unit of measure for the item, not the customer unit of measure.

5   To calculate the unit price, click **Unit Price**.

6   Repeat these steps for each price break you want to create.

Setting Up Customer Contracts for Contract Manufacturing

Contract manufacturers (who are your customers) can purchase items for multiple "ultimate end users" (their customers). The ultimate end users may have negotiated different prices for the same item. To handle this in the system, you can maintain multiple customer items (using the ultimate end user's customer item number and pricing) for a given customer-item combination in the system. You can rank customer items and maintain prices, price history, and sales history for each unique customer/item/customer-item (end user) combination.

Example
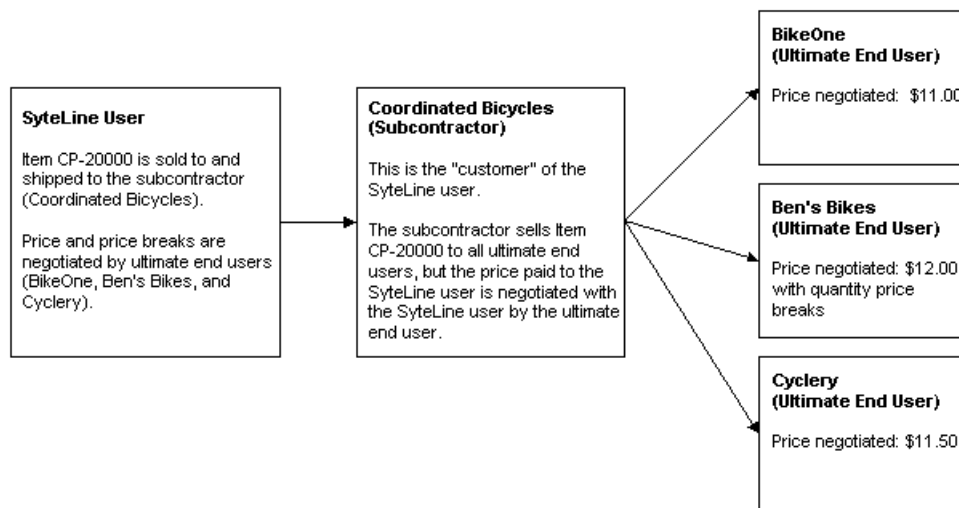
To handle this example, you would:

1 In the **Customer Contracts** form, set up a cross reference between customer 1 (Coordinated Bicycles) and item CP-20000.

- Specify a unique customer-item number that will be used to refer to this combination of the customer-item-ultimate end user.

- In the **End User** field, specify one of the ultimate end users.

- In the **Rank** field, give that user a ranking.

- The ranking indicates the end user's priority.

- Save the record.

2 Set up pricing information for that customer-item-ultimate end user combination using the **Customer Contract Prices** form.

3 Repeat steps 1-2 for the other ultimate end users.

Use this unique customer-item number when setting up customer orders, estimates, or RMAs for the ultimate end users.

Using Price Promotions and Rebates

Promotion Pricing and Rebate Programs Overview

In SyteLine, you can use the Price Promotions and Rebates form to set up promotion pricing and rebate programs to give your customers incentives for buying. These programs offer a great deal of flexibility in the way they are applied. You can limit them by salesperson, customer, item, product code, and more; or you can leave them unrestricted.

About Promotion Pricing Programs

Promotion pricing programs adjust item prices for your customers at order entry. You can create programs that offer a discount percent, discount amount, or new fixed price. You also can offer free items for the purchase of items; for example, a Buy One Get One sale.

- Setup: When you define promotion pricing programs, you can set a minimum net price or minimum order quantity. You also can limit single-item promotions by a maximum discount amount or maximum quantity to discount. See Setting Up Promotion Pricing and Rebate Programs.

- Application: You apply promotions to customer order lines as orders are entered on the **Customer Order Lines** and **Customer Orders Quick Entry** forms. See Applying Promotion Pricing to Customer Order Lines.

- Invoicing: When you generate summary lines for consolidated invoices, the **Consolidated Invoice Workbench** form displays promotion codes at the customer order line.

About Rebate Programs

Rebate programs provide payment credits for your customers to use in the future.

- Setup: Before creating a rebate program, you must specify a deferred revenue account and related unit codes on the **Accounts Receivable Parameters** form. This account is used to record deferred revenue rebate credits generated by invoices when customer order lines qualify for rebate programs.

  When you define the rebate program, you must set a fair value, redemption rate, and time period during which credits can be used for payment. You also can set amount or quantity thresholds that must be achieved before credits can be applied. See Setting Up Promotion Pricing and Rebate Programs.

- Invoicing: SyteLine reviews all defined rebate promotion programs during invoice generation and then creates deferred revenue invoice distributions for any rebate code that is eligible to be associated with an existing customer order line.

  The invoice distribution process creates earned rebate entries on the **Earned Rebates** form and **Earned Rebate Credit Workbench** for any invoice line that references a rebate code. The earned rebate status is Pending, and the amount is determined by the rebate fair value. The invoice distribution also calculates deferred revenue using the rebate fair value and rebate redemption rate. The deferred revenue is applied using the amount invoiced for a given customer order line.

  Example:

  This example shows journal entries for a single line invoice for $250 that is eligible for a rebate program with a 30 percent Rebate Fair Value and 80 percent Rebate Redemption Rate. This creates the basis for the invoice distribution entry to deferred revenue: $250 * .30 * .80 = $60.

Event	Accounts Receivable		Sales		Deferred Sales	
	Dr	Cr	Dr	Cr	Dr	Cr
Invoice, rebate eligible - Rebate fair value 30% - Rebate redemption 80%	250			190		60
Net	250			190		60

- Earned Rebate Credit Processing: Pending earned rebate entries can be applied to customer payments throughout the rebate number of periods. Selected rebates are processed using the **Earned Rebate Credit Workbench** form. After processing, the rebates are converted to open credit memos to be combined with payments or other credits to satisfy customer accounts receivable. Their status is changed to Applied. In the example above, the earned rebate extended to the customer, based on the rebate fair value, is $75. See Processing Earned Rebates.

- Unused Earned Rebate Processing: Earned rebates that remain unused after the rebate program reaches its expiration date must be expired, so the rebate amount can be returned from deferred revenue to current revenue. Unused rebates are expired on the **Earned Rebates** form. See Maintaining Earned Rebates.

- Program Closing: Open credit memos that result from the processing of qualified earned rebates are applied to open invoices during normal A/R payment distribution. If the estimated redemption rate is over or under actual redemption, then at the end of the program, you must make a manual adjustment. See Closing a Rebate Program.

Limitations

- Promotion pricing does not apply to estimates or customer order blanket lines.
- The **Copy Orders and Estimates** form does not copy promotion codes to new customer orders.
- Promotion programs cannot be defined for progressive billing and price adjustment invoices.

- SyteLine RMA and RMA credit memos do not consider promotion programs when creating invoice distributions.
- When you apply a promotion to a customer order line, a sales discount cannot also be applied.

Setting Up Promotion Pricing and Rebate Programs

Use the Price Promotions and Rebates form to set up promotion pricing and rebate programs for your customers.

For either type of program, begin with these steps:

1 On the **Price Promotions and Rebates** form, specify a promotion code and a description for the program.

2 In **Promotion Typ**e, do one of the following:

- To create a program that affects pricing on the customer order line, select Promotion.
- To create a program that creates future payment credits for the customer, select Rebate.

3 Set effective and expiration dates for the program.

4 Optionally, you can set additional criteria to narrow the promotion. For example, you can limit the program to apply to only order lines placed by a particular salesperson and/or for a particular corporate customer and/or for a specific item. You can set as many or as few limitations as necessary. To leave the promotion open for all customer order lines within the promotion date range, do not specify any limitations.

5 Continue with one of the following sections, based on the type of promotion program you are creating.

Promotion Pricing

To define a promotion pricing program:

1 On the **Price Promotions and Rebates** form, Promotions tab, do one of the following:

- To offer an item price discount, select Percent or Amount for the discount type and then specify the value for that type in **Promotion Discount**. For example, you could specify a discount amount of 10.00 or a discount percent of 10.
- To offer a set price, specify that price in **Fixed Price**.
- To offer free items with the purchase of one or more items, specify the required number of items to buy in **Buy Qty Multiple** and the number of free items in **Get Free Qty Multiple**.

2 With each of the promotion options above, you can optionally define these additional criteria to qualify customer order lines for the promotion:

- **Min Net Price**: Specify the minimum extended price value required for the order line to qualify. For example, you can require that customers spend at least $100 to get the promotion pricing.

- **Min Qty Ordered**: Specify the minimum quantity that must be ordered for the order line to qualify. For example, you can require that customers order at least 10 of an item to get the promotion pricing.

- **Max Promotion Disc Amt**: Specify the aggregate total amount available for the program. For example, you can limit the promotion to a total cost to your company of $1000.

- **Max Promotion Qty To Disc**: Specify the total number of items available for the program. For example, you can limit the promotion to 500 items. This setting can be used only if you have set up the program for a specific item.

3 Save the record.

Rebates

To define a rebate program:

1 On the **Accounts Receivable Parameters** form, specify the deferred revenue account and related unit codes to record deferred revenue rebate credits.

2 On the **Price Promotions and Rebates** form, Rebates tab, specify the rebate fair value. Select Rate or Amount for the type and then specify the value for that type in **Rebate Fair Value**.

3 In **Rebate Redemption Rate**, specify the proportion of the rebate fair value that is expected to be redeemed.

4 In **Rebate Number of Periods**, optionally, you can specify the number of accounting periods following the invoice date during which the rebate credit can be redeemed. Accept the default value of zero if the rebate credits should not have an expiration date.

5 In **Deferred Revenue Acct**, accept the default account number or change it if necessary.

6 Save the record.

Applying Promotion Pricing to Customer Order Lines

After you have set up a promotion-type pricing program, you can apply the program Promotion Code to customer order lines as needed. Promotions available for selection on a particular customer order line are based on the promotion setup criteria. For example, if the order date does not fall within the effective and expiration dates of a promotion, that promotion is not in the list. If the promotion applies to a specified item, but that item is not ordered, then the promotion is not in the list.

To apply promotion pricing to a customer order line:

1 On the **Customer Order Lines** form or **Customer Orders Quick Entry** form, select the order and line to work with.

2 In the **Promotion Code** field, select the promotion to apply to this line.

The **Unit Price** is replaced with the adjusted item price based on the promotion, and any existing **Sales Discount** is overridden and the field is set to zero.

NOTE: Promotion codes cannot be applied to estimate lines, customer order blanket lines, or an entire customer order.

Maintaining Earned Rebates

After rebate programs are defined using the Price Promotions and Rebates form, deferred revenue rebate credits are created automatically as customers' qualifying orders are invoiced. When those orders are invoiced, earned rebate entries are added to the **Earned Rebates** form to record the potential credit amounts available for application with open credit memos.

Using the **Earned Rebates** form, you can:

- Look up earned rebates for a customer inquiry. Simply filter on any field on the form to find specified earned rebates.

- Put earned rebates on hold so they are not processed on the **Earned Rebate Credit Workbench**, or clear earned rebates that are on hold so they can be processed. Earned rebates with a status of Pending can be put on hold.

- Expire unused earned rebates.

Expiring Unused Earned Rebates

Earned rebates that remain unused after the expiration date must be manually expired, so the rebate amount can be returned from deferred revenue to current revenue.

To expired earned rebates:

1   On the **Earned Rebates** form, filter on the **Status** and **Expiration Date** fields to find all unused earned rebates with a status of Pending that have passed their expiration date.

2   Select an earned rebate record to expire.

3   Change the **Deferred Revenue Account** if necessary.

4   Click **Process**.

A new AR Dist journal entry is created to record a debit to deferred revenue and a credit to the Sales Account from the **Accounts Receivable Parameters** form. The status of the earned rebated is changed to Expired.

Processing Earned Rebates

When orders that qualify for rebate programs are invoiced, earned rebate entries are added to the **Earned Rebate Credit Workbench** form, so you can process credit amounts available for application with open credit memos.

To process earned rebates:

1   Open the Earned Rebate Credit Workbench form.

2   In **Promotion Code**, specify the rebate program promotion code for which to process earned rebates.

3   Optionally, you can select a customer in the **Customer** field, to limit processing to only that customer.

4   In **Application Date**, specify the date to use when creating open credit memos.

5   On the Pending tab, select earned rebates to process. Only earned rebates marked as Qualified can be selected.

NOTE: If a rebate you need to process is not on the Pending tab, you can check the Hold tab to see if it has been placed on hold. If so, you can set the rebate back to Pending on the **Earned Rebates** form.

