



Infor System21 Order Capture

Product Guide

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About this guide

The purpose of this document is to describe the functions that can be used within the Order Capture Module.

Intended audience

The guide is intended for any users of the OM Order Capture business module.

Related documents

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

Contacting Infor

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

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

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

Summary

This document covers the use of the System21 Order Capture application (OM), including:

- Basic data maintenance for essential features
- Additional maintenance for optional features and options

It is assumed that base System21 data has already been established in the prerequisite Financials and Customer Service and Logistics applications.

Company Profiles [81/OMU]

Company Profile Selection Window

To display this window, select the Company Profiles task.

Select a company from the full list of companies defined to Sales Order Processing.

Note: *This is a company-independent task, which should be maintained by a system administrator.*

Select a company from the list to display the Company Profile window.

Company Profile Window

To display this window, select a company on the Company Profile Selection window.

Fields

Search/Sequence Group Code

Note: *No longer required*

Maintain Performance Statistics

This field has no functionality at present, but will be included in future development.

Customer Product Group Code

This field displays the item attribute to be used to identify the categories of products bought by a customer.

Caution: Once set up, the field cannot be changed.

Default Buying List Rule

This cannot be created on the initial pass. Once a [buying list](#) rule that you want as default has been created in the [Buying List](#) maintenance task, return to this company profile maintenance and add an entry to this field.

If this is present, all customers will have a [buying list](#) rule:

- If a customer is defined with a buying list rule in the Customer Details task, that specific rule applies to the customer.
- If a customer does not have a buying list rule, this company default always applies and buying lists will always be built for customers.

If this is not present on the company profile, it makes [buying lists](#) optional for customers:

- If a customer is defined with a buying list rule, that rule applies to the customer.
- If a customer does not have a buying list rule, orders for that customer are entered without using buying lists - for example via the Transcribe method.

Promotions Active

Check this field to enable promotion processing.

Outbound Containers Source

This field is the basis for determining the default stockroom for outbound containers ordered/despatched.

Select one of the following:

Outbound Container (0) (default) - Outbound container stockroom

Main (1) - Main order stockroom

Note: Although sales orders may have lines sourced from multiple stockrooms, the containers are generated for the (single) outbound stockroom associated with the order header stockroom. Optionally the main order header stockroom is used (if this field is set to Main).

Note: Subsequently, in picking etc, the actual stockroom of the order line, or the related outbound stockroom is used, depending upon this option.

Caution: The main stockroom will not be used if it is warehouse-controlled or location-controlled.

Container Profiles Active

Check this field to enable container tracking processing

Source Consignment Stock

Use this checkbox as follows:

Unchecked (default) - If consignment stock replenishment requests are only sourced via Distribution Order from the Replenish From stockroom on the consignment customer/item record or the customer additional attributes

Checked - If consignment stock replenishment requests are sourced by calling the Order Capture sourcing engine

This will enable sourcing from either a distribution order or purchase order and the sourcing stockroom is not restricted. If sourcing fails, replenishment will be requested from the Replenish From stockroom.

Standard Call Duration

You can specify the default length of a customer call in minutes, in the range 0 to 999. You can use this when you plan work schedules.

Standard Rest Period Per Hour

You can specify the standard rest period in minutes, in the range 0 to 15. You can use this when you plan work schedules.

Working

Use this to specify whether this is a working day or not.

Enter one of the following:

1 - Yes

0 - No

These values will be used as defaults when you set up operator profiles.

Start Times and End Times

These should be set to correspond to your normal working days. These values will be used as defaults when you set up operator profiles.

Select **Update (F8)** to save the changes

Maintain Descriptions [82/OMU]

Check that the following codes have been created and set up any additional codes as appropriate for the company.

Type	Code	Description	Limit	Rate	Comment
TYPE	MKUP	Mark Up Percentage	30		
MKUP	Len 3 max				Use Rate field for % mark up over cost price.
MKUP	e.g. MIN	Minimum mark up		10	
MKUP	e.g. MAX	Maximum mark up		100	
TYPE	OMAR	Order Amend reasons	30		
OMAR	Len 1 max				At least 1 entry mandatory
OMAR	e.g. A	Keying Error			

Basic Maintenance

Type	Code	Description	Limit	Rate	Comment
OMAR	S	Batch Sourcing			Required if Batch Sourcing in operation
TYPE	OMCC	Call Centres	30		
OMCC	Len 3 max				
TYPE	OMCP	Next Call Number	30		
OMCP	BATCH SOURCE	Batch Sourcing Parameters	1		Set to 1 to ignore batch sourcing cancellation logic
OMCP	CALL NUMBER	Next call list number	Last num		Mandatory entry Limit value incremented as needed
OMCP	SOURCE DLY	Source Delay Interval		5	Seconds between sourcing EDI order batches
OMCP	SOURCE TOUT	Sourcing Tome Out		5	Minutes for no response to source and then time out
OMCP	WSPL	Wholesale price list			VAT field defines price list for container and/or promotion items
TYPE	OMOS	Order Source	30		
OMOS	A	Incoming Call			Mandatory entry
OMOS	B	Outgoing Call			Mandatory entry
OMOS	Len 1 max. Alpha only	E.g. Fax, post etc.			Other order sources
TYPE	OMPC	Price Type Category	30		
OMPC	SPL	Special Price List			Mandatory entry if

Type	Code	Description	Limit	Rate	Comment
					you want to use buying list type LIST
TYPE	OMPR	Order Pending Reasons	30		
OMPR	Len 1 max				At least 1 entry mandatory
OMPR	e.g. A	Awaits Transport Authorisation			
OMPR	E	In Error			Required for in error orders
TYPE	OMSL	Operator Skill Level	30		
OMSL	Len 4 max		0-9		Use Limit field for skill level. At least 1 entry mandatory
OMSL	e.g. 1	Basic operator	1		
TYPE	PNGR	Product Notes	30		
PNGR	Len 1 max				Set up a PNGR code for each Usage Code that should be displayed as Product Notes.
PNGR	e.g. I	Internal			
TYPE	SIRC	Suspended Item Reason	30		
SIRC	Len 2 max		0		
DFLT	CUSW	Customer warnings			Establish text usage code for customer warnings in Tax field
DFLT	ITMW	Item warnings			Establish text usage code for item warnings in Tax field

Basic Maintenance

Type	Code	Description	Limit	Rate	Comment
DFLT	PORES	Purchase Order Reservations	0, 1, 2 or 3		0=PO not received - default 1=Goods inwards and Inspection 2=Goods inwards 3=Inspection
DFLT	OMAT	OM Task Codes	30		Menu/option user authorization task codes. Task codes identified by limit.
OMAT	4000	Edit Menu	4000		
OMAT	4005	Change Contact	4005		
OMAT	4010	Change Customer	4010		
OMAT	4015	Delivery and Ship	4015		
OMAT	4020	Header Overrides	4020		
OMAT	4025	Price	4025		
OMAT	4030	Currency	4030		
OMAT	4035	Sales Details	4035		
OMAT	4040	Document Processing	4040		
OMAT	4045	Despatch Information	4045		
OMAT	4050	Invoice Information	4050		
OMAT	4055	Customer Attributes	4055		
OMAT	4060	Payment terms	4060		
OMAT	4065	Order Text	4065		
OMAT	4070	Suspend Codes	4070		
OMAT	4075	Charges	4075		
OMAT	4080	Re source	4080		
OMAT	4085	View Menu	4085		
OMAT	4090	Refresh Buying List	4090		
OMAT	4095	Refresh Call List	4095		
OMAT	4100	Tools Menu	4100		

Type	Code	Description	Limit	Rate	Comment
OMAT	4105	System	3350		
OMAT	4110	Customise	4110		
OMAT	4115	Remove Item	4115		
OMAT	4120	Reinstate Item	4120		
OMAT	4125	Review Supply Solution	4125		
OMAT	4130	Edit Line Text	4130		
OMAT	4135	Price Override	4135		
OMAT	4140	Select Supply	4140		
OMAT	4145	Amend Quotation	4145		
OMAT	4150	Amend Order	4150		

Additional codes for existing types:

MISC	NATF	New Account Time Fence Days	e.g. 56		Uses the Limit field for days to define a new
MISC	ORTL	Ordered Quantity Tolerance %	0		Uses Rate field for %.
SUSP	OA	Awaiting authorisation	0		Suspend code if delivery date not a normal delivery day
TTYP	Q	Preparation Text	0		Text Type for Preparation text
ALTT	C	Customer Alias			Identify customer item alias in 2/INM
ALTT	D	Dealer Alias			Identify dealer item alias in 2/INM

Search Families [83/OMU]

Use this task to create a Search Family for the Order Capture product search. Search family codes are an item attribute and can be defined in Inventory Item Maintenance [2/INM].

Define up to ten characteristics that will categorise the products by search family code. These characteristics are defined in the Inventory Descriptions file as major types.

Note: *Ensure that the major types you use have a V in the P/V field at major type level.*

Then in the Inventory Descriptions file define the values required for each of these characteristics.

Preparation Codes [84/OMU]

Preparation codes can be used to associate various blocks of text with an item, which can then be selected during order entry to be added to the order.

Preparation Code Selection Window

To display this window, select the Preparation Codes task.

Initially a list of existing preparation codes is displayed.

Options

Where Used

Use this to display all items that use a given preparation code. The Where Used window is displayed. This is the default option.

Amend

Use this to amend an existing code. The Preparation Code detail window will be displayed.

Delete

Use this to delete an existing code. You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Text

Use this to add or maintain preparation text. The usual text windows are displayed. The text type **Q** has been allocated for preparation text. The usage code is normally **Q**.

Select **Add (F6)** to display the Preparation Code pop-up to enter a new preparation code.

Preparation Code Pop-up

To display this pop-up, select Amend against a line or select **Add (F6)** on the Preparation Code Selection window.

Fields

Code

Enter the preparation code and description, for example FIL, Fillet.

Yield %

You can optionally enter a yield percentage.

Functions

Text (F21)

Use this to add or maintain preparation text. The usual text windows are displayed. The text type **Q** has been allocated for preparation text. The usage code is normally **Q**. You must enter a code and description before you can add text for the preparation code.

Press Enter to add or update the preparation code.

Customer and Item Attributes [1/OMU]

This task must be configured and run once before Order Capture can be used. Using the demand classifications, it creates a view (logical file) over the Customer and Item files depending on the classifications selected.

Caution: These selections apply to all companies.

Once the demand classifications have been chosen they cannot be changed.

Customer and Item Attributes Window

To display this window, select the **Customer and Item Attributes** task.

Fields

Item Demand Classification

Choose a classification for item demand.

Customer Demand Classification

Choose a classification for customer demand.

Customer Attribute

Set up the customer attributes required. Only the first two attributes are currently used and they define fields to be used on the Business tab in Order Capture.

The first defines the attribute to be used for Account Type, so for example if you select DN (Division) for this attribute, values displayed in the Account Type field will be the Division from the Customer Additional Details.

The second attribute will be used for the Business Type.

Note: Only customer attributes with Descriptions file entries are currently supported. GL Parameter file entries are for future development.

Functions

Delete (F11)

Use this to remove the existing attribute classification and delete all demand matrix use of these classifications. The deletion must be confirmed with a further selection of **Delete (F11)**.

Caution: All demand matrixes will be deleted. Use with extreme care.

Select **Update (F8)** to update the customer and item attributes. This will create the new view.

Service Levels [2/OMU]

Service level codes are used to define the type and duration of a particular type of service, these codes subsequently associated with supply points to dictate a default service time for shipping goods from that stockroom or supplier to a customer.