6   Click **Process**.

Open credit memos are created and the status of the earned rebated is changed to Applied.

Closing Rebate Programs

When a rebate program ends, you may need to make manual journal entries for under- or over-estimated redemption rates to close out the program.

For example, if you set up the rebate program to use an 80 percent redemption rate to estimate the amount for deferred revenue, but the actual redemption rate over the course of the program was 100 percent, you must clear the under-estimated redemption amount with a manual journal entry. When the program cycle spans multiple accounting years, use the Prior Period Adjustment account for the debit entry, as shown here:

Event	Accounts Receivable Dr	Accounts Receivable Cr	Sales Dr	Sales Cr	Deferred Sales Dr	Deferred Sales Cr	Cash Dr	Cash Cr	Prior Period Adj Dr	Prior Period Adj Cr

Invoice, rebate eligible
  - Rebate fair value 30%
  - Rebate redemption 80%
	250			190		60				

Rebate Credit Memo		75			75					
Payment, Invoice and Credit Memo		175					175			
Underestimated redemption (*Manual journal entry*)						15			15	
Net	0			190		-	175		15	

Managing Multiple Currencies

Converting Customer Records to the Euro

To convert the current and historical records to the euro currency for your customers who have switched to the euro, perform the following actions:

NOTE: You can only convert customers that are currently set up as using **Part of Euro** currencies.

1   Set up a currency code for the euro.

2   For each currency code used by the customers you are converting, enter the currency exchange rates for buying and selling, using the **Currency Rates** form.

3   Perform any invoice posting, check printing, wire posting, or draft posting for all customers being converted.

    You must post all A/R transactions for these customers before running the conversion utility.

4   Access the Customer Euro Currency Conversion utility.

5   In the **Starting** and **Ending** fields, enter up to ten ranges of customer numbers for which to convert to the euro.

    The customers you convert in one batch must all have the same currency code. To convert customers with a different currency code, perform this procedure again in a second batch.

6   In the **Currency Code** field, enter the currency code for the customers you are converting.

    For example, if you are converting customers that previously used the French franc, enter the currency code for the franc that is defined on the **Currency Codes** form.

For information about generating the report, see Reports Overview. The report lists the transactions converted, with the amounts in the old and new transaction currency and in the old and new domestic currency.

Conversion Details

When you start this utility, the system does the following:

1   Obtains the exchange rates needed for the conversion (see Exchange Rates).

2   Converts all customer monetary values on affected forms.

3   Updates exchange rate and currency code fields on all relevant forms using the new exchange rate from this conversion process and the euro currency code. The following areas are affected:

    • Customer Orders

- Letters of Credit
- A/R Posted Transactions
- Invoices, Debits, and Credit Memos
- Customer Contracts
- General Ledger/Accounting Journal
- RMAs

4 If your base domestic currency is **Part of Euro**, selects the **Fixed Rate** field on the **A/R Posted Transactions**, **Customer Orders**, and **RMAs** forms.

Conversion Notes

- The values for some fields are calculated from other fields (for example, **Item Cost** = **Brokerage** + **Duty** + **Freight** + **Material**). The system does not convert these fields directly. Instead, it recalculates them after their component fields' values are converted.
- The system converts unit of measure fields using the standard **Unit of Measure Conversions** process.
- Audit log information is not converted.
- Cumulative historical amounts in customer records (such as payments, purchases, and year-to-date discounts) are not converted, because they are stored in the domestic currency. The system converts this information when you convert your domestic currency to the euro.
- If you use an external financial system to handle accounts receivable (the **Use External A/R System** field is selected on the **External Financial Interface Parameters** form), the system cannot calculate customer posted balances, because all of the necessary data is not stored internally. In that case, this utility uses the posted balance information that is returned from the external financial system.

Exchange Rates

If your base currency is the euro, the system converts the amounts directly to euros using the euro exchange rate as defined on the **Currency Rates** form.

If your base currency is your domestic national currency, the system uses the triangulation conversion method, which first converts the transaction amounts to your domestic currency and then to the euro. The conversion to your domestic currency uses the exchange rate from each transaction record being converted (the exchange rate entered when the transaction was created). If the transaction record does not contain an exchange rate, the system uses the exchange rate from the **Currency Rates** form (for the currency previously used by that customer).

Customer Orders and Invoices in Foreign Currencies

When you create the customer order (using the **Customer Orders** form) and add an order line item, the amounts display in the customer's currency, which defaults from the **Customers** form. To see the amounts in your domestic currency, click the **Translate** button.

When you print the invoice, it automatically prints in the customer's currency. However, you can click the **Translate to Domestic Currency** check box on the **Order Invoicing/Credit Memos** form, and the invoice prints in the system's domestic currency.

NOTE: The system calculates currency rates as of the transaction date, not the date posted.

When you post the invoice (using the **Invoice Posting** form), the system generates an **Invoice Transaction Report**. This report shows the invoice totals in both the customer's currency and the domestic currency.

To view the posted invoice, open the **A/R Posted Transactions Detail** form. This form displays in the customer's currency. To view the totals in your domestic currency, click the **Translate** button.

Using Letters of Credit

Creating a Customer Letter of Credit

To create a letter of credit (LCR) for a customer, perform the following actions on the **Customer Letters of Credit** form:

1 Create a new record (**Actions > New**).

2 Select a customer number.

3 Enter the **LCR** number.

4 Select the Status, Date Issued, and Expiration Date.

5 Select the **Currency** type.

6 Enter a **Confirmation** number, if necessary.

7 Select one or more of the following conditions for the LCR:

- Confirmed
- Revolving
- Transferable
- Revocable

8 Enter the **LCR Amount**.

9 Enter the **Bank** name.

10 Enter the bank address.

11 To save the LCR, select **Actions > Save**.

How Letters of Credit Affect Customer Orders

The list below describes the situations in which customer Letters of Credit (LCRs) affect customer orders.

- LCRs tie customer orders to customer LCR records when an LCR is assigned to the order.
- LCRs track the accumulated order and shipped value of all orders tied to each LCR.
- Like payments, you can enter customer LCRs in the customer's currency or the base currency.
- The system marks the customers from whom you require a letter of credit before shipping orders.

- The system issues a warning when you enter or change an order:
  - That causes the accumulated order amount (on a line level) for the LCR to exceed the original LCR.
  - If an LCR is required and you have not entered one.
  - If the line item due date you entered is later than the LCR expiration date.
- The system stops order shipment to a customer if the **Customers** form indicates you must use an LCR, and at least one of the following is true:
  - The order LCR has passed its expiration date as compared to the line's ship date.
  - The combined value of the current shipment and the previous shipment against the LCR exceeds the LCR original amount.
  - There is no LCR tied to the order.
- During shipment, the system warns you if a customer does NOT require LCRs but optionally uses them, and at least one of the following is true:
- The line item due date is later than the LCR expiration date.
- The combined value of the current shipment and the previous shipment against the LCR exceeds the LCR original amount.

Linking a Customer LCR to Customers and Orders

To link a customer letter of credit (LCR) to the customer's record and to customer orders, follow these steps:

1   [Create an LCR](#) for the customer.

2   Open the record for the customer in the **Customers** form, **Credit** tab, and select **LCR Required**.

3   When creating new orders for this customer on the **Customer Orders** form, enter the LCR you created in step 1.

For specifics about how this field is used in the system, see the field topic Letter of Credit Number.

Processing Returns and Replacements

Return Material Authorization Overview

When customers reject material and ask you to correct it, the system lets you act quickly to meet their expectations while putting as little burden as possible on your internal resources.

- **Getting Started** - To tailor RMA to your particular business, the system offers codes and parameters that you define to support your processes or to track important issues. For more information, see RMA Setup.
- **Day to Day Operation** - RMA supports you in performing such basic tasks as authorizing returns, issuing credit, sending a replacement, and receiving returned material. You can also repair the returned item using a rework order. For more information, see RMA Steps.
- **Flexible Views** - The system provides access to the business information created through your day-to-day transactions of customer returns. This information can help you identify problems quickly, track issues, verify progress, and improve processes.

RMA Setup

To tailor RMA to your business, the system offers several codes and parameters that you define to support your processes or to track issues.

The forms you use to set up RMA are:

- RMA Parameters
- Disposition Codes
- Evaluation Codes
- Problem Codes
- RMA Return Reason Codes

NOTE: These codes offer you a wide range of options to shape the system for your business. If you make a few key decisions the first time you set up the system, it's easy to make modifications later to achieve more optimum results.

First time. Choosing options on the **RMA Parameters** form is central to creating a workable RMA system. On the **RMA Parameters** form, enter answers to the following questions:

1 Should RMA numbers generated by the system have a prefix?

   We recommend that you enter in the **RMA Prefix** field a prefix, using **R**, or **RMA**, or some other letters you will remember easily. The prefix ensures that your RMAs and your customer orders

do not become intermixed. The prefix and separate numbering scheme can be helpful in distinguishing credits from invoices when printing credit memos.

2   Do you want to charge a fee for handling a customer return?

If so, enter in the **Restocking Fee %** field the default percentage to charge.

3   What do you want to call this fee?

The system always refers to this fee internally as the "Restocking Fee." However, if you prefer another name, you can enter that name in the **Description** field. On the RMA credit memo, the fee you charge is then described by the name you prefer.

4   What location in your warehouse should receive returned materials?

Enter in the **Location** field the default location where returned materials are to be received. Typically, this is a non-nettable location (that is, a location for which the **Non Nettable Stock** field is selected on the **Locations** form).

5   What account should be assigned to receive the restocking fee amounts?

Enter in the **Restocking Fee Account** field the account number from the General Ledger and any unit codes that apply.

Ongoing. During initial setup, or on an as-needed basis thereafter, you can add and define codes that help you record helpful information about individual entries and track issues across all your returns. The four code forms vary in the level and kind of information they help you track:

- **Problem Codes** are order-specific. They are used in the RMA header to categorize problems or issues that a customer has with an entire order. Possible examples include:
  - LAR for "Late Arrival"
  - DIT for "Damaged in Transit."

- **Disposition Codes** are item-specific. They are used at the RMA line item level to describe what you want to do with the material after it is returned. Possible examples include:
  - SSL for "Scrap With Salvage"
  - RRS for "Repair and Return to Stock."

- **Evaluation Codes** are item-specific. These are used at the RMA line item level to describe your evaluation of returned material or problems that apply to particular items. Possible examples include:
  - BIT for "Broken in Transit"
  - WIS for "Wrong Item Shipped."

- **Reason Codes**, which are not part of the setup process, are used only when you back out a quantity in the **Return Quantity** field of the **RMA Return Transaction** form. The code "RMA Return" is already listed as a reason code.

Problem, disposition, and evaluation codes can all be tracked using the **RMA Status Report**. Since these three codes are tracked through a standard report, you should choose codes that describe issues that management wants to track (perhaps to identify future quality goals or achieve current ones).

RMA Steps

Return Material Authorization (RMA) is the process used to track the return of damaged or defective products from customers and the issuance of credit, replacement, or repaired material as recompense.

NOTE: The system displays error or warning messages if you return an item flagged obsolete or slow-moving.

Follow these steps to authorize the return or rejection of material and to create a formal record of all agreements with the customer concerning compensation and other terms.

1   Create an RMA header.

2   Add RMA line items.

3   To accept material that has been returned by customers, use the **RMA Return Transaction** form.

4   Repair or rework the returned item if necessary.

For more information, see Creating a Rework Order.

NOTE: You can remove RMA line item log entries using the **Delete RMA Line Item Log Entries** utility.

About Returns

To create the document that authorizes a customer to reject material:

1   To capture information about the customer who is rejecting the material and the reason for rejecting it, use the **RMAs** form.

An RMA can only be created for a customer that exists in the system database. The currency defaults from the customer currency. You can translate the amount to domestic currency, however, credits can only be posted in the customer currency.

2   In the **RMAs** form, **General** tab, **Problem Code** field, select the code which best describes the problem that led to the return of material.

NOTE: You can use these codes later to track or report what has caused customers to refuse to accept particular materials.

3   Use the **RMA Line Items** form to capture information about:

•   What materials are being returned. The items need not be in **Items**. However, if the item is an inventoried item, and if the original customer order and line numbers are known, you cannot authorize the return of greater quantities than were originally shipped.

•   Whether you expect the customer to return the material in question, and if so, to which warehouse.

- How you will compensate the customer. The credit that will be provided to the customer is calculated on the **RMA Line Items** form. For more information about that calculation, see About Credit for Returns.

  For more information about how to authorize a replacement item to be sent, see About RMA Replacements.