Service Level Selection Window

To display this window, select the Service Levels task.

Initially a list of all existing service level codes is displayed.

From this window service level codes can be added, removed or amended.

Fields

Service Code and Description

Shows the codes and descriptions for service levels that have been defined for this company.

Effective From and To

Shows the effective date range for each service level code.

Options

Update

Use this to amend an existing code. The Service Level detail window will be displayed.

Delete

Use this to delete an existing code. You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Where Used

Use this to show the supply points and suppliers to which a service level has been attached. The Where Used window is displayed.

Select **Add (F6)** to displays the Service Level Detail window to enter a new service level.

Service Level Window

This window is displayed for service level codes to be added or amended.

Fields**Service Level (Code and Description)**

The service level code is any code you wish to define that represents and easily identifies the type and duration of service. The description can be used more fully describe the service level.

Service Days

This field displays the total number of days it usually takes to supply goods using this service level. For immediate demand orders it is used to offer a promised due date. For forward orders it is used to confirm the customer's requested delivery date can be met. It is defined as a whole number of days.

Shipping Days

This field displays the number of days it takes to ship from a supply point to the customer using this service level. This is used to calculate the date the goods must be shipped, the promised ship date, to ensure they arrive at the customer by the promised due date.

Despatch Method

This field displays the method of shipment associated with this service level. Enter the despatch method or use the prompt facility to select from the MODE Despatch Method pop-up. These are standard Inventory Descriptions codes defined against type MODE.

Charges Policy

This is optionally used to associate automatic charges to the service level. When this service level is used in Order Capture, the charges in this policy will be applied and incorporated with any other customer charges. Enter a charge policy or use the prompt facility to select from the Charge Policy pop-up.

Effective Start Date and To

These are currently only memorandum fields to indicate the date range over which this service level should be used.

Functions

Where Used (F13)

Like the **Where Used** option on the Service Level Selection window, this displays the supply points and suppliers to which a service level has been attached.

Select **Update (F8)** to create or update the service level code..

Service Level Where Used Window

To display this window, request a Where Used enquiry against an existing service level code.

Fields

Service Level Code

This field displays the code and description of the service level selected.

Function/Details

These fields display the supply points to which this service level has been associated.

Note: *Although service levels can be associated with a supplier, this supplier service level is currently not used.*

Select **Previous (F12)** to return to the previous window.

Supply Points [85/OMU]

A supply point must be defined for every stockroom from which items can be sold. This definition has three main purposes:

- It allows items to be sold from this stockroom.
- It allows the association of supply rules to determine the location from which those items will be sourced.
- It allows for an optional delivery profile to define on what days deliveries can be made to a customer.

Supply Point Selection Window

To display this window, select the Supply Points Maintenance task.

Initially you are prompted to select from the available list of depots defined in the Sales Order Processing application.

Fields

Depot

This field displays the depot code of an existing supply point.

Description

This field displays the depot description of an existing supply point.

Options

Amend

Use this to amend supply point details. The Supply Point Detail window is displayed.

Delete

Use this to delete supply point details. You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Select a supply point from the list to display the Supply Point pop-up.

Supply Point Pop-up

To display this pop-up, select a supply point for amendment or addition.

Use this window to:

- Change the details of a supply point
- Maintain or generate post code delivery masks for a supply point
- Maintain or generate customer delivery point day masks for a supply point
- Maintain demand classifications for a supply point

Note: If no delivery point or post code [delivery masks](#) are defined, a delivery can be made on any day,

Fields

Depot

This field displays the depot code of the selected supply point.

Description

The depot description is initially displayed but can be amended to anything more appropriate for the selected supply point.

Transport Manager Name

You can enter the name of the transport manager for the selected supply point. This field defaults to the contact name in the depot profile.

Transport Manager Email

You can enter the email address of the transport manager for the selected supply point.

Service Level

Enter the default service level for this supply point. This defines the service time for shipping goods from that stockroom.

Lead Time

You can enter a number of days for the lead time for the selected supply point. This field defaults to the Allocation Time Fence in the depot profile.

Working Days

Optionally enter the working days calendar. The working days is used to establish the order ship and due dates.

Cut-off time

Optionally enter a cut-off time. The cut-off time is used to establish the current date for an order. At the point the order is raised, if the order time is after the cut-off time, the order date will be the next working day.

This time for the time-zone of the system.

Functions

Maintain Del Masks (F13)

Use this to maintain the delivery day masks for individual postcodes for the selected supply point using the Delivery Day Masks Maintenance window.

Generate Del Masks (F14)

Use this to generate delivery day masks for postcodes for the selected supply point.

Maintain Del Schedules (F15)

Use this to maintain the delivery point day masks for individual customers for the selected supply point using the [Delivery Schedule](#) Day Masks Maintenance window.

Generate Del Schedules (F16)

Use this to generate delivery point day masks for customers for the selected supply point.

Maintain Demand Classifications (F17)

Use this to maintain the demand classifications for the selected supply point using the Demand Classifications Selection window.

Select **Update (F12)** to save the changes and re-display the Supply Point Selection window.

Delivery Day Masks Selection Window

To display this window, select **Maintain Del Masks (F13)** on the Supply Point pop-up.

Use this to maintain the delivery day masks for postcodes within a particular supply point.

Note: For postcode masks to work effectively, it may be necessary to define codes that represent large areas rather than individual streets.

Fields

Supply Point

This field displays the depot code and description of the selected supply point.

Post Code

This field displays a postcode which already has a [delivery mask](#) set up for the selected supply point.

Mon - Sun

There is one field for each day of the week. A **1** in the field indicates that there is a delivery to that postcode from the selected supply point on that day. A **0** in the field indicates that there is no delivery to that postcode from the selected supply point on that day.

Options

Amend

Use this to amend an existing mask. The Post Code Day Mask window will be displayed.

Delete

Use this to delete an existing mask. You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Select **Add (F6)** to display the Post Code Day Mask pop-up to add a new postcode delivery day mask for the supply point.

Post Code Day Mask Pop-up

To display this pop-up, select a postcode mask to be amended select **Add (F6)** on the [Delivery Mask](#) pop-up.

Use this pop-up to set up the mask of delivery days and times for a postcode from the selected supply point.

Fields

Post Code

The postcode is displayed when amending an existing mask or entered when adding a new mask.

Day

This field displays the days from Monday to Sunday.

Del Mask

Enter one of the following for each day:

0 - If there will not be a delivery to that postcode from the selected supply point on that day

1 - If there will be a delivery to that postcode from the selected supply point on that day

Del Mask Times Between

Enter up to four time periods against each day when there can be a delivery to that postcode from the selected supply point. If no time periods are entered against a day, the system will assume that the delivery can take place at any time on that day.

Note: *Time periods are not currently used; they are intended for a future enhancement.*

Press Enter to validate the entered information and return to the Post Code Delivery Day Masks selection window.

Generate Delivery Masks Window

To display this window, select **Generate Del Masks (F14)** on the Supply Point Detail window.

Use this window to generate the delivery day masks for postcodes within a particular supply point.

Fields

Supply Point

This field displays the depot code and description of the selected supply point.

Post Code

This field displays a postcode which already has a [delivery mask](#) set up for the selected supply point.

Mon - Sun

There is one field for each day of the week. A **1** in the field indicates that there is a delivery to that postcode from the selected supply point on that day. A **0** in the field indicates that there is no delivery to that postcode from the selected supply point on that day.

Options

Amend

Use this to amend an existing mask. The Post Code Day Mask window will be displayed.

Delete

Use this to delete an existing mask. You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Select Generate (F8) to generate the delivery day masks for postcodes within a particular supply point.

Delivery Schedule Day Masks Selection Window

To display this window, select **Maintain Del Schedules (F15)** on the Supply Point Detail window.

Note: This is also known as [Delivery Schedules](#).

Use this to maintain customer delivery point day masks from the customer's default supply point.

Fields

Supply Point

This field displays the depot code and description of the selected supply point.

Delivery Point

This field displays a customer code and delivery sequence, which already has a [delivery schedule](#) mask set up for the selected supply point.

Postcode

This field displays the postcode for the delivery point.

Mon - Sun

There is one field for each day of the week. A **1** in the field indicates that there is a delivery to that delivery point from the selected supply point on that day. A **0** in the field indicates that there is no delivery to that delivery point from the selected supply point on that day.

Options

Amend

Use this to amend an existing mask. The Delivery Point Day Mask pop-up will be displayed.

Delete

Use this to delete an existing mask. You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Select **Add (F6)** to display the Delivery Point Day Mask pop-up to add a new delivery point day mask for the supply point.

Delivery Point Day Mask Pop-up

To display this pop-up, select a delivery point mask to be amended or select **Add (F6)** to a new delivery point.

Use this to set up the mask of delivery days and times for a particular delivery point from the selected supply point.

Fields

Delivery Point

The customer code and delivery sequence is displayed when amending an existing mask or entered when adding a new mask.

Day

This field displays the days from Monday to Sunday.

Del Mask

Enter one of the following for each day:

0 - If there will not be a delivery to that delivery point from the selected supply point on that day

1 - If there will be a delivery to that delivery point from the selected supply point on that day

Del Mask Times Between

Enter up to four time periods against each day when there can be a delivery to that delivery point from the selected supply point. If no time periods are entered against a day, the system will assume that the delivery can take place at any time on that day.

Note: *Time periods are not currently used; they are intended for a future enhancement.*

Press Enter to validate the entered information and return to the Delivery Point Day Masks selection window.

Demand Classifications Selection Window

To display this window, select **Maintain Demand Classifications (F17)** on the Supply Point Detail window.

Use this window to maintain the demand matrix for each demand type.

Note: *Remember, this demand matrix is for a specific supply point.*

The displayed list shows the demand types that have a demand matrix defined for them.

Fields

Supply Point

This field displays the depot code and description of the selected supply point.

Demand Type

This field displays an existing demand type and its description.

Effective Date - From

This field displays the date from which an existing demand classification is effective.

Effective Date - To

This field displays the effective end date for a demand classification.

Options

Maintain Demand Matrix

Use this to build or amend a demand matrix for a particular demand type. The Maintain demand Matrix window is displayed.

Amend Effective End Date

Use this to amend the effective date range for a particular demand type. The Demand Type Classification window is displayed.

Delete

Use this to delete a matrix. You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Select **Add (F6)** to display the Demand Type Classification pop-up to add a new demand type for the supply point

Demand Type Classification Pop-up

To display this pop-up, choose to add a new demand type classification or to amend the effectivity dates on an existing demand type classification.

Defining multiple demand classifications with different date ranges allows for a number of possibilities:

- An old rule is to be dropped and new rule to be brought in at a particular time, perhaps when a new set of supply policies take effect.
- A new temporary rule can take effect for a short duration, returning to the old rule when the temporary rule expires.

When the sourcing process in Order Capture looks for the appropriate demand classification, it matches on the order due date.

Fields**Demand Type**

Select from the existing list of fixed demand types. You should define a demand matrix for all the demand types expected at this supply point.

Effective From Date

Enter the date on which this demand matrix rule takes effect. This start date can overlap with another classification entry for the same demand type, allowing a new rule to take effect at that point.

During the sourcing process, the rule with the most recent start date is the one used.

Effective To Date

Enter a date on which this demand matrix rule expires. This end date can also overlap with another classification entry for the same demand type, allowing this rule to expire and a previous rule with a later expiry to become the effective rule.

For an existing demand classification entry, this end date can be changed.

Note: When using multiple date ranges, take care the date ranges are contiguous, otherwise demand falling due in the gap would not be sourced.

Select **Update (F8)** to add or update the demand classification.

Note: When adding a new demand classification, the Demand Matrix window is displayed.

Note: When changing the effective end date on an existing demand classification, the Demand Classification Selection window is re-displayed.

Demand Matrix Window

To display this window, choose to maintain the demand matrix for a demand classification entry.

Options

Amend Rule Number

Use this to amend the rule number associated with a matrix entry. The Demand Matrix Entry window is displayed.

Delete

Use this to remove a matrix entry. You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Fields

Supply Point

This field displays the depot code and description of the current supply point.

Demand Type

This field displays the demand type code and description of the selected demand classification.

Effective From/To

This field displays effective start and end date of the selected demand classification.

Matrix ID

This field displays the identification of the matrix.

This is an automatically allocated number that uniquely identifies each demand matrix. It can be useful when tracing the route taken by Order Capture when determining which demand classification, demand matrix and rule number are used by the sourcing engine.

Customer/Item Classification

This is a reminder of which customer and item attributes are used to match the customer and item classification in the demand matrix. For example, customer class and item group major, as set up for the company in Customer and Item Attributes Maintenance.

Customer Classification

This field displays a customer classification if the matrix entry is for a customer classification rather than a specific customer.

Customer

This field displays the customer code if the matrix entry is for a specific customer rather than a customer classification.

Item Classification

This field displays the classification of the item if the matrix entry is for an item classification rather than a specific item.

Item

This field displays the item code if the matrix entry is for a specific item rather than an item classification.

Rule Number

This field displays the rule number associated with the customer or customer classification and item or item classification.

Select **Add (F6)** to display the Demand Matrix Entry pop-up to add a new entry to the matrix

Select **Position to (F14)** to position to the required demand classification.

Note: *the demand classification need not exist, it is purely a position to.*

Demand Matrix Entry Pop-up

This pop-up is displayed to add or amend a demand matrix entry.

Use this pop-up to define which supply rule should be used to source demand that matches this particular demand classification.

Fields**Customer Classification**

Enter a customer classification if demand is to be recognised by matching to this customer attribute. The prompt will show the allowable values for the particular customer classification chosen during the application installation.

Leave this field blank if you do not want to match on customer classification.

Customer

If you are not matching demand by customer classification it is possible to match demand to specific customer accounts.

Leave this field blank if you do not want to match on customer accounts.

Item Classification

Enter an item classification if demand is to be recognised by matching to this item attribute. The prompt will show the allowable values for the particular item classification chosen during the application installation.

Leave this field blank if you do not want to match on item classification.

Item

If you are not matching demand by item classification, it is possible to match demand to specific item codes.

Leave this field blank if you do not want to match on item code.

Rule Number

Enter or select the rule number to be associated with this particular customer and item classification.

If all four classification entries are left blank, this rule is deemed to be the default rule that applies to any demand that is not matched to any of the preceding demand matrix entries.

Note: *It is recommended that a default rule be established on all supply points to ensure all demand gets sourced.*

Select **Update (F8)** to add or update the demand matrix entry and return to the Demand Matrix Selection window. An audit (OMP0A) is performed on the following details:- Company, Demand Type, Supply Point, Customer Code, Customer Classification, Item Code, Item Classification, Rule Number, User ID, User Workstation, Program, Audit Record Image (Before/After), Audit Record Type (Add/Amend/Delete), Change Date, Change Time.

Position To Demand Matrix Window

Enter the demand matrix and select **Enter** to position to, or select **F12=Previous** to return.

Fields

Customer Classification

Enter a customer classification to position demand to this customer attribute. The prompt will show the allowable values for the particular customer classification chosen during the application installation.

Leave this field blank if you do not want to position on customer classification.

Customer

If you are not positioning demand by customer classification it is possible to position demand to specific customer accounts.

Leave this field blank if you do not want to position on customer accounts.

Item Classification

Enter an item classification to position demand to this item attribute. The prompt will show the allowable values for the particular item classification chosen during the application installation.

Leave this field blank if you do not want to position on item classification.

Item

If you are not positioning demand by item classification, it is possible to position demand to specific item codes.

Leave this field blank if you do not want to position on item code.

Supply Rules and Policies [86/OMU]

Supply Rule Selection Window

To display this window, select the Supply Rules and Policies task.

Use this window to add or maintain supply rules for the company and maintain supply policies.

Initially a list of existing supply rules is shown.

Fields**Status**

This field displays the status of any existing supply rules (active or inactive).

Description

This field displays the description of any existing supply rules.

Rules No.

This field displays the rule number of any existing supply rules.

Options**Amend**

Use this to change the status or description of a supply rule. The Supply Rule pop-up will be displayed.

Delete

Use this to delete an existing supply rule. You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Maintain Supply Policies

Use this to maintain the supply policies for a supply rule. The Supply Policies Selection window is displayed.

Select **Add (F6)** to display the Supply Rule pop-up to add a new supply rule.

Supply Rule Pop-up

This pop-up is displayed to add a new supply rule, or to amend the detail of an existing rule.

Fields

Status

Enter one of the following:

0 - If the rule is inactive

While the rule is inactive, it cannot be added to a demand matrix.

1 - If the rule is active

Once the rule is active, it can be used in a demand matrix.

Description

Enter a description for the rule.

Consignments

Un-checked for a rule to be used by Order Capture and Batch Sourcing.

Checked for use by consignment stock replenishment processing.

Select **Update (F8)** to save the changes and return to the Supply Rules Selection window.

Supply Policy Selection Window

To display this window, select to maintain supply policies on the Supply Rule Selection window.

Use this window to review or amend the supply methods that make up the supply policies.

Note: *There are only two Supply Policies, one for Current demand and one for Future demand and within them any number of policies.*

Initially a list of existing supply policies and methods are shown.

Fields

Rule

The currently selected rule, and its status, is displayed here.

Sequence

The sequence number of a method within a policy is displayed here.

Demand Time

The demand time (current demand or future demand) of an existing policy is displayed here.

Supply Method

The supply method in an existing policy is displayed here.

Apply Constraint

For an existing method, this displays a value which shows what constraints, if any, are to be applied.

Select Alternate By

For an existing method, this shows what criterion is to be applied when choosing an alternate sourcing point for an item.

Options**Amend**

Use this to make changes to a method. The Supply Policy Detail pop-up will be displayed.

Delete

Use this to delete an existing method. You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Maintain Sourcing Points

Use this to maintain the sourcing points for a supply method. The Sourcing Points Selection window is displayed.

Select **Add (F6)** to display the Supply Policy pop-up to add a new supply policy method to the rule.

Supply Policy Pop-up

This pop-up is displayed select **Add (F6)** for a new supply policy method, or to amend the detail of an existing method.

Fields**Sequence**

If this is a new method, enter the required sequence number for this method within the current or future demand policy.

Demand Time

Enter one of the following values:

0 - Current demand policy

1 - Future demand policy

Supply Method

Enter or select the required supply method for the policy. A list of the currently available supply methods is described in the documentation on configuring supply rules.

Synchronous

In the current release only synchronous processing is supported, so this field must be set to **No**.

Apply Constraint

Enter one of the following values to choose what constraints the system will apply when sourcing stock:

0 - Preferred only (the system will only apply constraints to the first sourcing point)

1 - Alternate only (the system will apply constraints to every sourcing point other than the first one)

2 - Both (the system will supply from any sourcing point)

3 - None (the system will not apply any constraints)

The constraints are set up in the sourcing points themselves, in terms of minimum and maximum percentages of the order line or minimum and maximum quantities of stock that can be supplied from that sourcing point.

Select Alternate By

Enter one of the following values to choose what criterion will be used for selecting an alternate sourcing point:

0 - Least cost (the system will use the item stockroom cost)

1 - Least late (the system will choose a sourcing point based on the stockroom lead time)

2 - Least shortfall (the system will look for the sourcing point with most stock of the item)

Late Reservation Days

This is only applicable on a Reservation (RES) method.

This allows you to specify a number of days late that the system will accept an incoming supply. Any supply due in after that acceptable date will be treated as too late to be considered.

Note: *If not entered, the zero time fence indicates that any supplies due in after the required date will not be considered.*

Select **Update (F8)** to save the changes and continue.

Note: *For a Reservation (RES) method, an additional window is displayed to select the types of reservation supply; otherwise the Supply Policy Selection window is re-displayed.*

Reservations Supply Window

To display this window, maintain a Reservation supply method.

Fields

Rule

This field displays a reminder of the rule being maintained.

Sequence

This field displays a reminder of the sequence of this Reservation method in the policy.

Demand Time

This field displays a reminder of the policy being maintained.

Select (S)

Enter **1** to select one or more source types.

Selecting a source type means that type is included in this supply method. At least one type must be chosen. If All Purchase Orders is chosen it is not necessary to select the individual types of purchase order.

Source/Description

These fields display the currently available types of supply that can be reserved using the Reservation supply method.

- Purchase Orders means all purchase orders against external suppliers.
- DRP transfer orders means transfer order raised by both DRP and Order Capture.
- Enterprise Replenishment Orders means purchase orders raised against an internal (enterprise) supplier.
- All Purchase Orders means both kinds of purchase order
- Works Orders means production orders raised in the Production Order Control application.

Only those selected will be considered by the sourcing engine when looking for incoming supplies that it can reserve to a sales order. If a number of supplies are due in on the same date they will all be considered on equal merit, there being no precedence between them.

You can mix both Purchase and Works orders, which will also be considered on equal merit, there being no precedence between the types.

Select one or more of the source types that should be considered in this supply policy and select **Update (F8)** to save the changes.

Note: Selecting **Update (F8)** will complete the definition of the Reservation supply method and then prompt in the normal way to add sourcing points on a new method, or return to the policy list when maintaining an existing method.

Sourcing Point Selection Window

To display this window, select to maintain sourcing points from the supply policy selection window.

Use this window to review or amend the sourcing points against a supply method.

Initially a list of existing sourcing points is shown.

Fields

Rule

The currently selected rule, and its status, is displayed here.

Demand Time

The demand time policy for the currently selected method within the currently selected rule is displayed here.

Sequence

The sequence number for the currently selected method within the currently selected rule is displayed here.

Supply Method

The supply method for the currently selected policy within the currently selected rule is displayed here.

Sequence

The sequence number of an existing sourcing point is displayed here.

Supply Point

The code and description of the existing supply point is displayed here.

Sourcing Point

The code and description of the sourcing point is displayed here.

Options

Amend

Use this to make changes to a sourcing point. The Sourcing Point pop-up will be displayed.

Delete

Use this to delete an existing sourcing point. You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Select **Add (F6)** to display the Sourcing Point pop-up to add a new sourcing point to the policy.

Sourcing Point Pop-up

This pop-up is displayed to add a new sourcing point, or to amend the detail of an existing sourcing point.

Fields

Supply Point

Enter or select a location to be the sourcing point. For example, this might be the sales office responsible for the orders.

Sequence

If this is a new sourcing point, enter the required sequence number.

Sourcing Point

Enter or select a location to be the supply point. For example, this might be the warehouse where the stock is actually held.

Lead Time in Days

If you enter a number of days in here, it will be additional to the number of days' lead time already defined on the depot or warehouse.

Dock to Dock Lead Time in Days

Enter the number of additional days for goods being available for shipment. This can be 0.

Percentages - Minimum

If you enter a value here, it will determine a minimum percentage of the order line that must be supplied from this sourcing point.

Percentages - Maximum

If you enter a value here, it will determine a maximum percentage of the order line that can be supplied from this sourcing point.

Quantities - Minimum

If you enter a value here, it will determine a minimum number of the order line item that must be supplied from this sourcing point.