- The disposition of the material when it is returned.

For more information on codes and parameters that you define to track issues of importance to you, see RMA Setup.

After it is created, the RMA (header and lines) becomes the central mechanism for tracking this particular customer transaction. Its progression is tracked through two status fields, one for the RMA header and one for each RMA line item. The status tracks the life cycle of the RMA as follows:

- When a new header is created, the status is set to **Open**. Each line item also receives a status of **Open** when it is created.
- When all material referenced in a line item is returned from the customer, the status of the line item is automatically changed to **Filled**.
- Credit can only be posted for line items which have a status of **Open** or **Filled**. When all credit referenced in a line item is posted, the status of the line item is automatically changed to **Closed**. When all line items are closed, the header status is automatically changed to **Closed**. These automatic changes of status take place during **RMA Credit Memo** activity.
- You can manually interrupt the RMA process at any time by changing the header status to **Stopped**. Credit cannot be issued for any line items associated with a header status of **Stopped**.
- When all line items have been closed, the status of the header can be changed to **History**. Changing the status of the header automatically changes the status of all line items to **History** as well. You can delete history files which you no longer want to see included in current reports, using the **Purge History RMAs** utility.

About RMA Replacements

After customers have been authorized to return or destroy materials through an RMA, you can arrange to replace those materials with new items from inventory or with the same items after a repair step is performed. There is one step:

Use the **Replacement Lines** tab on the RMA Line Items form to capture information about:

- Whether an inventoried item should be sent as a replacement.
- Whether the material being sent to the customer has been repaired.
- How many of the item should be sent.
- Whether there will be an additional charge.
- Whether you want to attach this replacement order to an existing customer order.

Warnings will display when the following conditions occur:

- The customer is on credit hold or the current outstanding balance is greater than the credit limit.

- The line/release already exists in the system.
- The customer order you reference is for a different customer from the RMA itself.

Creating an RMA Header

To create a Return Material Authorization (RMA) header:

1 To create a new authorization record, in the RMAs form, select **Actions > New**.

2 Accept the system-generated unique identifier for this RMA.

3 Enter data in the following fields:

- **RMA Date** - Enter the date on which the authorization is created or accept the default, which is today's date.

- **Status** - Accept the default status of **Open**. For additional options, see the field topic for the **Status** field on the **RMAs** form.

   The **Status** field tracks this authorization through its life cycle, capturing information from all other transactions and serving as the historical record after all material has been returned and the customer has been credited.

- **Customer** - Enter a valid customer number from the **Customers** form.

4 (Optional) Enter information as desired in the remaining fields.

5 Save the record.

All processing of any given RMA must occur at the site where the RMA is entered. You can generate an RMA for an order line entered at and/or shipped from another site, but information will not transfer from or be transferred to these sites. In general, we recommend that you enter the RMA at the shipping site, which is also the site where the invoicing is done and the accounts receivable transactions occur.

Once you have identified which customer is authorized to return materials, you can identify which materials can be returned by creating RMA line items.

Creating RMA Line Items

To create a Return Material Authorization (RMA) line item:

1 In the **RMA Line Items** form, select an RMA.

2 To create a new line for the RMA, select **Actions > New**.

   The RMA must have a status of **Open**.

3 Enter data in these fields:

- **Line** - Accept the system-generated line number.
- **Status** - Accept the default status, **Open**. For more options, see Status, RMA Line Items.

- **Quantity to Return** - Enter the quantity of the item the customer is authorized to return.
- **Item** - Enter the item or material which the customer is authorized to return.

  NOTE: The item does not have to be in **Items**. If it is, however, the description, price code and unit cost default from the **Items** form.

- **Order** - Enter the customer order number if this return is associated with a particular order and you know the number.
- **Return** - If the material is to be returned to your company, select this check box. If the material is not to be returned, clear this check box.
- **Warranty** - If the material is under warranty, select this check box.
- **Original Invoice** - If required by your company, select the original invoice related to this order.
- **Reason** - Enter a reason for the return.
- **Restocking Fee %** - Accept the default restocking fee charge, or overwrite it with another value.
- **Restocking Fee Amt** - Accept the system-calculated amount, or overwrite it with another value.
- **Disposition** - Enter a three-character disposition code identifying what action should be taken with the material when it is returned. This code can be tracked using the **RMA Status Report**.

4 Save the record.

The authorization is now complete. You can print a copy of this authorization to send to your customer using the **RMA Verification Report**.

When material is returned and credits are issued, you can track the progress of the business transaction using the **Status** fields on the **RMAs** (header) and **RMA Line Items** forms.

Generating Replacement Orders

This process creates a customer order for the items you send to the customer as replacement for material already authorized to be returned.

To successfully generate an order, the following must be true:

- The item specified must be available on the **Items** form.
- The unit of measure must exist in the **Unit of Measure** file.
- If an original customer order is referenced, it must be a regular order type (not blanket).
- The Return Material Authorization (RMA) must have a status of **Open** (not **Stopped**, **Closed**, or **History**).

Generating a Replacement Order

1 In the **RMA Line Items** form, select an RMA. The RMA must have a status of **Open**.

2   To create a new line for the RMA, select **Actions > New**.

3   To describe the original customer order and line, complete the fields in the **General** tab.

4   Save the record.

5   In the **Replacement Lines** tab, select the item to return and fill in the replacement quantity.

6   You can also do any of the following:

   - To create a new order and line number, leave the **Order** and **Line Number** fields blank.
   - To have the system add the new line to an existing customer order, select that order number.
   - If you enter a new order number, with or without a line number, the system creates the corresponding order (and line, if applicable) automatically.

7   Save the record. The system enables the **Generate** button.

8   Click **Generate**. After the order is generated, the new customer order number and line appear in the **Replacement Lines** tab.

On the newly generated **Customer Order Lines** record, the system displays the related RMA number and line number of the return authorization.

NOTE: Warnings are displayed during generation if:

- The customer is on credit hold or if the current outstanding balance is greater than the credit limit.
- The line/release already exists in the system.
- The replacement has already been generated.
- The customer order you reference is for a different customer from the RMA itself.
- The site where the RMA is being generated is not the site where the customer order originated.

Issuing a Credit

NOTE: In a multi-site environment, all invoicing (and crediting) must be done at the shipping site. All accounts receivable and inventory transactions also occur at this site.

1   To preview all RMA line items that are ready to be credited, run the **RMA Status Report**.

   On this report form, select the **To Be Credited** check box, plus any other fields you want for your range. You may want to revise the range of records to print and post based on your review of this report.

2   To generate an open credit memo for a customer, open the **RMA Credit Memo** form and process the RMAs.

   If an item is to be returned by the customer, the return must take place before the credit memo can be created.

3   To post the credit memos created on the **RMA Credit Memo** form, use the **Invoice Posting** form.

Performing a Quick Return of an Entire Order

1   In the **Order Shipping** form, select the desired order.

2   In the toolbar, click the Filter-In-Place button.

3   Change the CO Line/Release Status field to Filled.

4   To display the order information, click the Filter-In-Place button again.

5   Select the **CR Return** check box and enter the quantities that will be returned (and any other fields necessary).

6   In the **Reason Code** field, select a reason code.

7   Click **Process**.

The CR return process is complete. This method also can be used for single line/releases.

Processing Customer Returns After Invoicing

NOTES:

* If the item you seek to return has been flagged obsolete or slow-moving, you may receive warning messages.
* If the returned item was part of a delivery order or a consolidated invoice, use Return Material Authorization functions to authorize, receive, and issue a credit for returned material.

On the **Order Shipping** form, if the status of order is **Complete**, first change the order status to **Ordered** and the lines to **Filled**:

1   Open the **Order Shipping** form.

2   Find the **Order** number.

3   Using the filter, update the **CO Line/Release Status** to **Filled**.

4   In the grid, select the lines you want to update.

5   Select the **CR RTN** check box.

6   Enter the quantity to be returned as a positive amount.

7   Select a return reason code.

8   In the **Detail** tab, if the item is lot-tracked, enter a lot number.

9   In the **Customer Credit Return** tab, enter the original invoice number and a reason for the return.

10 Click **Process**.

11 Open the **Order Invoicing/Credit Memo** form and print the credit memo.

    Make sure the Invoices or Credit Memos field is set to Credit Memos.

12 Open the **Invoice Posting** form in Accounts Receivable, and post the credit memo.

Now, you may want to make changes to the line before it is reshipped. You can do that using the **Customer Order Lines** form. After that is done, to reship and reinvoice, do the following:

1 In the **Order Shipping** form, the line should appear with a quantity on it. You can update any information on that line here, if necessary.

2 Click **Process**.

3 Go to the **Order Invoicing/Credit Memo** form and print the invoice.

4 Go to the **Invoice Posting** form and post the invoice.

Processing Customer Returns Before Invoicing

If you have shipped a quantity and want to "unship" that quantity and prevent invoicing, follow this procedure. If you have already invoiced, proceed to the Processing Customer Returns After Invoicing Help topic.

If you have shipped an order that has a delivery order (DO) attached, the DO status must be set to **In Process**.

NOTE: If the item you want to return has been flagged obsolete or slow-moving, you may receive warning messages.

1 Open the **Order Shipping** form.

2 Find the **Order** number.

3 Using the filter, update the **CO Line/Release Status** to **Filled**.

4 In the grid, select the lines you want to update.

5 Enter a negative quantity.

6 Enter a return reason code.

7 In the Detail tab, if the item is lot-tracked, enter a lot number.

8 If the item has a Delivery Order, select the delivery order and its line number.

9 Click **Process**.

Reversing an RMA Credit Memo

If an RMA Return Transaction was processed in error, and the credit memo has not been printed, you can reverse the transaction by entering a negative quantity:

1 Select the RMA number and then click the filter button.

2 Change the transaction date.

3   Click the **Add** button and add the negative quantity record. You must supply a reason code.

After the credit memo has been printed, negative return transactions are not permitted. RMA reversal must be done manually:

1   Enter a manual debit memo in the Invoices, Debits and Credit Memos form for the credit amount.

2   Enter a Miscellaneous Issue against the item returned on the RMA to reverse the received amount.

Sending a Replacement

On the **RMA Line Items** form, do the following:

1   Find the RMA header and line information for which the new material will be a replacement.

2   On the **Replacement Lines** tab, select an item and a replacement quantity.

3   (Optional) If the material being sent as a replacement has been repaired, select the **Repair** check box.

4   (Optional) Attach this replacement to an existing customer order by entering the order number in the **Order** field. Or, you can accept the order and line number chosen by the system when you generate the replacement order.

   In either case, the system generates the line number.

5   Click **Actions > Save**.

RMA Extended Disposition

About RMA Extended Dispositions

Extended dispositions give you more options after materials are returned from a customer. In the standard process, materials are received from the customer, placed into inventory, and a replacement order is issued to the customer if the item needs to be replaced. After the material is returned to the customer, you record a disposition code for the item that was returned. This disposition code is used mainly for reporting.

If **Use Extended Disposition Process** is selected for an item on the **RMA Line Items** form, you can specify multiple user-defined disposition codes for one RMA line item. These codes identify the next steps for the returned material. Each disposition code has one of these disposition types:

- **Scrap:** The material is damaged beyond repair and must be thrown away. This disposition moves the item out of the Disposition Warehouse Location.

- **Return to Inventory:** The material can be put back in inventory so that it can be resold on another customer order or used as a material on another job. You can return the inventory at a designated cost that can be determined after inspecting the material.

- **Return to Vendor for Repair:** The item can be returned to the vendor either for credit or repair. The system records both the shipment to the vendor, and the return of the material from the vendor, and handle situations where the vendor returns the item directly to the customer. If **Replacement/Return Item** is selected, records are created to track which items are due back from the vendor.

- **Return to Vendor for Credit:** The item can be returned to the vendor for credit that automatically creates a voucher adjustment. If **Return for Credit** is selected for an item, you are prompted for the amount of the credit, and an adjustment voucher is created.

- **Rework:** If your system is licensed for the SyteLine Service module, material can be cross-referenced to a service order to repair the item. The SRO records the material, labor and miscellaneous costs incurred to repair the item. Then the item can either be shipped to the customer or put back into inventory with the new cost and sold as a refurbished item.

Disposition Warehouse and Location

If Use Extended Disposition Process is selected, the returned item is initially placed in the Disposition Warehouse and Location that is specified on the **RMA Parameters** form. The item remains in that warehouse until dispositioning is completed. See the process flow below.

Returned Item Serial Number

On the **RMA Line Items** form, Disposition tab, you can optionally use the Serial Number field to preassign a serial number for a returned item.