Quantities - Maximum

If you enter a value here, it will determine a maximum number of the order line items that can be supplied from this sourcing point.

Select **Update (F8)** to save the changes and return to the Sourcing Points window.

Manual Supply Policy Maintenance Window

To display this window, select Maintain Supply Policies.

Supply Method Add

Select **Add (F6)** to add a supply method to the current selected supply policy.

Manual Supply Methods

The following manual supply methods are currently supported:

Supply Method

MAL	Manual Allocate	Select a stockroom and allocate a quantity
MAT	Manual Alternatives	Display a list of alternative items and select a quantity
MBO	Manual Back Order	Select a stockroom and place a quantity on back order
MFO	Manual Forward Order	Select a stockroom and forward order a quantity
MJT	Manual Transfer	Select a stockroom and create a back to back transfer to move the goods from a stockroom to the supply point
MMK	Manual Make to Order	Create a back to back Work Order for a quantity
MRS	Manual Reservation	From a list of incoming supplies select a quantity to reservation to the sales order line. The types of supply are Purchase Orders, Enterprise Replenishment Orders and Work Orders.
MSP	Manual Supplier External	Select a supplier of the item and create a back to back purchase order.
MSD	Manual Supplier Direct	Select to delivery direct to the customer from the supplier.

Note: No sourcing points are required for manual methods. For stock and planned supply methods (MAL, MBO, MFO, MRS), Order Capture displays all available stockrooms for the item. For make or buy methods (MMK, MSP and MSD), the order supply point is assumed. For a manual transfer (MJT), all available stockrooms are displayed. For a manual alternative (MAT), all alternative items are displayed.

Note: The Apply Constraint and Select Alternative By options have no behaviour for manual methods.

Working Days [87/OMU]

You use this task to maintain the working days for all supply points within the company.

You can create a single calendar for a whole company, or different calendars for each supply point.

For each calendar, you can maintain up to five weekly templates, specifying periods when the working week is not the same as usual and the working days and the dates to which it applies.

You can define the calendar codes here and assign them to individual supply points.

Calendar Maintenance

Select the **Working Days** task.

Fields

Enter Calendar Code

To maintain an existing calendar, enter the calendar code.

To add a calendar, enter a new code.

Year

Enter the calendar year (in YY format).

Based on Calendar

When creating a new calendar, you can choose to base it on an existing one. This saves entering information again. You can make any necessary adjustments on the Calendar Maintenance Holidays window.

Options

Select (1)

Use this to maintain a calendar.

Delete (4)

Use this to delete a calendar.

Select a calendar or enter a calendar code and then press Enter to display the Calendar Maintenance Holidays window.

Calendar Maintenance Holidays Window

To display this window, *either* enter a new calendar, *or* select an existing calendar and then press Enter on the Calendar Maintenance Selection window.

You use this window to maintain the calendar start date and all the company-wide holidays for this calendar, such as bank holidays.

Fields

Start Date

The first day of the year.

Holidays From

Enter or select the start date for the holiday, in the format DDMMYY.

Holidays To

Enter or select the end date for the holiday.

Note: *Holidays must not overlap*

Functions

Maintain Week Templates (F13)

Use this to display the Calendar Maintenance Week Templates window.

Select **Update (F8)** to update the calendar holiday records.

Calendar Maintenance Week Templates Window

To display this window, select **Maintain Week Templates (F13)** on the Calendar Maintenance Holidays window.

You use this window to maintain up to five weekly templates for the calendar. This is optional, but it can be useful for time periods when the calendar will operate differently; for instance, when there will be fewer working days than usual.

This window displays any existing week templates. Each template indicates which days of the week are working days. The top right-hand corner of the window shows the default weekly template.

Note: *If there is no weekly template defined for a particular date, then every day is a working day.*

Fields

Start Date

The start date for the calendar.

MTWTFSS

These represent the days, from Monday through to Sunday.

Enter **N** beneath any non-working day. Leave working days **blank**.

From Date

Enter or select the effective start date for this template.

To Date

Enter or select the effective end date for this template.

Note: *Effectivity dates must not overlap.*

Select **Update Week Templates (F8)** to update the calendar template records.

Operator Profiles [1/OMM]

Operator Selection Window

To display this window, select the Operator Profiles task

Listed on the window are all the operators currently defined in this company.

Fields

Enter Operator Code

Use this to display the details of an existing operator enter the operator code or scroll the list until the operator is shown and can be selected.

Options

Select Operator

Use this to select an existing operator. The Operator Profile window will be displayed. This is the default option.

Maintain Extended Text

Use this to maintain text against an operator. A standard Text window is displayed to enable internal notes or comments to be recorded against the operator.

Select an existing operator from the list or enter a new operator code to create a new operator profile.

Operator Profile Window

This window is displayed to add or amend operator profile details.

Fields

Operator Code

This field displays the code being maintained: text to the right shows whether it is a new or existing operator.

Operator Name

This field displays the operator name associated with this operator code.

Operator Extension Number

This is a memo field to record a telephone extension number.

Associated User Profile Id

This field displays the System21 user profile used by this operator to access System21 tasks. A user ID can only be associated with one operator profile.

Operator Skill Level

Prompt and select any value from the OMSL Operator Skill Level pop-up. This states the maximum skill level of this operator, which can be used to bar the operator dealing with customers who have defined a higher minimum skill level required.

Note: *The rest of the fields in this window are intended for use in work planning.*

Minutes/Call

Enter the average time, in minutes, taken for a customer call, in the range 0 to 999. If you leave this field blank, the default in the company profile is used.

Minutes Rest/Hour

Enter the rest time each hour, in minutes, for this operator, in the range 0 to 15. If you leave this field blank, the default in the company profile is used.

Working Day

Use this to specify whether it is a working day for the operator.

Enter one of the following:

1 - Yes

0 - No

The initial values are defaulted from those in the company profile.

Start and End Time

These should be set to correspond to your normal working days. The initial values are defaulted from those in the company profile. When [call profiles](#) are created in the Outgoing Calls Maintenance task, the calls must be for days and times at which the associated operator is working.

Functions

Absences (F13)

Use this to set up periods of absence for an operator. The Absence Period window is then displayed.

Text (F21)

Use this to enter extended text for the operator profile using the standard text window.

Once the profile data is valid and complete, select **Update (F8)** to update the system. The Operator Selection window is re-displayed.

Absence Period Selection Window

This window is displayed when taking **Absences (F13)** on the Operator Profile window.

It is used to set up periods of absence for the selected operator.

Options**Amend**

Use this to amend an existing absence period. The Absence Period pop-up will be displayed.

Delete

Use this to delete an existing absence period. You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Select **Add (F6)** to add an absence period for this operator using the Absence Period pop-up.

Absence Period Pop-up

This window is displayed to **Add (F6)** or amend periods of absence for the selected operator.

Fields**Start**

Enter the start date and time of the absence period.

End

Enter the end date and time of the absence period.

Reason

Enter a reason text of the existing absence period.

Select **Update (F8)** to add or amend the absence period to the operator. The absence period selection window is then re-displayed.

Operator Teams [2/OMM]

Operator Team Selection

To display this window, select the Operator Teams task. Initially a list of existing operator teams is displayed.

Options

Amend Team Profile

Use this to amend the team profile. The Team Profile window will be displayed. This is the default option.

Amend Members

Use this to maintain the list of members in the team. The Operator Team Member window is displayed.

Select **Add (F6)** to display the Operator Team Profile window to define a new team.

Operator Team Profile Window

This window is displayed to add or amend the team profile definition.

Fields

Team Name

If it is a new team, enter the code and name of the team profile. You may also change the name of an existing team.

Call Centre

Enter a call centre or use the prompt facility to select a centre from those defined in the Inventory Descriptions file, major type OMCC.

Leader

Enter or select the code for any existing operator to be the leader of the team.

Functions

Text (F21)

Use this to enter or amend descriptive text for the team profile using the standard text window.

Select **Update (F8)** to add or amend the definition of the team profile. The Operator Team Selection window is re-displayed

Operator Team Members Selection Window

This window is displayed when selecting a team to amend the team member list.

Initially the window shows all the existing members of the team.

Options

Reassign Call Profiles

Use this to re-assign [call profiles](#) for an operator. The Reassign [Call Profile](#) window will be displayed. This is the default option.

Remove Operator

Use this to remove an operator from the team.

Functions

Add Operator (F6)

Use this to display the Operator Selection window to select an operator to add to the team.

Delete Team (F11)

Use this to delete an entire team. You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Select **Previous (F12)** to return to the Operator Team Selection window.

Operator Selection Pop-up

To display this pop-up, select **Add Operator (F6)** on the Operator Team Members Selection window.

Select an operator from the list to add them to the operator team. The Operator Team Members Selection window will be re-displayed.

Reassign Call Profiles Window

This window is displayed when selecting an operator in the team to re-assign his/her [call profiles](#).

Fields

From

This field displays the code, name and skill level of the selected operator.

To

Enter or select the operator code for the operator to whom you wish to assign the calls. You will see the name and skill level of the operator.

Team

This field displays the code, name and location of the team.

Account

This field displays the customer code and delivery sequence.

Customer Name

This field displays the name of the customer, and their postcode.

Minimum Skill Level

This field displays the minimum skill level for an operator to be assigned to that profile.

MTWTFSS

This field displays the call day mask for the [call profile](#). A 1 indicates that the customer will accept calls on that day.

Nat A/C

This field indicates whether or not the customer is a National Account.

Functions**Select All (F13)**

Use this to re-assign all the [call profiles](#) for the selected operator.

Enter an operator in the To field and select a [call profile](#) from the list to be re-assigned.

Buying Lists [4/OMM]

[Buying lists](#) are lists of items with their current sales price, constructed into appropriate sets or groups of items appropriate for the sales business. There are four types or methods of [buying list](#):

Code	Description	List Method
HIST	Sales Order History	H
NEW	New Products	N
SPL	Special Price List	L
PROM	Promotions	P
Any other	Item Groups	S

The first four of these lists are dynamically maintained by the system.

The fifth type is any number of Static Buying Lists built manually, using these maintenance tasks, with items you chose to place into each of the lists. They have the list method code of **S**.

Note: Defining and building these [buying lists](#) does not add prices at this time, the prices are added during Order Capture or when scheduled customer [buying list](#) regeneration takes place. Refer to the Generate [Buying Lists](#) section for further information.

Once these [buying lists](#) have been defined, they can be used to build [buying list](#) rules.

Buying List Selection Window

To display this window, select the [Buying Lists](#) task.

Initially a list of all existing [buying lists](#) is displayed.

Options

Amend

Use this to amend the definition of an existing buying. The [Buying List](#) Header window will be displayed.

Delete

Use this to delete an existing [buying list](#). You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Amend List Items

Use this to maintain the list of items on the [buying list](#). The [Buying List](#) Items window is displayed.

Select **Add (F6)** to display the [Buying List](#) Header window to define a new [buying list](#).

Buying List Header window

This window is displayed to add a new [buying list](#) or amend the details of an existing list.

Fields

List Code

This can be any code that represents and easily identifies the type and content of the [buying list](#).

Description

This field displays the description of the [buying list](#). This description is what appears in Order Capture as the choice of available items groups in the Reactive mode.

List Method

This distinguishes the system built lists (methods H, N, L and P) from the manually built lists (method S).

For Sales History [buying lists](#) to be operational, a [buying list](#) must be defined with a method H.

For New Product [buying lists](#) to be operational, a [buying list](#) must be defined with a method N.

For Special Product [buying lists](#) to be operational, a [buying list](#) must be defined with a method L.