Vendor Shipping and Receiving

Use the **RMA Vendor Shipping** form to ship items where the disposition is set to **Return to Vendor** for credit or for repair. If the return is for credit, you are prompted for the amount of credit and an adjustment voucher is created. If the return is for replacement/return, the system tracks which items are due back from the vendor.

Use the **RMA Vendor Returns** form to receive items that the vendor has repaired and returned to your company.

RMA Dispositioning Process Flow

This diagram shows the process flow for returned items to be dispositioned:
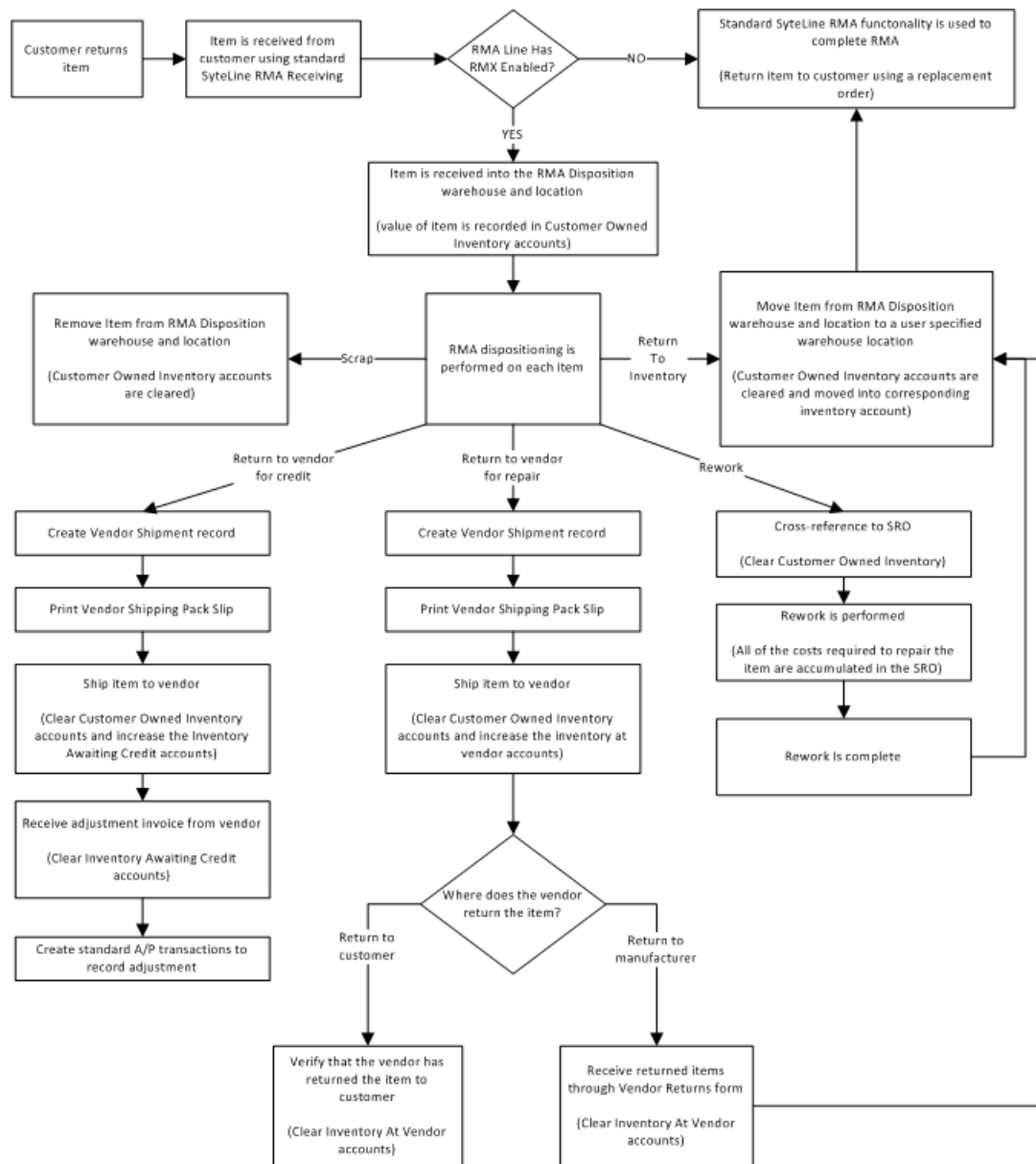
Setting Up RMA Extended Dispositions

Use these steps to set up RMA extended dispositions:

1   On the **RMA Parameters** form, use the **Extended Disposition** tab to set up a warehouse, location, and accounts for disposition use.

2   Select **Use Extended Disposition Process Default** so that RMA line items use the extended disposition process by default.

3   Save your changes.

4   On the **Disposition Codes** form, define codes and descriptions for each disposition type and vendor return type that you plan to use. For example, you might have a code RVE with a description of "Return to Vendor for Exchange" where **Disposition Type** is set to **Return to Vendor** and **Vendor Return Type** is set to **Return for Exchange**.

5   Save your changes.

Setting Up Disposition Codes

Follow these steps to set up a disposition code:

1   Open the Disposition Codes form.

2   Turn off Filter-in-Place and select Actions > New.

3   Specify three letters to use as the **Disposition Code** and a description for the code.

4   Select a **Disposition Type** to associate with the code.

- If the type is Return to Vendor, select a **Vendor Return Type**.
- If the type is Scrap, select a reason code in the **Code** field.
- If the type is Rework, select a **SRO Type**.

RMA Extended Disposition - Accounting Information

Use this information to understand which accounts are used during Return Materials (RMA) extended disposition.

RMA Extension Accounts

These accounts are specific to RMA extended dispositions:

- RMA Inventory: All items are received into the accounts specified for the warehouse and location that are set on the **RMA Parameters** form. Those accounts are specified on the **Item Stockroom Locations** form. If you do not change these accounts on that form, they default to the standard inventory accounts. This is an asset account.
- Customer Owned Inventory: These accounts are used to offset RMA inventory values for items that were received from the customer that you do not own. These amounts are only relieved when you either take ownership of the item or send it back to the customer. These accounts are set up through the **RMA Parameters** form. These are liability accounts.
- Inventory at Vendor: These accounts hold inventory values for items that have been shipped to the vendor and are awaiting an action other than receiving a credit. These accounts are set up on the **Inventory at Vendor Accounts** tab of the **Disposition Codes** form. These are asset accounts.
- Inventory Awaiting Credit: These accounts hold inventory values that have been shipped to the vendor and are awaiting a credit. These accounts are set up on the **Inventory Awaiting Credit Accts** tab of the **Disposition Codes** form. These are asset accounts.

Standard SyteLine Accounts

These accounts are used with RMA extended dispositions, but they are standard SyteLine accounts. See the General Ledger Overview for more information on setting up and using these accounts.

- Finished Goods Inventory: Set up on the **Accounts** tab of the **Item Stockroom Locations** form.
- COGS: Set up on the **Sales/COGS** tab of the **Distribution Accounts** form.
- Vouchers Payable: Set up on the **Accounts** tab of the **Accounts Payable Parameters** form.

Specific Accounts

This section explains which specific accounts are used during the steps of the RMA extended disposition process.

Return To Inventory

- Receive Item
  - Credit Customer Owned Inventory
  - Debit RMA Inventory
- Return To Inventory
  - Debit Customer Owned Inventory
  - Credit RMA Inventory
  - Debit Finished Goods Inventory
  - Credit COGS

Scrap

- Receive Item
  - Credit Customer Owned Inventory
  - Debit RMA Inventory
- Cost Re-evaluation & Scrap Item
  - Credit RMA Inventory (average cost amount)
  - Credit Inventory Adjustment (difference between average and original amount)
  - Debit Customer Owned Inventory (average cost amount)

Rework

- Receive Item
  - Credit Customer Owned Inventory
  - Debit RMA Inventory
- Disposition To SRO
  - Credit RMA Inventory (average cost amount)
  - Credit Inventory Adjustment (difference between average and original amount)
  - Debit Customer Owned Inventory (average cost amount)

Return To Vendor For Credit

- Receive Item
  - Credit Customer Owned Inventory
  - Debit RMA Inventory
- Ship To Vendor
  - Credit RMA Inventory
  - Debit Inventory Awaiting Credit
  - Debit Customer Owned Inventory
  - Credit COGS
- Post Voucher
  - Credit Inventory Awaiting Credit
  - Debit Accounts Payable

Return to Vendor/Return to Customer

- Receive Item
  - Credit Customer Owned Inventory
  - Debit RMA Inventory
- Ship to Vendor
  - Debit Inventory at Vendor
  - Credit RMA Inventory
- Verify Customer Received (Vendor Receiving)
  - Debit Customer Owned Inventory
  - Credit Inventory at Vendor

Return To Vendor For Exchange

- Receive Item
  - Credit Customer Owned Inventory
  - Debit RMA Inventory
- Ship To Vendor
  - Credit RMA Inventory
  - Debit Inventory at Vendor
- Receive Back From Vendor
  - Credit Inventory at Vendor
  - Debit Finished Goods Inventory
  - Credit COGS
  - Debit Customer Owned Inventory

Using RMA Extended Dispositions

These steps illustrate an example process that you can for an RMA item that requires extended disposition.

Create an RMA

To create a Return Material Authorization (RMA):

1 In the **RMAs** form, create a new RMA record.

2 Specify a customer.

3 Specify the warehouse. It must match the Disposition Warehouse specified in the **RMA Parameters** form.

4 Save the record.

5 Click **RMA Lines** to open a linked RMA Line Items form.

Create an RMA Line

To create a Return Material Authorization (RMA) line:

1 In the **RMA Line Items** form, specify an item and the quantity to be returned.

2 On the Dispositions tab, verify that the **Use Disposition Process** field is selected. (This value is defaulted from the **RMA Parameters** form.)

3 Save the record.

Create a Disposition Entry for the RMA Line

To create a disposition entry for each RMA line:

1 In the **RMA Item Dispositions** form, create a new disposition record.

2 Specify your RMA and line for disposition. In the lines section, values for the Item, quantity to return, Use Disposition Process, and disposition code are defaulted from the RMA line.

3 Specify the disposition code and the quantity to be dispositioned. Disposition codes are created on the Disposition Codes form.

4 If a serial number should be preassigned to the returned item, click **Serial Numbers** to open the modal **RMA Item Serials** form. Assign the number and return to the parent form.

5 In the Return To Vendor section, specify the vendor of the item.

6 Save the record. The Qty Disposition field for the line is updated to show the quantity to disposition.

Process the RMA Disposition

To process the item returned to you from the customer:

1 On the **RMA Return Transactions** form, specify your RMA number.

2 In the grid, select **Selected** and clear **Return To Stock**.

3   Click **Receive**. A message shows the number of transactions posted.

Post the Disposition

To post the disposition:

1   In the **RMA Item Dispositions** form, click the Refresh toolbar button to display any changes if you have the form open. If the form was closed, reopen it and specify your RMA number.

2   Note the changes: The Qty Received field now displays the quantity received through the RMA return transaction.

3   Click **Post Disposition**. The line status is changed to Filled, and the Posted check box is selected.

Perform Vendor Shipping

To perform the vendor shipping transaction:

1   In the **Vendor Shipping** form, specify the vendor from the **RMA Item Dispositions** form.

2   Select the grid line with RMA in the Reference field and your RMA number in the Ref Num field.

3   Click **Ship Line**. A message informs you that the vendor shipment will be performed.

4   Click **OK**. After shipping is performed, your line is removed from the grid.

Perform Vendor Return

To perform the vendor return transaction:

1   In the **Vendor Returns** form, specify the vendor from the **RMA Item Dispositions** form.

2   Select the grid line with RMA in the Reference field and your RMA number in the Ref Num field.

3   Click **Return Line**. A message informs you that the vendor return will be performed.

4   Click **OK**. After return shipping is performed, your line is removed from the grid.

Verify Disposition

To verify the disposition updates:

1   In the **RMA Item Dispositions** form, click the Refresh toolbar button to display any changes if you have the form open. If the form was closed, reopen it and specify your RMA number.

2   Verify that the Qty Moved field displays the quantity that was shipped or received.

Picking, Packing, and Shipping

Confirming a Pick

To confirm a pick:

1 On the Pick Confirmation form, select a pick list.

2 Verify that the **Qty Picked** field displays the number that was actually picked; if not, change it to the number that was actually picked.

3 Click Complete.

4 Click **OK**.

NOTE: If you confirm all of the quantity ordered on all the lines, the pick list has a status of **Picked**, but if there are any partial quantities on the pick list, you must go to the Pick Maintenance form and manually change the status to **Picked**.