For Promotion [buying lists](#) to be operational, a [buying list](#) must be defined with a method of P.

For all other manually defined Static [buying lists](#) they must be defined with a method S.

Select **Update (F8)** to add or amend the definition of this [buying list](#). The [Buying List](#) Selection window is then re-displayed.

Buying List Items Window

This window is displayed to build or amend the list of items on the [buying list](#). Initially the window shows all the existing items defined to the list.

Fields

Item

Enter an item code to add an item to the list.

Description

The item's normal description is shown in the [buying list](#) unless it is entered or overridden here. It is this item description that is shown in the [buying list](#) in Order Capture.

Options

Amend

Use this to amend the description of an existing item. The item and its description are brought to the entry fields at the bottom of the window.

Delete

Use this to delete an item from the list. You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Press Enter to add a new item to the list, or update an amended item on the list. Select **Previous (F12)** to return to the [Buying List](#) Selection window.

Buying List Rules [3/OMM]

A [buying list](#) rule is a nominated number of [buying lists](#), grouped so that the [buying list](#) rule can then be associated with particular types of customer.

Once the [buying list](#) has been defined, it can be associated with selected customers or used in the company profile.

Caution: Remember, putting this in the company profile means it will be applied to all customers.

Buying List Rules Selection Window

To display this window, select the [Buying List](#) Rules task.

Initially a list of all existing [buying list](#) rules is displayed.

Options

Amend

Use this to amend an existing [buying list](#) rule. The [Buying List](#) Rules window will be displayed.

Delete

Use this to delete an existing [buying list](#) rule. You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Where Used?

Use this to display the [Buying List](#) Rule - Where Used enquiry window for the selected [buying list](#) rule.

Select **Add (F6)** to display the [Buying List](#) Rule pop-up to start a new [buying list](#) rule.

Buying List Rule Pop-up

This pop-up is displayed on select **Add (F6)** for a new [buying list](#) rule

Fields

Number

Rule numbers are numeric. Allocate a new number not previously used.

Description

This field displays the description of the [buying list](#) rule.

Select **Update (F8)** to start the definition of this [buying list](#) rule. The [Buying List](#) Rules window is then displayed to start adding [buying list](#) entries.

Buying List Rules Window

This window is displayed to build or amend the set of [buying lists](#) in the [buying list](#) rule.

Initially the window shows all the existing [buying lists](#) defined to the rule.

Fields

Rule Description

Enter a description for this rule that describes this particular mix of [buying lists](#).

Options

Amend

Use this to amend the [buying list](#) at this sequence. The [Buying List](#) Header window will be displayed.

Delete

Use this to delete an existing [buying list](#). You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Functions

Add (F6)

Select this to display the [Buying List](#) Rule Entry pop-up to enter a new [buying list](#) rule.

Select **Update (F8)** to add or amend the definition of this [buying list](#). The [Buying List](#) Rule Selection window is then re-displayed.

Buying List Rule Entry Pop-up

This pop-up is displayed select **Add (F6)** for new [buying list](#) entry to the rule or amend the details of an existing entry in the rule.

Fields

Sequence number

The sequence the [buying lists](#) will appear in the rule, and also the sequence the [buying list](#) groups appear in Order Capture.

If a History [buying list](#) is present in the rule it's position in the rule controls whether Static [buying lists](#) are shown in Order Capture:

Static [buying lists](#) in sequence before the History list will always appear.

Static [buying lists](#) in sequence after the History list will only appear until there are six orders of history, after which those groups are no longer shown.

Buying List

Select from the available [buying lists](#).

Select **Update (F8)** to add or amend the [buying list](#) entry in the rule. The [Buying List](#) Rule window is then re-displayed.

Buying List Rule - Where Used Enquiry Window

To display this window, select Where Used against a [buying list](#) rule on the [Buying List](#) Rule selection window.

Select **Previous (F12)** to return to the [Buying List](#) Rules Selection window.

Charge Rules [5/OMM]

These are optional and may be set up to allow additional charges to be automatically attached to a sales order.

Charge Rule Selection Window

To display this window, select the Charge Rules task.

Initially a list of all existing charge rules is displayed.

Options

Update

Use this to amend an existing rule. The Charge Rule detail window will be displayed.

Delete

Use this to delete an existing rule. You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Select **Add (F6)** to displays the Charge Rule Detail pop-up to enter a new charge rule.

Charge Rule Detail Pop-up

This pop-up is displayed to **Add (F6)** new rules or change existing rules.

Fields

Charge Code

Select a code from the list of order charge codes defined on Descriptions, type SUNC.

Charge Type

Select a charge type.

- A **1 delivery charge** is applied regardless of the order value but delivery is required.
- A **2 minimum order charge** will be applied if the order value is below the trigger value.
- A **3 minimum order delivery charge** will be applied if the order value is below the trigger value and delivery is required.
- A **4 Order value charge** will be applied regardless of the order value or delivery options.
- A **5 Order value percentage** will be applied regardless of order value or delivery options.

Note: *It is anticipated that the same charge value or percentage is established as the value/percentage in Inventory Descriptions SUNC.*

Note: *The trigger value is not applied for types 4 or 5.*

Charge Value

Enter a charge value or percentage where a fixed value is appropriate, and the Fixed/Variable indicator is set to Fixed.

Note: *If Customer Delivery Address charges are to be established, the Customer Delivery Address value or percentage will be applied in Order Capture.*

Fixed/Variable Charge

For all three charge types, this can be set to F (Fixed) so that the specific charge value is applied.

For a Minimum Order charge type this can be set to V (Variable). The charge value will be automatically calculated as the difference between the order value so far and the minimum (the trigger value), thereby making the order value up to the minimum.

Trigger Value

Set a threshold minimum order value to trigger the imposition of the charge.

Description

Enter a description of the charge.

Select **Confirm (F8)** to add or update the charge rule.

Charge Policies [6/OMM]

Charge Policies are constructed with a number of charges and then associated with a customer or service level for automatic inclusion on the order during order taking.

Note: *A Sales Order can have only a maximum of three charges, so be careful not to associate policies with both customers and service levels that could result in more than this maximum.*

Charge Policy Selection Window

To display this window, select the Charge Policies task

Initially a list of all existing charge policies is displayed.

Options

Update

Use this to amend an existing policy. The Charge Policy detail window will be displayed.

Delete

Use this to delete an existing policy. You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Select **Add (F6)** to displays the Charge Policy window to enter a new policy rule.

Charge Policy Window

This window is displayed to **Add (F6)** or amend charge policy details.

Fields

Policy Code

The policy code is any code up to five characters you wish to define that represents and easily identifies the type and content of the policy.

Policy Description

The description can be used to describe the policy code more fully.

Policy Rule

Select one of the charge rules previously defined. Up to three rules can be specified. A summary of the charge details is shown for visual confirmation.

Select **Update (F8)** to add or update the charge policy.

Customer Details [11/OMM]

Orders may be taken in Order Capture for any customer defined in Sales Order Processing. This task should be used if you wish to set up any of the additional information about a given customer.

Note: *This is optional.*

Customer Selection Window

To display this window, select the Customer Details task.

A warning message is displayed if the customer or delivery address has an account status of D (Deleted) or I (Inactive). Although you are allowed to change the call details, you will not be able to raise a new order for this customer in Order Capture.

Fields

Customer Account Code

Delivery Address Sequence

Enter a customer account code and delivery sequence or select the prompt facility. Press Enter to validate the selected details and display the Customer window.

Note: The account and delivery address code must already exist in Sales Order Processing, with the stockroom acting as the default supply point in Order Capture.

Customer Window

To display this window, select a valid customer account code and delivery sequence on the Customer Selection window.

Fields

Customer Accepts

Items Not on Buying List

Check this if this customer is allowed to buy items not on the [buying list](#).

Leave this field **unchecked** if only [buying list](#) items are allowed.

Alternative Items

Check this field if Order Capture will offer the operator alternative items during a stock out situation, if the customers supply policy includes alternatives.

Leave this field **unchecked** if no alternatives will be offered during a stock out situation.

Promotions and Standing Orders

Promotions and standing orders are indicators shown to the user in Order Capture, but currently have no associated function or process.

National Account

This indicator is shown to the user in Order Capture, but currently has no associated function or process.

Minimum Skill Level

Prompt and select any value from the list defined in the Inventory Descriptions file under type OMSL. This prevents this customer's a [call profile](#) being associated with an operator of a lower skill level.

Charge Policy Code

This is optional. Prompt and select any charge policy code previously established in the Charges Policy Maintenance task. When an order is placed for this customer and any of the charge rules in this charge policy become applicable, those charges are automatically applied to the order.

Buying List Rule

This is optional. The company profile [buying list](#) will be used as a default. If a different [buying list](#) rule is required, enter one here.

Service Level

You can optionally enter a service level for the customer delivery address.

Alternatively, use the prompt facility to select from the Service Levels pop-up.

When this is not present, the supply point service will operate.

Working Days

Optionally enter the working days calendar. The working days is used to establish the order due date.

Functions

Closed Periods (F13)

Optionally, entered closed periods for this customer. If these are entered, calls will not be generated during these periods

Delivery Schedule (F15)

Enter **1** against days on which the customer will accept deliveries. The days entered will appear on the Delivery tab in Order Capture. If the delivery date in Order Capture is overridden to a day that is not a valid delivery day for the customer's postcode, the order will be suspended with suspend code OA.

Contacts (F17)

Optionally, contacts may be created here. Add the name and then select **Contacts (F17)** to add at least one telephone number for that name. These contacts will appear in Rapport in Order Capture. Any text against the contact will appear in Rapport Notes.

Product Groups (F19)

This is optional. Any product groups defined for the customer will be displayed as information within Order Capture

Select **Update (F8)** to update the entered details.

Closed Periods Selection Window

To display this window, select **Closed Periods (F13)** on the Customer window.

Options

Amend

Use this to amend the closed period for the customer. The Closed Period pop-up will be displayed.

Delete

Use this to delete the closed period details. You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Select **Add (F6)** to display the Closed Period pop-up to enter details of when the customer is closed.

Closed Period Pop-up

This pop-up is displayed when **Add (F6)** is selected on the Closed Period Selection window.

Fields

Start

Enter the start date and time for this closed period.

End

Enter the end date and time for this closed period.

Reason

Enter a reason for this closed period for the customer.

Select **Update (F8)** to update the details. The Closed Period Selection window will then be re-displayed.

Product Groups Pop-up

To display this pop-up, select **Product Groups (F19)** on the Customer window.

Options

Delete

Use this to delete a product group against this customer.

Select **Add (F6)** to add a Product Group to the list. This will display the PCLS Item Class pop-up, from which you can select a product group.

Select **Previous (F12)** to return to the Customer window.

Customer Contacts [12/OMM]

Trading Partner Contacts Initial Window

To display this window, select the [Customer Contacts](#) task or select **Maintain Contacts (F17)** on the Customer window or the Customer [Call Profile](#) window.

Fields

Trading Partner Account Code

Enter the trading partner account code or use the prompt facility to select the customer account code and delivery sequence using the Customer Search pop-up.

Delivery Address Seq

Enter the delivery sequence for the customer account.

Enter the Trading Partner Account Code and Delivery Sequence and then press Enter. The details will be validated and the Trading Partner Contacts Selection window will be displayed.

Trading Partner Contacts Selection Window

To display this window, select a trading partner on the Trading Partner Initial window.

Options**Select Contact**

This is the default option.

Maintain Extended Text**Functions****Refresh (F5)**

Select Add **New Contact (F10)** to display the Trading Partner Contacts window to enter the details for a new contact.

Trading Partner Contacts Window

To display this window, select **Add (F6)** on the Trading Partner Contacts Selection window .

Fields**Contact Name**

Enter the full name for the contact.

Contact Title

Enter the contact's title.

Correspondence Name

Enter the name for the contact that should appear on correspondence.

Contact Type

Use the prompt facility to select the contact type for this contact. These are set up against the parameter type CTCT.

General Comments

Enter some general comments against the contact.

Functions

Refresh (F5)

Use this to refresh the details on the window to those which were last saved.

Delete (F11)

Use this to delete the contact details. Select **Delete (F11)** again to confirm the contact is to be deleted.

Numbers (F17)

Use this to add or maintain the telephone numbers and email details for the contact. The Trading Partner Contacts Numbers window is displayed.

Text (F21)

Use this to enter some text against the contact. The usual Text Maintenance pop-up will be displayed.

Select **Update (F8)** to save the contact details. If no telephone numbers exist for the contact, the Trading Partner Contacts Numbers window will be displayed.

Trading Partner Contacts Numbers Window

To display this window, select **Numbers (F17)** on the Trading Partner Contacts window.

Fields

Office

Enter an office telephone number for the contact.

Mobile

Enter a mobile telephone number for the contact.

Home

Enter a home telephone number for the contact.

Preference

Select which of the telephone numbers is the preference for the contact.

Email Address

Enter an e-mail address for the contact.

Enter the details and then select **Update (F8)** to update the contact details and return to the Trading Partner Contact Selection window.

Customer Call Profiles [13/OMM]

Incoming customer orders may be taken for any customer defined in Order Entry. If you wish to use [call lists](#) and to include a given customer on a list, it must have a [call profile](#) defined.

Note: *This is optional.*

Customer Call Profiles Initial Window

To display this window, select the Customer [Call Profiles](#) task.

A warning message is displayed if the customer or delivery address has an account status of D (Deleted) or I (Inactive). Although you are allowed to change the call details you will not be able to raise a new order for this customer in Order Capture.

Fields

Customer Account Code

Enter the customer account code or use the prompt facility to select the customer account code and delivery sequence using the Customer Search pop-up.

Delivery Address Seq

Enter the delivery sequence for the customer account.

Enter a customer account code and delivery sequence or use the prompt facility. Press Enter to validate the selected details and display the Customer [Call Profiles](#) Selection window.

Customer Call Profiles Selection Window

To display this window, select a valid customer account code and delivery sequence on the Customer [Call Profiles](#) Initial window.

Fields

Operator Code

Enter a valid operator code, prompting if necessary.

Call Mask

Enter 1 for all days on which this customer is to be called. Enter 0 or blanks in other days.

Call Frequency

The call mask defines the days within a week for calls. The call frequency is number of weeks between calls. E.g. set to 1 for calls on the flagged days every week, set to 4 for calls on the selected day(s) every 4 weeks.

Call Between

Enter at least 1 and up to 4 time periods for calls.

Next Call Date

Enter the date of the next call. This is update automatically when running the task Generate Calls (1/OMP).

Next Call Time

Optionally, enter a valid call time.

Options

Select Profile

Use this to select a profile to maintain. This will display the Customer [Call Profile](#) window. This is the default option.

Maintain Extended Text

Use this to maintain the extended text against this [call profile](#). The standard text maintenance pop-up will be displayed.

Functions

Add New Profile (F10)

Use this to add profiles for different operators or primary contacts.

Select an existing profile from the list or select **Add New Profile (F10)** to display the Customer [Call Profile](#) window.

Customer Call Profile Window

To display this window, select an existing profile from the list or select **Add New Profile (F10)** on the Customer [Call Profile](#) Selection window.

Functions

Set Primary Contact (F15)

Use this to select a contact if you have already created any.

Maintain Contacts (F17)

Use this to maintain contacts (see 12/OMM for details).

Select **Previous (F12)** to return to the [Call Profile](#) Selection Window.

Item Sales Details [21/OMM]

There are a number of optional features in Order Capture that require additional item sales details to be defined for those features to be useable. Everything is optional, so if none of those features are required there is no need to utilise this task and build an item detail.

Item Sales Selection Window

To display this window, select the Item Sales Details task. Initially you are prompted to select an item.

Enter an item defined to Inventory Management in the current company or use the prompt facility. Press Enter to display the Item Sales window.

Item Sales Window

To display this window, select an item on the Item Sales Selection window.

Fields

Reason Suspended

Enter a value in this field if you wish to suspend an item for any reason. The code must exist in the Inventory Descriptions file under type SIRC. Suspended items will be flagged as such in the Order Capture item grids.

***Note:** This does not suspend the order like other Suspend Reason codes.*

Target Mark Up %

Enter a valid value from the Inventory Descriptions file, type MKUP. The rate field of this parameter contains a percentage value. This percentage must be higher than the minimum percentage.

Minimum Mark Up %

As above, enter a valid value from the Inventory Descriptions file, type MKUP. This percentage must be lower than the target percentage. It is intended that this lower value will be used by an operator with a higher skill level - for future development.

***Note:** The Target Mark Up % and Minimum Mark Up % fields will both be left blank or both have values entered - one cannot be specified without the other.*

Portion Description

***Note:** This is no longer used in Order Capture.*

Portions per Issue UoM

***Note:** This is no longer used in Order Capture.*

Functions

Delete (F11)

Use this to delete an existing item definition. You will be prompted to confirm the deletion by selecting **Confirm Delete (F11)**.

Preparation Codes (F17)

Use this to display the Preparation Codes Maintenance window to allow you to associate selected preparation codes to this item.

Search Family Codes (F18)

Note: Search family maintenance must be performed through Inventory Item Maintenance

Preparation Codes Maintenance Window

To display this window, select **Preparation Codes (F17)** on the Item Sales window. This is used to associate selected preparation codes to this item.

Listed are all the preparation codes previously defined for the company using the task Preparation Codes Maintenance.

Fields

Item

Within the window title is a reminder of the item being maintained.

Sel (Select)

Allows for the selection of an existing preparation code against this item with one of the available options.

Preparation/Code/Description

This field displays the available codes with their extended description.

Yield %

This field displays the yield percentage defined against this code.

Used

An asterisk is displayed if this preparation code is already linked to this item.

Options

Link

Use this to associate a preparation code with the item. An asterisk is displayed against the line.

Remove Link

Use this to remove association of a preparation code with the item. The asterisk is removed from the line.

Text

Use this to view or amend preparation text. The standard Text Maintenance windows are displayed.

Item Search Characteristics Window

To display this window, select **Search Family Codes (F18)** on the Item Sales Details window.

Note: Use this window to define search values for this item, against each of appropriate characteristics.

Fields**Search Family Code**

The search family code shown is the one selected for the company when defining the company profile.

Listed is each of the characteristics - up to ten - that are defined against this search family code.

Description

This displays the description of each characteristic as it has been defined in Search Characteristics Definitions.

Code

Enter or select a code value against each characteristic to help identify this item. For example, if the item search characteristic is Temperature, you could select a code to indicate that the product is frozen. All characteristics are optional so only those applicable to this item need be defined.

The codes are all set up in the Inventory Descriptions file and applied through Search Characteristics Definitions.

Functions**Update/Aliases (F17)**

Use this to create and maintain alternative item references used for item search using the Item Alias Maintenance window. You can maintain any number of alternative references for an item. These may be customer specific item numbers or the original equipment manufacturer's code.

Select **Update (F8)** to update the list of characteristic value. The Preparation Codes Selection window will be re-displayed.

Item Alias Maintenance

To display this window, select **Update Aliases (F17)** on the Item Search Characteristics window.

You can use this window to specify any other references (or names) that you use for the selected item. For example, if you use a different reference, or name, to that of the item's manufacturer, you could use this window to record the manufacturer's reference for the item.

Fields

Line

If there are any existing references for your selected item, enter the line number of the reference that you want to amend and press Enter to display the existing details in the line entry fields at the bottom section of the window. Press Enter again to re-display those details in the middle section of the window.

Alias

Enter up to 36 alphanumeric characters to describe the item.

External Agency

Enter up to 8 alphanumeric characters to indicate with which external agency, possibly the manufacturer or a customer, this alternative reference is associated.

Alias Type

Enter or select an alternative item type chosen from those defined in the Inventory Description file under major type ALTT. This could be the type of external agency, for example wholesaler or manufacturer.

Select **Update (F8)** to save the aliases just defined.

Supplier Service Levels [24/OMM]

Supplier Service Levels Selection Window

To display this window, select the Supplier Service Levels task.

Note: *Currently not supported.*

Fields

Position To

Enter or prompt for the supplier code on which to position. Press Enter to re-position the list.

Select **Add (F6)** to add a new supplier to company relationship. The Supplier Service Levels window will be displayed

Supplier Service Levels Window

To display this window, select **Add (F6)** or select an existing supplier service level on the Supplier Service Levels Selection window.

Promotions Maintenance [25/OMM]

Use this activity to maintain the detail of current promotions so that they can be displayed during Order Capture. Promotions can only be maintained when promotions are indicated as active in the company profile.

There are three distinctly different types of promotion – each of which is maintained in this activity.

Item Replacement Promotions

Identify, to the operator, the existence of customer promotions and optionally substitute promotional items that are stocked and priced in the usual manner.

Note: *Substitute items may also be set up to retain the original items price.*

Freeloaders

Identify, to the operator, the existence of promotions that offer additional “award” items, free of charge, with the ability to charge the appropriate tax value.

Loyalty Schemes

Identify, to the operator, schemes in existence that offer the customer the incentive to collect “award” points.

Note: *Loyalty schemes are not currently supported by Order Capture*

Promotions Selection Window

To display the Promotions Maintenance Selection Window select the Promotions Maintenance activity.

This activity displays a list of promotions. The following detail is displayed for each promotion:

- Promotion number
- Effective from date
- Effective to date
- Promotion caption
- Associated item
 - Blank (item replacement promotions with no associated item)
 - The item being promoted (item replacement promotions with an associated item)
 - Promotion indicator and description (freeloaders and loyalty schemes)

Promotions may be selected for amendment or new promotions added.

Extended text can be selected and maintained against each promotion.

Fields

Enter New or Existing Promotion Number

If the promotion number already exists, details of the promotion are displayed for maintenance. If it does not, a new promotion number can be added at the foot of the window.

Promotion Indicator

Enter a single character to denote the type of [freeloader](#) promotion or loyalty scheme in use.

Leave blank for item replacement promotions or enter a valid [freeloader](#) or loyalty promotion indicator.

Entry validated against the IN Descriptions File, Major Type "FRTP", the settings of which determines whether the promotion is a [freeloader](#) or loyalty scheme and whether tax is to be charged (see [Freeloader](#) Maintenance section for further details).

Effective Date to Display From...

Enter a valid calendar date to restrict the list of promotions displayed.

All promotions that take effect on or after the entered date are displayed.

Date Effective At...

Enter a valid calendar date to restrict the list of promotions displayed.

All promotions effective on the entered date are displayed.

Selection Column

Make one of the following entries against an existing promotion:

- 1 – To select the promotion for maintenance
- 2 – To maintain extended text against the promotion

Note: *The text associated with a promotion is held on the IN Text File (Text Type "X").*

Press Enter to validate the entered details, highlight error conditions and display appropriate error messages. If entries are valid the Promotions Maintenance Window is displayed for either an item replacement or [freeloader](#)/loyalty promotion.

Order Capture does not attempt to support and manage all aspects of promotions. It does, however, provide a way of recording and bringing to attention of operators, details of current active promotions.