Creating a Pick List with the Pick Workbench

To use the **Pick Workbench** to create a pick list:

1 Select a picker.

2 Select the lines to include on the pick list. The lines do not have to have the same due date.

   Note: You can only group together credit card orders (Payment Type C) with other credit card orders for the same customer and Ship To address.

3 Change the group number for each selected line so that they all have the same group number, which puts them on the same pick list.

4 On the Inventory tab, select each line individually. If necessary, change the **Qty To Pick** value in the lower left grid.

5 Optionally, you can preassign the serial numbers to be picked, in the lower right grid.

6 If you have more than one pick list in different groups on the Orders tab, and you want one pick list that includes all of those pick lists, then select **Generate Bulk Pick List**. This allows the picker to pick all the items on more than one pick list with one trip through the warehouse.

7 Click Generate to print the pick list or lists.

Creating Packages

To create packages:

1 On the **Pack Confirmation** form, select a shipment.

2 Select the item or items to add to the package.

3 Specify the Weight, Rate Code, NMFC Code, and Marks and Exceptions.

4 Select the **Hazardous** check box if necessary.

5 Specify the Package Type and Package Description.

6 Click Create/Add to Package. A package is created and displayed in the lower left grid. Items and serial numbers are displayed in the lower right grid.

7 When all of the items are in a package, click **Process**.

Pack Confirmation Scenarios

On the **Pack Confirmation** form, you determine what quantity of the total picked to put into each package.

1 If one item line is selected, and that item is not serial tracked:

- If the quantity is equal to 0, then all quantity for that item is moved into one package.
- If the number of packages is equal to 0, then the number of packages = quantity picked / quantity rounded up
  - If quantity picked equals 9 and the quantity to put in each package is 4, then that results in 3 packages (2 packages with 4 and 1 package with 1)
  - If quantity picked equals 9 and the quantity to put in each package is 3, then that results in 3 packages (3 packages with 3)
- If the number of packages is greater than 0, then the number of packages is created based on the quantity.

  For the next four points, the quantity picked = 10:
  - If quantity = 2 and the number of packages = 5 (2 packages of 5 each are created.)
  - If quantity = 2 and the number of packages = 2 (2 Packages of 2 each will be created and the remaining picked quantity of 6 will not be packed)
  - If quantity = 3 and the number of packages = 5 (3 Packages of 3 each and 1 package of 1 are created
  - If quantity = 10 or higher and the number of packages = 2 (1 package of 10 is created)

2 If one line is selected and the item is serial tracked:

- If quantity = 0 then quantity = number of checked serial numbers
- If the number of packages = 0, then the number of packages = picked quantity of checked serial numbers / quantity.

- The logic works the same as the above examples and only check serial numbers are moved to packages.

3 If a valid package number is entered, the picked quantity is put into that existing package. If the picked quantity is to be split between multiple packages, the first part of the picked quantity is placed into the exiting package and the rest is put into new packages.

Grouping Pick Lists into a Shipment

You can optionally group pick lists into a shipment with the Pack Workbench form. This step is not required if the shipment is built from a single pick list.

1 On the Pack Workbench form, specify a packer for this shipment in the **Packer** field.

2 Select the pick lists for this shipment.

Note: You can only group together credit card orders (Payment Type C) with other credit card orders for the same customer and Ship To address.

3 Click Generate.

NOTE: If you are moving through this as a process, go to the Pack Confirmation form next, to record how the items will be packed for a shipment.

Merging Shipments

To merge shipments:

1 On the **Shipment Merging** form, select a shipment to merge in the **Shipment** field. All shipments for the customer of that shipment are displayed in the grid.

2 Select the shipments you want to merge into the shipment displayed in the **Shipment** field.

Note: You can only merge credit card shipments with other credit card shipments for the same customer and Ship To address.

3 Click **Process**.

4 Click **OK**.

Picking, Packing, and Shipping Overview

SyteLine allows you to pick items to be shipped, pack those items, and then ship them to customers. You do not have to use the packing functionality; you can simply pick and ship if you choose.

NOTE: This functionality is different from the standard shipping functionality (Order Shipping form), and it is recommended that you either choose to use this picking, packing, and shipping functionality or use the standard shipping functionality. They were not designed to be used together. Even though

the two are separate, there is some interaction. If you ship a quantity through Order Shipping or return a quantity through Order Shipping, the Pick Workbench is aware. If there is quantity in use through the Picking, Packing, and Shipping process, the Order Shipping form is aware.

Setup

Use the **Inventory Parameters** form to set the packing location and the shipping location. Additionally use this form to specify whether you want barcodes to be printed on pick lists. You can also set up inventory reservation on this form.

Picking

The picking functionality allows you to:

- Split orders over multiple pick lists
- Print pick lists
- Combine multiple orders into a single pick list
- Assign users to pick the items on the pick list
- Specify pick locations before the pick list is created
- Record picking results in the system
- Reserve inventory after picking.

The picking process involves these forms, some of which are optional:

> **Pick Workbench**
>
> **Pick Maintenance**
>
> **Pick Confirmation**
>
> **Print Pick Lists**
>
> **Unpick Inventory**
>
> **Pick List Splitting**

When picking, follow these steps, some of which are optional:

1 Begin with the Pick Workbench form. This form allows you to create pick lists from customer orders with a status of **Ordered**. This is also where you assign a picker.

2 If you want to print or re-print pick lists, use the Print Pick Lists form. Pick lists are visible here after they are generated on the **Pick Workbench** form.

3 If you want to view detailed information about the pick list, use the Pick Maintenance form. New pick lists default to a status of **Open**. You can then change the status here to **Picked**, or you can use the **Pick Confirmation** form to change the status to **Picked**.

4 Use the Pick Confirmation form to record the picking results.

5 If you want to put any picked items back into inventory, use the Unpick Inventory form.

6   If you want to split a pick list into two pick lists, use the Pick List Splitting form.

Packing

Packing is optional. You can pick and go directly to shipping without using the packing functionality.

Use the packing feature to:

- Package multiple pick lists together
- Define individual packages
- Combine multiple orders in a package
- Assign specific lot/serial numbers to a package
- Assign users to the packing process
- Define a ship (staging) location where you can move inventory before shipping
- Reserve inventory after packing.

The packing process involves these forms:

> **Pack Workbench**
>
> **Pack Confirmation**
>
> **Unpack Inventory**

When packing, this is a typical process flow:

1   Begin with the **Pack Workbench** form. This form is used to group pick lists into a shipment. You can assign a packer here and also assign the location the goods should be moved to after packing. This form is optional in the packing process.

2   Use the **Pack Confirmation** form to record how the items will be packed for a shipment. You can also use it to move inventory assigned to a shipment from the packing location to the shipping (or staging) location.

3   If you need to remove inventory that has been assigned to a shipment, use the Unpack Inventory form.

Shipping

Use the shipping functionality to:

- Ship multiple orders together
- Invoice a shipment.

The shipping process involves these forms:

> **Shipment Master**
>
> **Ship Confirmation**
>
> **Shipment Merging**

Shipment Splitting

Delete Shipments

When shipping, follow these steps:

1   Begin with the Shipment Master form. Use this form to create, update, and maintain a shipment.

2   If you want to combine one or more shipments together, use the Shipment Merging form.

3   If you want to split a shipment into two shipments, use the Shipment Splitting form.

4   Use the Ship Confirmation form to ship the shipment.

5   Use the Delete Shipments form to delete shipments and related records from the system. Shipments can only be deleted if they have been shipped and invoiced and when all related transactions that store a reference to the shipment are also deleted.

NOTE: Shipped shipments can not be returned or unshipped. You must use an RMA or the Order Shipping form for returns. Items in containers (as defined on the **Containers** form), Delivery orders, Shipping processing orders, and Electronic signature transactions are not processed through this pick, pack, and ship functionality.

If reservations are deleted or the quantities are reduced, the shipment is not updated accordingly. The shipment must be updated with the **Unpack Inventory** form before the reservation is changed.

Invoicing and Accounts Receivable

You cannot invoice shipments on the Order Invoicing/Credit Memo form because, if you use this pick, pack, and ship functionality, many orders are combined on each shipment, so you must invoice your shipments with the Consolidated Invoicing forms. The typical process flow is:

1   Use the Consolidated Invoice Generation form to generate invoices.

2   Use the Consolidated Invoice Workbench form to add freight and miscellaneous charges.

3   Use the **Consolidated Invoicing** form to print or send the invoices.

The shipment number is displayed on two A/R payment forms:

- A/R Payment Distributions
- A/R Quick Payment Application

This makes it easier to apply a payment to an invoice if your customer sends a payment that references a shipment instead of customer order numbers.

The shipment number is also displayed on the **A/R Posted Transactions Detail** form, linking shipments to invoices and payments.

Print Package Labels

Use the Print Package Labels form to print labels using the BarTender software program. Before you print the labels, use the Package Label Templates form to enter filenames of the BarTender label format files.

Report Forms

These reports are available for use the Print, Pack and Ship features:

- Shipment Bill of Lading Report
- Shipment Packing Slip Report
- Shipment Pro Forma Invoice Report
- Certificate Of Origin Report
- Canada Customs Invoice Report

Query Forms

These query forms are available for use with the Print, Pack and Ship features:

- Shipment Master Query
- Pick Maintenance Query

Integration to UPS WorldShip and FedEx Ship Manager

SyteLine shipment data can be pulled into UPS and FedEx software. This is the typical process flow:

1 Order shipments and packages are created using SyteLine's Pick, Pack, and Ship functionality.

2 The UPS or FedEx software reads the shipment information from SyteLine.

3 UPS or FedEx completes the shipment and produces a tracking number and freight cost.

4 SyteLine displays tracking numbers for shipments on several forms. The freight cost is passed to the shipment, which can then be picked up by invoicing and billed to your customer.

Use the Carriers form to create carrier codes. Use the Ship Via Codes form to specify the carrier and the carrier service type. Carrier account numbers, carrier upcharge percentage, and a residential indicator check box are found on the Customer Ship-Tos form. A Ship Via code, tracking number and tracking URL are found on the **Shipment Master** form. Use the Shipment Tracking form to see shipment tracking numbers. The numbers are links that take you to the carrier's tracking web page.

Printing Package Labels

SyteLine provides data that can be read by the BarTender label creation and printing software.

Setup

1   You must have created label templates in the BarTender software and a task in the Commander utility; those products are not Infor products. See the documentation that came with those products if you have questions about how to create label templates or tasks.

2   Create the path to the template directory on the Labels tab of the **Inventory Parameters** form.

3   Create the path to the output directory on the Labels tab of the **Inventory Parameters** form.

4   Use the Package Label Templates form to enter filenames of the BarTender label format files.

5   Add the label printer on the **Printers** form.

Print Package Labels

1   Use the **Print Package Labels** form to select which package label print jobs should be submitted to the labeling software to print. Text files are created and placed in the **Output Directory** specified on the **Inventory Parameters** form.

2   Specify the Printer and Template on the Print Package Labels form.

3   Select the records to print and click **Process**. The Commander utility polls the output directory and detects new files. The new files are sent to BarTender. BarTender then sends the labels to the printer.

Shipping a Shipment

1   On the **Shipment Master** form, select a shipment with a status of **Open**.

2   Specify any needed information in the fields on this form. The only required field is **Status**.

3   When you are ready to ship, change the status from **Open** to **Ready To Ship**.

If the customer has a VAT number, the system verifies that the number is currently valid; if not, a warning message displays, but shipment is allowed.

4   Click **Ship Confirmation**. This opens the Ship Confirmation form.

5   On the **Ship Confirmation** form, select your shipment or shipments.

6   Click **Ship**.

NOTE: You cannot unship or return a shipment, so verify that the shipment has shipped before you click **Ship Confirmation**. If you must return an item from a shipment, use the **RMAs** or **Order Shipping** forms.

Splitting a Pick List

To split a pick list:

1   Select the pick list on the **Pick List Splitting** form.

2   Select the item or items to include on the new pick list. Items that are not selected remain on the current pick list.

3   Click Process. A message is displayed to indicate that a new pick list was created. The message includes the new pick list number.

4   Click **OK**.

Splitting Shipments

To split a shipment:

1   On the **Shipment Splitting** form, select a shipment to split.

2   Either select specific packages if they exist, or select the order/line/releases if packages have not been created.

3   Click **Process**. A message is displayed to indicate that a shipment has been created, and it includes the number of the new shipment.

4   Click **OK**.

Unpacking Items

To unpack items:

1   On the **Unpack Inventory** form, select a shipment.

2   Select the item to unpack.

3   Optionally, select **Return To Pick List**. When you select this option, the item is returned to the pack location specified on the pick list, and the **To Location** is disabled. This quantity can now be placed on another shipment.