Item Replacement Promotion Window

To display the Promotions Maintenance (Maintain Item Replacement Promotion) Window request the addition of a new item replacement promotion or the maintenance of an existing promotion from the Promotions Maintenance Selection Window.

If an item replacement promotion is for a specific item, a promotion item can be defined. This item is substituted for the base item if the operator accepts the promotion in Order Capture.

There are three main areas in the Promotions Maintenance Maintain Item replacement Promotion Window.

The first is used to name and classify the promotion, the second to define the base and promotional items and the relationship between them and the third to qualify any customer constraints that apply to the promotion.

Promotion Classification

Promotion Number

The promotion identifier uniquely identifies each promotion.

Effective From Date

Enter the start date of the promotion.

Effective To Date

Enter the end date of the promotion.

Caption

Mandatory.

Enter the free text description of the promotion.

Promotion type

Entry of a promotion type is optional. The field is for memo purposes only.

Enter a value that identifies the type of promotion.

Valid entries are defined on the IN Descriptions File, Major Type "TSPR".

Promotion Target %

Enter the target increase in activity for the base item.

Promotion Item Constraints

Base Item

Enter the item on which the promotion is based.

The entry must be a valid inventory item.

Promotion Item

Enter the item to be delivered in place of the base item.

The entry must be a valid inventory item. It cannot be entered if no Base Item has been specified.

This item is automatically offered as a substitute for the base item.

Per Factor

Enter the number of promotion items to be sent per one base item.

The default value is 1.

Promotion Quantity

Enter the total number of promotion items available for sale.

If the promotion is available to all customers this specifies the limit for the total of orders across all customers that have not been explicitly excluded. If not entered then no limit is applicable.

Where selected customers only are eligible this number is memorandum only; actual limitations are specified at the customer level in their constraint.

***Note:** This is influenced by the All Customers indicator below.*

Unit of Measure

Defines the unit in which the promotion quantity has been entered.

The entered value must be one of the three valid units of measure of the promotion item.

If not entered, default to the **Default Sales Unit** of the **Promotion Item**.

Promotion Customer Constraints

Together with item constraints a promotion can be limited to certain customers and/or groups of customers.

All Customers

Identify whether all or limited customers, or groups of customers, are eligible for the promotion.

Enter one of the following values:

0 – If the promotion is not available to all customers. Individual customer constraints are defined each with their own promotional quantity limits.

1 – If the promotion is available to all customers. Individual constraints define any exclusions.

Base Item Pricing

Enter one of the following values:

0 – If the promotional item is to be priced in its own right

1 – If the promotional item is to retain the base items price

Functions

Customer Constraints (F13)

Displays the Promotions Maintenance Customer Constraints Window to allow the definition of the customer constraints for the promotion.

Customer Constraints Windows

To display the Promotions Maintenance (Customer Constraints) Window select **Customer Constraints (F13)** on the Promotions Maintenance Window for Replacement, [Freeloader](#) or Loyalty Promotions

Use this window to specify which customers are eligible to (or excluded from) a promotion.

A list of the constraints already established against a promotion is displayed.

Note: If 'All Customers' is set to "Yes" no further constraints need be entered and the 'Allocated to Orders' balance for the promotion is maintained against an automatically generated constraint "CATCH ALL".

Note: If 'All Customers' is set to "No" at least one constraint has to be defined for the promotion, otherwise the promotion will never be applicable to any customers and will not be used.

Note: Constraints specified against an "All Customer" promotion exclude that customer (or group of customers) from the promotion.

The text literal "EXCLUSIONS" is only displayed in the window title if constraints are being maintained for an "All Customer" promotion.

The following promotion detail is displayed at the top of the window:

- Promotion number
- Promotion indicator
- Caption
- Qualifying Total (Quantity) – Freeloader promotions only
- Qualifying Total (Quantity) Unit of Measure– Freeloader promotions only
- Qualifying Total (Value) – Freeloader / Loyalty Schemes only
- Qualifying Total (Value) Currency Code – Freeloader / Loyalty Schemes only
- Qualifying Total (Points) – Loyalty Schemes only
- Effective from date
- Effective to date

The format of the qualifying total displayed is dictated by how the user has chosen to enter the qualification total for this [freeloader](#) / loyalty scheme.

Note: For an All Customers Item replacement promotion the first entry shown is the 'CATCH ALL' constraint.

The Cust/G Val column shows the value of the constraint e.g. customer class 'A' and the Description column shows the type of constraint e.g. 'Customer Class'.

Fields

Select (S)

Enter a "1" against an existing constraint to select the constraint for maintenance.

Functions

Add (F10)

Use this to add new constraints to the promotion.

Enter 1 against an existing constraint and press Enter to maintain the constraint details.

Promotions Maintenance (Customer Constraints) Window

To display the Promotions Maintenance (Customer Constraints) Window select **Add (F10)** from the Promotions Maintenance (Customer Constraints) Window, or select an existing constraint.

Use this window to add the details for a new constraint to a promotion or amend the quantity restrictions placed on an existing constraint.

The format of the window presented is dependant upon whether you are adding a new constraint or amending the details of an existing constraint.

Adding Constraint Item Replacement Promotion

Adding Constraint Freeloader Promotion

Fields

Restriction

Displayed for item replacement promotions that are not for all customers.

Enter one of the following values:

0 – There is to be no restriction on the quantity of the promotion item to be supplied to this constraint category

1 – There is to be a restriction on the quantity of the promotion item that can be supplied to this constraint category.

Note: This is not available for [freeloader](#) / loyalty promotions nor for exclusions.

Restriction Quantity

Displayed for item replacement promotions that are not for all customers.

If the Restriction above is set enter (in the same units specified for the total promotion quantity) the quantity of the promotion item that may be supplied to this constraint category.

Note: There is no check that the total quantity entered against the promotion constraints adds up to the available promotion quantity.

Note: This field is not available for [freeloader](#) / loyalty promotions, nor for exclusions.

Note: The unit in which this quantity is entered is displayed for reference purposes. The value is taken from the unit of measure entered against the Promotion Quantity on the Promotions Maintenance Maintain Item Replacement Promotions Window.

Allocated Orders

Displayed for each constraint on an item replacement promotions that is not available to all customers and on the "CATCH ALL" constraint on an item replacement promotion that is available to all customers.

Order Capture (and other processes that affect the balance of promotion items supplied to the constraint category) maintains this balance automatically.

When the promotion item is chosen as a substitute for the ordered item and it falls against this constraint category this is also used to check on consumption of the promotional quantity. If the allocated to orders quantity, plus the current order quantity exceeds the restriction quantity of the constraint category item (or at promotion level for All Customers =1), then substitution is not performed.

Note: This field is not available for [freeloader](#) and loyalty promotions, nor for exclusions.

Customer Account

Optional. Enter a valid customer account code to limit the promotion to that customer.

Note: If the delivery sequence is left blank the constraint applies for all delivery sequences for the entered customer code.

Note: This and the following fields are mutually exclusive. Only one of them may be entered per constraint. They are not shown at all for the 'CATCH ALL' entry.

Customer Class

Optional. Enter a valid customer class, as defined on the IN Descriptions File (Major Type "CCCC"), to limit the promotion to customers that fall into the specified class.

(Trade) Price Type

Optional. Enter a valid price type, as defined within Advanced Pricing, to limit the promotion to customers assigned this as their Trade Price Type.

Note: This field is not available when using Standard Pricing.

(Prom.) Discount Type

Displayed for item replacement promotions.

Optional.

Enter a valid discount type, as defined in Advanced Pricing, to limit the promotion to customers assigned this as their Promotion Discount Type.

Note: This field is not available when using Standard Pricing.

Note: Constraints by Discount Type are not permitted for [freeloader](#) promotions and loyalty schemes.

Corporation

Optional. Enter a valid corporation code to limit the promotion to customers assigned the specified corporation code.

Branch

Optional. Enter a valid branch code.

Caution: This field is a memo field only.

Region

Optional. Enter a valid region code, as defined on the IN Descriptions File (Major Type "SN"), to limit the promotion to those customers assigned the specified region code.

State

Optional. Enter a valid state code, as defined on the IN Descriptions File (Major Type "ST"), to limit the promotion to those customers assigned the specified state code.

Territory

Optional. Enter a valid territory code, as defined on the IN Descriptions File (Major Type "TR"), to limit the promotion to those customers assigned the specified territory code.

Division

Optional. Enter a valid division code, as defined on the IN Descriptions File (Major Type "DN"), to limit the promotion to those customers assigned the specified division code.

Sub-division

Optional. Enter a valid sub-division code, as defined on the IN Descriptions File (Major Type "SV"), to limit the promotion to those customers assigned the specified sub-division code.

Functions

Refresh (F5)

Use this to discard any changes made within the window before confirming update.

Add (F10)

Use this to add further constraints against the promotion.

Note: *An unlimited number of constraints may be placed on a promotion.*

Delete (F11)

Use this to remove an existing constraint from a promotion.

The user is requested to confirm any deletion request made.

Text (F21)

Use this to maintain the text associated with a promotion.

Enter the required constraint details and request **Update (F8)** to add the constraint to the list of constraints for the promotion.

Freeloader Promotion Window

To display the Promotions Maintenance (Maintain [Freeloader](#) Promotion) Window request the addition of a new [Freeloader](#) Promotion or the maintenance of an existing [Freeloader](#) Promotion on the Promotions Maintenance Selection Window.

Any single non-blank character in the Promotion Indicator field identifies [freeloader](#) promotions and loyalty schemes.

Valid promotion indicators are defined on the IN Descriptions File (Major Type "FRTP") and the P/V Indicator set to "P" (Loyalty Schemes) and blank ([Freeloader](#) Promotions). The Limit field on the IN Description File entry is set to 1 for each promotion indicator where tax is to be calculated on the nominal value of the 'award' items, according to the appropriate customers' Trade Price Type.

Fields

Promotion Number

The promotion identifier uniquely identifies each promotion.

Promotion Indicator

Enter a single character to denote the type of [freeloader](#) (promotion) in use.

Entry validated against the IN Descriptions File, Major Type "FRTP", the settings of which determine whether the promotion is a [freeloader](#) or loyalty scheme and whether tax is to be charged.

Promotion indicator may be changed when maintaining an existing promotion however a [freeloader](#) promotion type cannot be replaced with a loyalty scheme type and vice versa.

Effective From Date

Enter the start date of the promotion.

Effective To Date

Enter the end date of the promotion.

Caption

Mandatory.

Enter the free text description of the promotion.

Promotion type

Entry of a promotion type is optional. The field is for memo purposes only.

Enter a value that identifies the type of promotion.

Valid entries are defined on the IN Descriptions File, Major Type "TSPR".

Budget Centre Account

Enter a valid General Ledger account code that will be passed through to the invoice line(s) generated for the [freeloader](#) or loyalty 'award' items. This Account Code can be used in Advanced Financial Integrator to identify 'free of charge' sales.

All Customers

Identify which customers, or groups of customers, are eligible for the promotion.

Enter one of the following values:

0 – If the promotion is not available to all customers. Individual customer constraints are defined each with their own promotional quantity limits.

1 – If the promotion is available to all customers and constraints are to specify which are excluded from the promotion.

Qualification by

This value indicates how items are deemed to qualify for the promotion.

Qualification may be expressed in terms of a list of specific items or a list of item groups.

Enter one of the following:

- 00 - Item
- 10 – Item Type
- 20 – Item Class
- 30 - Item Group Major
- 40 - Item Group Minor
- 50 – Division
- 60 – Sub-division
- 70 – Discount Group

Note: Qualification for a promotion can only be expressed in one of the above terms, that is to say it will not be possible to establish a promotion such that all items of Item Type A qualify as well as the specific item numbers A, B & C.