4   Optionally, select **Reduce Quantity Only**. Then change the quantity in the **Qty** field.

5   If you do not select either **Return To Pick List** or **Reduce Quantity Only**, then you can optionally change the **To Location**.

6   Click **Process**.

Unpicking Items

To unpick items:

1   On the **Unpick Inventory** form, select a pick list.

2   Select the item or items to return to inventory.

3   Click **Process**.

Using Point of Sale for Orders and Contracts

Point of Sale Overview

You can use the forms in the Point of Sale (POS) module to handle walk-in customer transactions such as customer sales orders, service orders, returns, or rentals. POS includes a logical "cash drawer" that the cashier accesses by logging in and out. Separate drawers are maintained for customer orders vs. service orders. The cashier specifies the amount in the drawer when the drawer is checked out and again during end-of-day processing. The balance in the drawer, taking into account all transactions that occurred, must be reconciled when the drawer is checked in. If the drawer is out of balance, an adjustment transaction is created.

POS transactions for new sales are posted to Accounts Receivable as the sale occurs. Balance adjustment transactions, if needed, are posted during End of Day processing.

NOTE: The POS module is not intended to be used with external AR financials. If the **Use External A/R System** option is selected on the **External Financial Interface Parameters** form, do not use the POS module.

Because POS transactions are normally walk-in sales, the POS module supports transactions only using your domestic currency.

These forms are included in base SyteLine and do not require any separate licensing:

- **POS Setup**: Use this form to set up parameters that are used during Point of Sale transactions. You define the cash drawers here, and cashiers use the Checkout button to exclusively check out a drawer.
- **Point of Sale Entry**: This is the main form used for POS customer order or service order transactions. The Login button opens the **POS Logon** form, where users log into the cash drawer. From the Point of Sale Entry form, you can open these modal forms as needed:
  - **POS Material, Point of Sale Labor, POS Miscellaneous Charge**, and **POS Payment**: These are modal forms that are opened from buttons on the **Point of Sale Entry** form, so you can enter information about the items, labor, amounts, and payments included in the order.
  - **POS Customer Orders**: Use this modal form to handle a later customer pickup of an item that was already sold.
  - **POS Reverse Lookup Option**: Use this modal form to look up and reverse charges during a customer return of materials from a POS order.
- **POS Inquiry**: Use this form to look up information about past POS orders.
- **POS Checkout/Checkin**: Licensed SyteLine Service users who use service contracts to rent out equipment can use this form to check out and check in rental equipment, and to collect the appropriate rental amount from the renter. Use the **Checkout/Checkin** button on the **Contracts** form to open this form.

- **POS End of Day Processing**: Use this utility reconcile the cash that remains in the cash drawer with the POS transactions that occurred during the day, and to perform any required balance adjustment before you check in the drawer.

Setting up the Point of Sale (POS) Feature

Use these steps to set up a cash drawer, payment types, receipts, and general information to be used with the Point of Sale feature. Setup is usually performed by an administrator or manager.

Set Up Payment Types

To set up various payment types, including **Cash**, **Credit**, **Check**, or **On Account**:

1   In the **POS Setup** form, select the Payment Types tab.

2   To create a new type, click the New button on the toolbar or select the next available line.

3   Specify a payment type ID in the **Payment Type** field.

4   Select a **Transaction Type**: Cash, Credit Card, On Account, or Check. The On Account transaction type leaves an open A/R balance for an amount. The other types generate a payment.

5   Optionally, select **Use Credit Card Interface**. This field is displayed only if you selected Credit Card as the Transaction Type, and you are a licensed user of the SyteLine Credit Card Interface.

6   Optionally, specify a **Description** and **Bank Code**.

7   Optionally, specify information about reference fields. For more information, see Reference Fields.

8   Save the record.

9   On the General tab, specify a default **Payment Type** to use for new orders. This value is also used as the default Change payment type for situations where the customer overpays and needs money back.

Set Up General POS Information

To set up information that is used in other POS forms. Most of these selections are optional:

1   In the **POS Setup** form, select the General tab.

2   If you are licensed for SyteLine Service and you want a default SRO template to be used for all POS service orders, specify it here.

3   Specify the account to use for cash adjustments, if necessary, during End of Day Processing.

4   Specify the default payment types to use for POS orders and reversals. The cashier can change the default type during order entry. Also if you are licensed for SyteLine Service, you can specify a SyteLine Service payment type.

5   Specify a prefix to use for customer orders generated from POS.

6   If you are licensed for SyteLine Service, specify a prefix to use for service orders generated from POS.

7   If you want the cashier to be logged out of the cash drawer after each transaction, select **Automatic Logoff After Each Order**.

Set Up the POS Receipt

To set up the text of the receipt that is given to POS customers:

1   In the **POS Setup** form, select the General tab.

2   In the **Receipt Text** field, specify general text that should be printed on all receipts, for example, "Thank you for shopping with us."

3   Select the types of system notes, if any, that should be printed on all receipts.

4   If you want any item serial numbers to be included on the receipt, select **Serial Numbers**.

Set Up a Cash Drawer

Cash drawers are set up for cashiers to access. Sale transactions, as well as payments, are recorded using the Cash Drawer feature. To set up the Cash Drawer:

1   In the **POS Setup** form, select the Cash Drawers tab.

2   To create a new drawer, click the New button on the toolbar or select the next available line.

3   Specify an ID in the **Drawer** field.

4   Save the record.

5   Specify the **Order Type**. If you want POS transactions to create customer orders as they are processed, specify **CO**. If you are a licensed SyteLine Service user and if you want POS orders to create service orders, specify **SRO**. Multiple drawers can be set up to support new sales processed as customer orders and service sales processed as service orders.

6   Optionally, specify a Description, Terms Code, and Warehouse.

7   Optionally, if you are licensed for SyteLine Service, specify the SRO template to use.

   NOTE: Any changes to the SRO Template field do not affect cash drawers that are set up with Customer Order as the order type.

8   Save the record again. The User Name, Checkout Date, and Starting Balance fields (and the Partner field for an SRO type drawer) are only enabled when the drawer is checked out.

Set up POS Information for Rentals

To set up Point of Sale for use with service contract rentals if you are licensed for SyteLine Service:

1   On the **Service Parameters** form, specify the **Weekly Billing Times** on the Contract Tab.

2   On the **POS Setup** form, specify the options to display on the Contract (Rental) Invoice and Contract (Rental) Agreement.

Processing Orders with Point of Sale

Follow these steps to create and process a point of sale customer order or service order. Click on a step to see the details of that step:

1   At the beginning of the shift, check out the cash drawer.

2   Log into the cash drawer.

   NOTE: If the **Automatic Logoff After Each Order** field is selected on the **POS Setup** form, a logon is required for each transaction. Otherwise, only an initial logon is required when you start your shift.

3   Process new sales through the **Point of Sale Entry** form, OR

   Process a service order, with material, labor or miscellaneous costs, through the **Point of Sale Entry** form.

4   Process a customer pickup to handle situations where customers do not take the material with them at the time of the sale and will pick it up later.

5   Run End of Day processing on the POS transactions. This step is performed after all POS transactions have been processed.

6   Reconcile the cash drawer and check in the drawer.

Check Out the Cash Drawer

Users must be assigned to a cash drawer. To check out the cash drawer so you can use POS:

1   In the **Point of Sale Setup** form, select the Cash Drawers tab.

2   Select the cash drawer and click **Check Out**. (Cash drawers are set up as described in Setting up the Point of Sale Feature.)

3   The **User Name** is set to your user ID.

4   In the **Starting Balance** field, specify how much cash is in the cash drawer at the start of the shift or prior to login. This value must be greater than 0.00.

5   For a cash drawer used with service orders, you can optionally specify a **Partner** ID to use as a default on new service orders. The **Partner** field is not used with customer orders.

6   Save the record.

7   The **Check Out Date** field is populated based on the current system time.

Log Into the Cash Drawer

NOTE: If **Automatic Logoff After Each Order** is selected on the **POS Setup** form, you must log before you process each order.

To enter any orders through the Point of Sale module, you must first log into a cash drawer. To log in:

1   In the **POS Setup** form, click **Logon**, which launches the **Point of Sale Logon** form.

2   In the **Drawer** field, specify the drawer you checked out.

3   Specify the **User Name** and **Password** combination that match the user specified on the **POS Setup** form during checkout.

4   Click **OK**.

Enter a Point of Sale Customer Order

After you log into a cash drawer, you can perform on-demand entry of transactions for customers:

1   In the **Point of Sale Entry** form, select a customer and Ship To combination on the Customer tab for the customer who places the order. The address, contact information, and other information is populated from the customer's record on the **Customers** form.

      If a one-time, walk-in customer comes in for a sale or return, see [Handling Walk Up-Sales with Point of Sale](#).

2   On the General tab, specify the **Tax Code**. The tax code defaults based on the customer/ship to combination but can be changed.

      NOTE: Most of the other fields on the Customer and General tabs are populated based on the customer/ship to combination, but can be changed. Optionally, you can specify values for the S/N, Order Discount, Freight, and Misc Charges fields on the General tab, because these fields do not default based on the customer/ship to combination.

3   Save the record.

4   On the Material tab:

   * Click **Materials** to open a linked **POS Material** form.
   * Select an item and save the record.
   * If the item requires a serial number, click **Assign Serial** and select a serial number on the **Choose Serial Number** form. Click **Process**. Close the form.
   * In the **Qty Ordered** field, specify the quantity.
   * In the **Qty Shipped** field, the value defaults to the **Qty Ordered** value. Change the **Qty Shipped** value to zero.
   * Ensure that there is a value in the **Tax Code** field and fill in other fields as needed.

- Save the record.
- If you see the message "Quantity Ordered is greater than Quantity Shipped for [Entry: #] Would you like to backorder the rest?" click **Yes**.
- Close the **POS Material** form. The new record is displayed in the Material tab of the **Point of Sale Entry** form.

5 Go to the Payments tab and perform these steps:

- Click **Payments** to open a linked **POS Payments** form.
- Specify the **Payment Type.** Payment types are set up are set up as described in [Setting up the Point of Sale (POS) Feature](#).
- Specify a value in the **Amount** field. This field defaults to the total amount due for the order.

    NOTE: You can enter multiple payments and payment types on the order. For example:

    - The total due for an order is 100.00.
    - Enter a Cash payment type for the amount of 40.00 and save the record.
    - Select the next line or click the new button in the toolbar to enter another record.
    - Enter an On Account payment type for the amount of 60.00 and save the record.
    - The order is processed if the total amount of payments equals the total due for the order.

    - Save the record.
    - Close the **POS Payments** form. The new record is displayed in the Payments tab of the **Point of Sale Entry** form.

2. In the **Point of Sale Entry** form, after you ensure that the totals are balanced for the order, click **Process**.

3. If there are no credit problems, the order is processed and a POS Receipt created for the transaction. During this process, a customer order is created and invoiced based on the POS information, and any applicable payments are posted.

Enter a Point of Sale Service Order

NOTE: This section applies only for licensed users of SyteLine Service.

After you log into a cash drawer, you can perform on-demand entry of transactions for service orders:

1 In the **Point of Sale Entry** form, select a customer and Ship To combination on the Customer tab for the customer who places the order.

2 On the General tab, specify the **Tax Code**. The tax code defaults based on the customer/ship to combination but can be changed.

    NOTE: Most of the other fields on the Customer and General tabs are populated based on the customer/ship to combination, but can be changed. Optionally, you can specify values for the

S/N, Order Discount, Freight, and Misc Charges fields on the General tab, because these fields do not default based on the customer/ship to combination.

3 Save the record.

4 If the service order includes *material*, go to the Material tab and perform these steps:

- Click **Materials** to open a linked **POS Material** form.
- Select an item.
- If the item requires a serial number, click **Assign Serial** and select a serial number on the **Choose Serial Number** form. Close the form.
- In the **Qty Ordered** field, specify the quantity.
- In the **Qty Shipped** field, the value defaults to the Qty Ordered value. Change the **Qty Shipped** value to zero.
- Ensure that there is a value in the **Tax Code** field and fill in other fields as needed.
- Save the record.
- If you see the message "Quantity Ordered is greater than Quantity Shipped for [Entry: #] Would you like to backorder the rest?" click **Yes**.
- Close the **POS Material** form. The new record is displayed in the Material tab of the **Point of Sale Entry** form.

5 If the service order includes *labor*, go to the Labor tab and perform these steps:

- Click **Labor** to open a linked **POS Labor** form.
- Specify the required and any optional fields as needed.
- Save the record
- Close the **POS Labor** form. The new record is displayed in the Labor tab of the **Point of Sale Entry** form.

6 If the service order includes *miscellaneous charges*, go to the Miscellaneous tab and perform these steps:

- Click Miscellaneous to open a linked POS Miscellaneous Charge form.
- Specify the required and any optional fields as needed.
- Save the record.
- Close the POS Miscellaneous Charge form. The new record is displayed in the Miscellaneous tab of the Point of Sale Entry form.

7 Go to the Payments tab and perform these steps:

- Click **Payments** to open a linked **POS Payments** form.
- Specify the **Payment Type** in [Setting up the Point of Sale (POS) Feature](#).
- Specify a value in the **Amount** field. This field defaults to the total amount due for the order.

NOTE: You can enter multiple payments and payment types on the order. For example:

  ▪ The total due for an order is 100.00.
  ▪ Enter a Cash payment type for the amount of 40.00 and save the record.
  ▪ Select the next line or click the new button in the toolbar to enter another record.

- Enter an On Account payment type for the amount of 60.00 and save the record.
- The order is processed if the total amount of payments equals the total due for the order.

- Save the record.
- Close the **POS Payments** form. The new record is displayed in the Payments tab of the **Point of Sale Entry** form.

8   In the **Point of Sale Entry** form, after you ensure that the totals are balanced for the order, click **Process**. The order is processed and a POS Receipt is created for the transaction. During this process, a service order is created and invoiced based on the POS information, and any applicable payments are posted.

Handle Customer Pickups of Sales Orders

Some orders require later pickup by the customer. A later pickup can happen in situations like these:

- The item ordered is not currently in stock. The customer will return at a later time when the material is available.
- The customer orders a bulky item and does not have a way to transport it home. The customer can return later and pick up the order.

NOTE: If **Automatic Logoff After Each Order** is selected on the **POS Setup** form, you must log in again to the cash drawer before performing this process.

To handle the pickup:

1   In the Point of Sale Entry form, click Order Pickup.

2   In the **POS Customer Order** form, select the order to be picked up.

3   Click **OK**.

4   In the Point of Sale Entry form:

- Verify that the information on the Material and Payments tabs is correct. The Quantity Shipped value defaults to the number of items remaining to be picked up. The Payment Type defaults to the value specified on the POS Setup form. The Amount defaults to the total amount due for the order.
- Click **Process**. The pick up is processed and a POS receipt is created for the transaction.

Run the End of Day Process

When your shift ends or no more orders can be entered, you can reconcile the cash in the drawer based on the sales transactions that occurred during the day. To do this:

1   In the **POS End of Day Processing** form, specify the value of the Cash Drawer.

2   Specify the **Adjustment Posting Date**, which is used if an adjustment must be made.

3   Specify the Cash and Check balances of the drawer.

4   Select the method used to check in the drawer: **Balanced** or **Not Balanced**.

NOTES: In order to check in the drawer as Balanced, the total balance must equal the total amount of the orders entered plus the starting balance when the drawer was checked out.

If you select the Balanced check-in option, and the balance is off, a message is displayed to indicate the amount by which the balance is off, and the drawer is not checked in until this is corrected.

Usually you want the drawer to be checked in without regard to the balance status, so you select both options. However, if you want the cashier to always recount the drawer prior to check-in if it does not balance, select only **Balanced**. Or, to keep track of cashiers who regularly have out-of-balance drawers, you could select only **Not Balanced**.

5   Click **Process**.

Processing Rentals with Point of Sale

NOTE: This topic applies only for licensed users of SyteLine Service.

Overview

If your company uses service contracts to rent out equipment, use these steps to check out and check in rental equipment, and to collect the appropriate rental amount from the renter.

Depending on your company's requirements and the customer's needs, payment can be made when the equipment is checked out, when the equipment is checked in, and/or on a recurring basis for long-term rentals.

The general steps for handling contract rentals are listed here:

1   On the **Contracts** form, set up a contract with the appropriate items to be rented and the billing terms.

2   Click **Contract Agreement** to print out the rental agreement.

3   (Optional) Click **Checkout/Checkin** to open the **Contract Checkout/Checkin** form to collect an initial payment.

4   When the rental equipment is returned, click **Checkout/Checkin** again to do the following:

- Bill the customer for the remaining balance, or provide a refund if the customer was charged an initial payment and is returning the equipment early.

- Close the applicable contract lines. This prevents future billings if the contract is recurring.

Checking Out the Rental Equipment with an Initial Payment

After the contract is set up with the appropriate items for rent, the Contract (Rental) Agreement is signed, and the customer is ready to take the equipment, follow these steps to check out the equipment if the customer will make an initial payment at checkout:

1   In the **Contracts** form, select a contract and click **Checkout/Checkin**.

2   Log in to the cash drawer, as described in [Processing Orders with Point of Sale](#).

3   The **POS Checkin/Checkout** form displays each line from the selected contract.

4   In the **Billed Through** date and time fields, specify the rental date and time through which to bill the customer. You can set these fields to a future date/time to charge customers in advance for all or part of the rental.

5   Select **To Bill** for each contract line that is to be billed.

6   Save the record.

7   Specify the payment information and save the record again. See the [Example](#) below. The customer can prepay or settle the account later.

8   Click **Process** to create a contract and receipt and to post any payments to Accounts Receivable.

If no initial payment is to be made, simply setting the Start Date for the contract line "checks out" the equipment.

Checking in the Rental Equipment

When the customer returns equipment, follow these steps to check in the equipment and charge for any outstanding balance. Equipment is considered "checked in" when To Close is selected for the line.

NOTE: The checkout process does not need to be performed before you perform a check-in.

1   In the Contracts form, click Checkin/Checkout.

2   Log in to the cash drawer, as described in [Processing Orders with Point of Sale](#).

3   The **POS Checkout/Checkin** form displays each line from the selected contract.

4   In the **Billed Through** date and time fields, specify the rental date and time through which to bill the customer. Usually this is set to the date/time that the rental equipment was returned. If you set these fields to a date/time prior to the date/time for which the customer has already been charged, a credit is produced.

5   Optionally, select **To Bill** for each contract line that is to be paid, if the rental was not prepaid.

6   Select **To Close** for each contract line that is to be closed (checked in).

7   Save the record. The **End Date** is populated and the status changes to **Closed** to prevent future billings if the contract is recurring.

8   Specify the payment information, if the rental was not prepaid. See the [Example](#) below.

9   Click **Process** to create a contract and receipt and to post any payments to Accounts Receivable.

Example: Entering Multiple Payments and Payment Types on an Order

You can enter multiple payments and payment types on the order, as shown in this example:

- The total due for an order is 100.00.
- Enter a Cash payment type for the amount of 40.00 and save the record.
- Select the next line or click the new button in the toolbar to enter another record.
- Enter an On Account payment type for the amount of 60.00 and save the record.
- The order is processed if the total amount of payments equals the total due for the order.

Payment types for POS are defined during Point of Sale Setup.

Processing Returns with Point of Sale

Use these steps to process a return through the Point of Sale (POS) feature. During processing, a credit memo is created to reverse the invoice, and a debit memo is created to reverse the payments.

NOTE: These steps assume that you are logged into a cash drawer and at least one Point of Sale material order entry is already in the system. The customer now wants to return the original purchase. For more information on logging into cash drawers or entering orders in POS, see Processing Orders with Point of Sale.

Find and Reverse the Original Order

To reverse the order:

1   In the Point of Sale Entry form, click Reverse to open the POS Reverse Lookup Option form.

2   Based on the information provided by the customer, search by the Customer ID, POS order number, or serial number.

3   Click **Refresh**. The search results are displayed.

4   Select the appropriate entry and click **Process**.

A new POS entry number is created for the return transaction.

Verify and Finalize the Information

For the newly created entry, the amounts should be the opposite of those in the original entry. All quantities will be reversed and any payments will be reimbursed. to verify this:

1   In the **Point of Sale Entry** form, verify that the quantities and payments reflect the return.

2   Click **Process** to finalize the entry.

3   Give the customer the POS receipt and any money due, and take control of the merchandise.

Handling "Walk-Up" Sales with Point of Sale

Customers who are not in your system might walk up to your retail counter to purchase an item or request service on an item.

To handle walk-up customers, you can create a generic "Counter Sales" customer record on the **Customers** form, for billing purposes. Then as you enter new sales at the retail counter in the **Point of Sale Entry** form, you can select the "Counter Sales" customer to represent the walk-up customer, and modify the contact and address information to record more details about the customer. This information is stored in the POS transaction and is printed on the POS receipt.

The "Counter Sales" customer can also be used to track sales and Accounts Receivable information for all retail counter walk-up customers.

Note: Changes to contact and address information on the **Point of Sale Entry** form are not carried through to the carry through to the customer order that is created during POS processing.

Setting Up European Union Sales Information

European Union (EU) Supplemental Information

European Union (EU) countries require certain information to be tracked at the item level for statistical purposes. This information may include:

- Delivery Terms
- Nature of Transaction Code (NOTC)
- Secondary Nature of Transaction Code, if applicable
- Commodity Code
- Origin
- Process Indicator
- Unit Weight in Kilograms
- Supplementary Units (the system provides a conversion factor used to calculate supplementary units)
- SSD Value
- Consignment Number

To handle this requirement, an **EU VAT** data tab is included on line item forms (for example, **Customer Order Lines**, **Purchase Order Lines**, and so on). On this tab, you can display and/or update the above information for a line item. Some of this information (for example, **NOTC**, **Delivery Terms**, and **Process Indicator**) may also be tracked at the order header level.

NOTE: Consult your local tax office for information about the specific codes, indicators and values to enter in these forms.

Reporting Documents

The EU VAT information appears on these reporting documents:

- EU VAT
- EU Sales List, also known as the EC Sales List Report
- EU Supplementary Statistical Declaration Report, also known as the Intrastat Report

These reports are necessary to enable VAT authorities in member states to control the administration of VAT under the single market.

There are potentially three statistical obligations that must be completed by VAT registered businesses involved in intra-EU trade:

- Additional boxes 8 and 9 on the VAT return (VAT Return), used in the United Kingdom

- The EU Sales List (ESL)
- The Supplementary Statistical Declaration (SSD)

NOTE: These reports detail intra-EU trade only.

System Assumptions and Disclaimers

- On invoicing, VAT is charged if the customer is domestic, or is in another member state and is not registered and arranges transport of goods. In the system, both cases are indicated by a blank tax code on the **Customer Orders** form. If these conditions are not met, you must manually enter an exempt tax code for customer orders.
- If processed goods are sent to another member state for processing, the transaction must appear on the **EU Sales List Report**. The necessary indicators and codes should be in place.
- If freight and miscellaneous charges are used on customer orders or purchase orders within SyteLine, these values are not reported on the EU SSD Report. For the EU Sales List, however, options are available to include or not include these charges.
- SyteLine treats installed and assembled goods as domestic supplies in the member state where they are installed or assembled.
- For intrastat, the owner must account for the moving of the goods being processed, both going out and coming in. On the return of the goods, they are declared at cost plus the processing charge.
- The tax point for VAT is the invoice date.
- Some optional SSD fields have been omitted.
- A/R payment receipts or A/P payments do not generate any VAT or SSD records. Taxes are due on invoice, not on payment/receipt.
- The system assumes that the tax point for VAT is the invoice date.

Setting Up Information for the EU Sales List Report

How the Report Is Calculated

The **EU Sales List Report** extracts information from the Invoice Register, grouping the information by customer.

All invoices are summed to arrive at the net value (assuming the net value means total value of all invoices minus VAT). If you send the goods to another member state for processing, the transaction must appear on this report with a value of zero.

Sending Goods to Other Member States

Registered businesses must report goods sent to another member state for processing. To ensure that the transaction appears correctly on the **EU Supplementary Statistical Declaration Report** and the **EU Sales List Report**, create a customer order (CO) for the goods, and set the following:

- Price to zero (**0**)
- SSD value to the value of the unprocessed item.

When the processed item returns, create a PO so that the return transaction shows on the **EU Supplementary Statistical Declaration Report** and the **EU VAT Report**. The price is the processing charge, and the SSD value is the complete item value.

Regular Cost + Processing Charge

If you send processed goods to another member state, identify the value of the process (not the value of the item). To ensure that the transaction appears correctly on the **EU Supplementary Statistical Declaration Report** and the **EU Sales List Report**, create a CO, and set the following:

- Price to the processing charge
- SSD value to the value of the item plus the processing charge

For repairs, follow the above procedure, but do not set the process indicator; instead, set the item's tax code to incur no VAT.

For goods transferred free of charge, enter a zero-priced (CO/PO) line item. For customs purposes, set the SSD value in accordance with EU legislation on the value of goods.

Setting Up Information for the EU SSD Report

Larger businesses with intra-EU community imports and/or exports must complete the European Union (EU) Supplementary Statistical Declaration (SSD) Report on a monthly basis. This report

records information that relates to each inward and outward consignment. Information is displayed on this report only when these are true on the **EU SSDs** form:

- The supplementary units are greater than zero.
- The record has not yet been printed to a file or a printer.
- The **EU Code** field is not blank.
- The transaction indicator is set to either **Arrival** or **Dispatch**.

Parameter Setup

In order to run the EU SSD report, you must select **Activate EU Reporting** on the **General Parameters** form.

If you plan to send your EU SSD reports as ASCII or XML files, specify the **SSD File Directory** and the dispatch and arrival interchange IDs in the **Tax Parameters** form. You can get the IDs from the appropriate federal statistical office in countries where this is required, for example, Germany. The directory should be a path to a folder where the user running the report has permission to create files.

If a state tax office value is required for use with intrastat SSD data files, specify the value in the **Prov/States** form. You can get the state tax office IDs from the appropriate federal statistical office in countries where this is required, for example, Germany.

Reviewing SSD Data

Before you print the report, perform a general review of the data. If necessary, specify a value for the Tax District in the EU SSDs form. This value is only used during generation of the report, and it is only required by the federal statistical office in certain EU countries such as Germany.

How the Report is Calculated

The **EU SSD Report** extracts information from line items in the invoice register and the A/P voucher register. This information is included in the report:

- PO vouchered receipts and CO credit memo returns are considered arrivals.
- PO adjustments on returns and CO invoiced shipments are considered dispatches.

Excluding Certain NOTCs in the Report

If you want the EU SSD report to exclude certain types of transactions, but show them in box 8/9 of the report:

- When you create the transactions, specify a NOTC where the second digit is set to 8, for example 28 or 38.
- In the **EU SSD Report** form, select the option **Exclude NOTC 2nd Digit of 8**.

For example, service transactions are generally excluded from the report but are included in box 8/9, so they could be defined with NOTC codes ending in 8.

For transactions that you want to include in the report, specify an NOTC where the second digit is set to 7, for example 27 or 37. In this case, a normal price is reported. (This also applies to the VAT 100.) The system does not list these transactions in box 8/9 of the **EU VAT Report** or in the **EU Sales List** report.

If the NOTC code for a transaction ends in 6, and if the transaction was a price adjustment invoice, optional SSD fields are ignored on the report.

Transactions with any other NOTC code values are ignored on the report.

Reporting Sent and Returned Goods

For SSD, you must report the calculated value of sent good (dispatches) and returned goods (arrivals):

- For returned goods, the value is the open market value plus the price of the repair.
- For sent goods, the value is the open market value. Exceptions exist for ships and aircraft.

Returned goods and free-of-charge replacements are not listed on the EU VAT Report or the EU Sales List Report. However, they are listed on the EU SSD Report when the items are returned and replaced.

Specify the country of origin using the EU SSDs form.

In cases when goods are invoiced more than one calendar month in advance of the one in which they are physically dispatched or received, the tax point for VAT is the invoice date, but the reference date for SSD is the date of the physical movement of the goods.

When the item is not invoiced in the current reporting period, but it has already been shipped, the item is listed in the SSD with a second NOTC digit of 8. In the next reporting period, it is listed on the report with a NOTC second digit of 7.

Print and Reprint Options

When you select **Print**, the Period field is enabled and the range fields are disabled. If an **SSD File Directory** is defined on the **Tax Parameters** form, the **SSD File Option** field is enabled and you can select from **Report** (PDF), **ASCII** or **XML** options for the EU SSD Report file output.

When you select **Reprint**, the Period field is disabled and the range fields are enabled.

Intrastat SSD ASCII File Format and Data Mapping

The EU SSD file specification is defined by the German federal Statistical Office. Intrastat SSD files constructed using the ASCII-character format use a fixed-length field structure. Separate files are created for Dispatch and Arrival records.

Dispatch files are named in this format:

DDDDD.ASC

where DDDDD is the interchange ID issued by the German Federal Statistical Office for reporting SSD records where the transaction indicator is Dispatch. This data is located in [tax_parms].[ssd_dispatch_interchange_id]. .ASC is the literal constant for the file extension.

Arrival files are named in this format:

AAAAA.ASC

where AAAAA is the interchange ID issued by the German Federal Statistical Office for reporting SSD records where the transaction indicator is Arrival. This data is located in [tax_parms].[ssd_arrival_interchange_id]. .ASC is the literal constant for the file extension.

Each ASCII-character formatted file is constructed using only detail records. Header records are not included in files that use the ASCII-format. Third-party information is not provided.

Dispatch File Format and Mapping

Field Description				SyteLine Data		
Descript. EF-Nr.	Pos	Len	Notes	Table	Field	Comment
1	1	1	Dispatch = 2	EU SSDs	Transaction Indicator	Require lookup from SL values
2	2	1	Way of Declaration = 2	NA	NA	Constant, 2.
3	3	1	SPACE	NA	NA	NA
4	4	10	Number of Document	NA	NA	NA
4U1	4	2	Month	ssd	trans_date	NA
4U2	6	2	00 (Zero)	NA	NA	Constant, 00.

4U3	8	6	Position Number	NA	NA	Generate sequence within Dispatch group.
5	14	18	VAT number of respondent	NA	NA	NA
5U1	14	2	SPACE	NA	NA	Constant, SPACE.
5U2	16	2	Federal state of responsible tax office	state	state_ssd_tax_id	Lookup value for parms.state.
5U3	18	11	VAT number	taxparms	tax_reg_num1	SL allows for 25 chars
5U4	29	3	Additional number	taxparms	branch_id1	NA
6	32	3	Country of destination	country	ec_code	Lookup value for parms.country.
7	35	2	Region of origin (federal state of origin)	ssd	tax_district	User entry
8	37	2	Nature of action	ssd	trans_nat	Report trans_nat and trans_nat2
9	39	1	Means of transport	ssd	transport	NA
10	40	1	SPACE	NA	NA	Constant, SPACE.
11	41	6	SPACE	NA	NA	Constant, SPACE.
12	47	6	SPACE	NA	NA	Constant, SPACE.
13	53	8	Commodity	ssd	comm_code	NA

			code (KN)			
14	61	3	SPACE	NA	NA	Constant, SPACE.
15	64	2	SPACE	NA	NA	Constant, SPACE.
16	66	5	SPACE	NA	NA	Constant, SPACE.
17	71	11	Net weight in Kg	NA	NA	ssd.unit_weight * parms.ec_conv_fact, rounded to whole number.
18	82	11	Special unit of measurement	ssd	suppl_qty	Rounded to whole number.
19	93	2	SPACE	NA	NA	Constant, SPACE.
20	95	11	Invoice amount EUR (in full euros)	ssd	export_value	Rounded to whole number.
21	106	11	Statistical value EUR (in full euros)	ssd	stat_value	Rounded to whole number.
22	117	2	SPACE	NA	NA	Constant, SPACE.
23	119	4	Month of reference	NA	NA	NA
23U1	119	2	Month	ssd	trans_date	Trans Date, Month Part
23U2	121	2	Year	ssd	trans_date	Trans Date, Year Part
24	123	1	Currency	NA	NA	Constant, 2.
25	124	5	SPACE	NA	NA	Constant, SPACE.

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Arrival File Format and Mapping

Field Description				SyteLine Data		
Descript. EF-Nr.	Pos	Len	Notes	Table	Field	Comment
1	1	1	Arrival=1	ssd	trans_indicator	Constant, 1 for Arrival.
2	2	1	Way of Declaration = 1	NA	NA	Constant, 1.
3	3	10	Number of Document	NA	NA	NA
3U1	3	2	Month	ssd	trans_date	NA
3U2	5	2	00 (Zero)	NA	NA	Constant, 00.
3U3	7	6	Position Number	NA	NA	Generate sequence within Arrival group.
4	13	18	VAT number of respondent	NA	NA	NA
4U1	13	2	SPACE	NA	NA	Constant, SPACE.
4U2	15	2	Federal state of responsible tax office	state	state_ssd_tax_id	Lookup value for parms.state.
4U3	17	11	VAT number	taxparms	tax_reg_num1	SL allows for 25 chars

4U4	28	3	Additional number	taxparms	branch_id1	NA
5	31	1	SPACE	NA	NA	Constant, SPACE.
6	32	3	Country of dispatch	country	ec_code	Lookup value for parms.country.
7	35	2	Region of destination	ssd	tax_district	User entry
8	37	2	SPACE	NA	NA	Constant, SPACE.
9	39	2	Nature of action	ssd	trans_nat	Report trans_nat and trans_nat2
10	41	1	Means of transport	ssd	transport	NA
11	42	1	SPACE	NA	NA	Constant, SPACE.
12	43	6	SPACE	NA	NA	Constant, SPACE.
13	49	6	SPACE	NA	NA	Constant, SPACE.
14	55	8	Commodity code (KN)	ssd	comm_code	NA
15	63	3	Country of origin	ssd	origin	NA
16	66	5	SPACE	NA	NA	Constant, SPACE.
17	71	11	Net weight in Kg	NA	NA	ssd.unit_weight * parms.ec_conv_fact, rounded to whole number.
18	82	11	Special unit of measurement	ssd	suppl_qty	Rounded to whole number.

19	93	2	SPACE	NA	NA	Constant, SPACE.
20	95	11	Invoice amount EUR (in full euros)	ssd	export_value	Rounded to whole number.
21	106	11	Statistical value EUR (in full euros)	ssd	stat_value	Rounded to whole number.
22	117	4	Month of reference	NA	NA	NA
22U1	117	2	Month	ssd	trans_date	Trans Date, Month Part
22U2	119	2	Year	ssd	trans_date	Trans Date, Year Part
23	121	1	Currency	NA	NA	Constant, 2.
24	122	7	SPACE	NA	NA	Constant, SPACE.
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Intrastat SSD XML File Format

Supported Versions

The German trade statistics support INSTAT / XML, version 6.2 ([INTRA], [SIG62], [MIG62]).
Only the character set ISO-8859-1 can currently be used for INSTAT / XML messages for the
German trade statistics. The message must conform to XML 1.0, Third Edition [XML]. The XML
version and the character set to be specified in an XML-Prolog:

```
<? xml version = " 1.0" encoding = "ISO –8859 –1" ? >
```

Separate files are created for Dispatch and Arrival records.

Dispatch File Names

Dispatch files are named in this format:

DDDDD-REFBZR-DATE-TIME.XML

where:

- DDDDD is the interchange ID issued by the German Federal Statistical Office for reporting SSD records where the transaction indicator is Dispatch. This data is located in [tax_parms].[ssd_dispatch_interchange_id],
- REFBZR is the reference period, using the Print Period from the EU Supplementary Statistical Declaration Report in the format yyyymm,
- DATE is the current date in the format yyyymmdd.
- TIME is the current datetime in the format hhmm.
- .XML is the literal constant for the file extension.
- The hyphen (-) is the literal constant used to separate file name elements. For example, a file name could be: XGD01-201109-20110915-1113.xml

When the filename and the message ID are identical, the file is stored in the top-level element envelopeId.

Arrival File Names

Arrival files are named in this format:

AAAAA-REFBZR-DATE-TIME.XML

where:

- AAAAA is the interchange ID issued by the German Federal Statistical Office for reporting SSD records where the transaction indicator is Arrival. This data is located in [tax_parms].[ssd_arrival_interchange_id].
- REFBZR is the reference period, using the Print Period from the EU Supplementary Statistical Declaration Report in the format yyyymm,
- DATE is the current date in the format yyyymmdd.
- TIME is the current datetime in the format hhmm.
- .XML is the literal constant for the file extension.
- The hyphen (-) is the literal constant used to separate file name elements. Third-party information is not provided.

European Union (EU) Field Defaults

The following are the typical default paths for values in European Union (EU) related fields on system forms.

On this form...	EU field values default from...
Customer Orders EDI Customer Orders Projects RMAs	Customers
Customer Order Blanket Releases Customer Order Lines	Customer Orders
EDI Customer Order Blanket Releases EDI Customer Order Lines	EDI Customer Orders
Project Resources	Projects
Purchase Orders	Vendors
Purchase Order Blanket Releases Purchase Order Lines	Purchase Orders
RMA Line Items	RMAs
Transfer Orders	Warehouses
Transfer Order Lines	Transfer Orders

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