Note: Qualification exclusions are not permitted. That is to say it will not be possible to list the items and/or item groups that do not qualify for a promotion.

Prompting on this field displays the Select Qualification Group Pop-Up Window, from which the user chooses the type of item grouping applicable to the promotion.

Attain Total to Qualify For Award

Indicates whether the qualification total must be reached before the user is entitled to award the customer any of the [reward](#) items on this promotion.

Enter one of the following:

0 – Award items may be given without reaching the attainment total. Alternatively, the under-qualifying discount may be given.

1 – The attainment total must be reached for award items to be given. No under-qualifying discount may be given.

Qualification Total Based On

Enter one of the following:

- 1 – To signify that the qualification total for the promotion is a monetary value
- 2 – To signify that the qualification total for the promotion is an equivalent unit quantity

This value cannot be amended once a qualification total has been entered against a promotion or one or more qualification items (or item groups) has been entered against a promotion.

Press Enter to validate the above entries. Once validated additional information related to the promotion set-up is displayed as follows:

Qualifying Total (Quantity)

Displayed if the qualification total for the promotion is based on quantity.

Mandatory.

Enter the total number of equivalent units that must be ordered to qualify for the [freeloader](#) promotion.

Since it is possible to mix different items with different units of measure (case sizes) in the list of 'qualifying' items, the term 'equivalent units' is used and each 'qualifying' item quantity is subsequently described in terms of 'equivalent units'.

Qualifying Total (Unit of Measure)

Displayed if the qualification total for the promotion is based on quantity.

Enter the code that qualifies the unit in which the Qualifying Total (Equivalent Units) has been entered.

Qualifying Total (Value)

Displayed if the qualification total for the promotion is based on value.

Mandatory.

Enter the total monetary value that must be ordered to qualify for the [freeloader](#) promotion.

Qualifying Total (Currency Code)

Qualifies the currency of the qualification total, where qualification for a promotion is based on the value of the items that qualify for the promotion.

Automatically set to the base currency of the current company.

Note: *At present monetary value based promotions can only be established in the base currency of the operating company*

Under Qualifying Discount %

Displayed if the award items on the promotion may be given without reaching the qualification total.

Optional.

If the number of 'equivalent units' or monetary value ordered does not reach the qualifying total this discount percentage is applied to each 'qualifying' item where the quantity ordered is over the qualifying minimum quantity. This discount only applies if the award items are not taken.

Maximum Award Units per Order

Enter the maximum number of award units that may be given to a customer on any one order.

Maximum Award Units per Order Unit of Measure

Enter the unit of measure that qualifies the unit in which the Maximum Award Units per Order is entered.

Functions

Add Constraint (F13)

Use this to add constraints to a promotion, which determine the list of customers permitted to receive the promotion.

Press Enter to display either the Maintain Qualifying Items ([Freeloader](#) Promotion) Window or the Maintain Qualifying Item Groups ([Freeloader](#) Promotion) Window.

Qualifying Items (Freeloader) Window

The Maintain Qualifying Items ([Freeloader](#) Promotion) Window is displayed when you have made your entries and pressed enter on the Maintain Promotions ([Freeloader](#)) Window.

Use this window to review and revise the details of the items that qualify for a [freeloader](#) award.

A list of the items already defined as qualifying for the promotion are displayed along with the minimum quantity that must be ordered of each item and its equivalent unit factor (for the purposes of the current promotion, and only if qualifying on quantity).

Additional items can be added to the qualification list by making the appropriate entries in the fields at the foot of the window, or alternatively the user may choose to define qualification for the promotion in terms of item groups (see following section).

Fields

Select (Untitled)

Enter one of the following:

2 – To amend qualification item details

4 – To delete selected qualification item details

Note: *You must confirm a deletion request using **Delete (F11)***

Item

Enter a valid item that, when sold, will qualify for the selected [freeloader](#) award when ordering the qualification quantity / value (or greater).

Minimum Quantity

Displayed if qualification for the promotion is based on the ordered quantity of the qualifying items.

Enter a valid quantity, expressed in one of the valid units of measure of the chosen item or as a number of equivalent units, or leave blank (zero) if any ordered quantity is to contribute towards the qualification total for the promotion.

This is the minimum quantity that must be ordered for the ordered quantity (expressed in equivalent units) to be included in the qualifying total for this promotion and for the ordered item to qualify for the **Under Qualifying Discount %** (if the customer does not take any of the award items on the promotion).

Minimum Quantity (Unit of Measure)

Displayed if qualification for the promotion is based on the ordered quantity of the qualifying items.

Qualifies the unit in which the minimum quantity has been entered.

The value entered must be one of the valid units defined for the item or the same equivalent unit in which the qualifying total for this promotion has been expressed.

If not entered this value defaults to the default sales unit of the chosen item.

Minimum Value

Displayed if qualification for the promotion is based on the value of the qualifying items ordered.

Enter a valid value or leave blank (zero) if any ordered value for this item is to contribute towards the qualification total for the promotion.

This is the minimum value that must be ordered for the ordered value to be included in the qualifying total for this promotion and for the ordered item to qualify for the **Under Qualifying Discount %** (if the customer does not take any of the award items on the promotion).

Minimum Value (Currency Code)

Displayed if qualification for the promotion is based on the value of the qualifying items ordered.

Qualifies the currency of the minimum value, where qualification for the [freeloader](#) is based on the value of the items that qualify for the promotion.

Automatically set to the base currency of the current company.

Equivalent Unit Factor

Mandatory, but only applicable for qualification on quantity. Enter the factor used to convert the ordered quantity of the item into an equivalent unit quantity.

This factor is used to convert ordered quantities for an item to an equivalent unit quantity before accumulating quantities to determine whether a customer is eligible to receive any of the free award items on the promotion, and how many. The equivalent unit factor is applied to the stock unit of the item.

If not entered the default is taken from the Item Master File, but only if the equivalent unit specified on the item matches the equivalent unit in which the qualification total of the promotion has been entered (or the EU entered below).

Note: *If the Item Master Equivalent Unit Factor is overridden the override only applies when determining whether the qualifying total of the promotion is met. It is not automatically taken*

through to Order Capture for discounting purposes where discounting is based on equivalent units

Equivalent Unit

Only applicable for qualification on quantity.

Qualifies the common equivalent unit for the promotion.

Note: *This is set to the same unit in which the qualification total for the promotion has been entered and cannot be changed by the user at this level.*

Functions

Delete (F11)

Use this to delete an item from the list of items that qualify for the promotion.

An item must be entered and the user is asked to confirm the deletion request via a pop-up window.

Enter details of the items that must be ordered to qualify for the promotion and press Enter to display the Maintain Award Items Window.

Qualifying Item Groups (Freeloader) Window

To display the Maintain Qualifying Item Groups ([Freeloader](#) Promotion) Window select the type of group for which details are to be maintained and press Enter on the Select Qualifying Item Group Type Pop-Up Window.

Use this window to review and revise the details of the item groups that qualify for a [freeloader](#) award.

The title of the window qualifies the type of item group displayed. One of the following values is displayed:

- Item Type
- Item Class
- Item Group Major
- Item Group Minor
- Division
- Sub-Division
- Discount Group

A list of the item groups already defined as the qualifying for the promotion are displayed along with the minimum quantity that must be ordered of an item within that group and its equivalent unit factor.

Additional groups can be added to the list by making the appropriate entries in the fields at the foot of the window.

Qualifying Item Group

Enter a valid item group whose items, when ordered, will qualify for the selected [freeloader](#) award if the qualification quantity total or value total is met or exceeded.

Note: *The title changes to reflect the type of item group for which details are being maintained.*

Validation of the entered value is dependant upon the type of item qualification group selected.

Qualification Item Group	IN Description "Major Type"
Item Type	"PTYP"
Item Class	"PCLS"
Item Group Major	"PGMJ"
Item Group Minor	"PGMN"
Division	"DIVN"
Sub-division	"SDIV"
Discount Group	"PGR"

Minimum Quantity

Displayed if qualification for the promotion is based on the ordered quantity of the qualifying items.

Enter a valid quantity, expressed as a number of equivalent units.

This is the minimum number of equivalent units that must be ordered of any item within the specified group for the quantity ordered (expressed in equivalent units) to be included in the qualifying total for this promotion.

The minimum quantity is entered in the same units as the Qualifying Total (Equivalent Units) on the Maintain Promotions (Maintain [Freeloader](#) Promotion Window)

Minimum Quantity (Unit of Measure)

Displayed if qualification for the promotion is based on the ordered quantity of the qualifying items.

Qualifies the unit in which the minimum quantity is entered.

Note: *This value is set to the same unit in which the qualification total for the promotion has been entered and cannot be changed by the user.*

Minimum Value

Displayed if qualification for the promotion is based on the value of the qualifying items ordered.

Enter a valid value or leave blank (zero) if any ordered value for any items in the group are to contribute towards the qualification total for the promotion.

This is the minimum value that must be ordered for the ordered value to be included in the qualifying total for this promotion and for the ordered item to qualify for the **Under Qualifying Discount %** (if the customer does not take any of the award items on the promotion).

Minimum Value (Currency Code)

Displayed if qualification for the promotion is based on the value of the qualifying items ordered.

Qualifies the currency of the minimum value, where qualification for the [freeloader](#) is based on the value of the items that qualify for the promotion.

Automatically set to the base currency of the current company.

Equivalent Unit Factor

Mandatory, but only applicable for qualification on quantity.

Enter the equivalent unit factor of the items within the group.

This factor is used to convert entered quantities for an item to an equivalent unit quantity before accumulating quantities to determine whether a customer is eligible to receive any of the free award items on the promotion, and how many.

If not entered at item group level the default for each item is taken from the Item Master File if the equivalent unit specified on the item matches the equivalent unit in which the qualification total of the promotion has been entered (or the EU entered below).

Note: *If the Equivalent Unit Factor is overridden the override applies to all items within the specified item group but only applies when determining whether the qualifying total of this promotion is met. It will not be automatically taken through to Order Capture for discounting purposes.*

Equivalent Unit

Only applicable for qualification on quantity.

Qualifies the common equivalent unit for the promotion.

Note: *This value is set to the same unit in which the qualification total for the promotion has been entered and cannot be changed by the user.*

Note: *Ideally, all items within the group should have the same Equivalent Unit. Otherwise correct calculation of the Qualifying Total cannot be guaranteed.*

Enter details of the item groups that must be ordered to qualify for the promotion and press Enter to display the Maintain Award Items Window.

Award Items Window

To display the Maintain Award Items Window enter a list of qualifying items or groups and press Enter on any of the Maintain Qualifying Items Windows.

Use this window to identify the award items or type of points that are to be given to the customer on the selected promotion. There is no limit to the number of award items that can be given on a promotion.

Note: *At least one award item should be specified for a promotion.*

Fields:

Award Item

Enter a valid item code.

For a [Freeloader](#) Scheme the item is physically stocked e.g. a baseball cap or golf umbrella.

For a Loyalty Scheme the 'item' represents a type of loyalty point e.g. vouchers. It is normally defined as a non-stock item and will be included on the order with zero price. The quantity is calculated based upon the nominal points earned.

Equivalent Factor

Enter an equivalent factor as a weighting to allow comparisons to be made against the Maximum Award Units per Order for this promotion. The unit is the same as that of the Maximum Award Units and cannot be amended.

Note: *This is not applicable to Loyalty schemes.*

Description

The system will update this field when you press enter to verify your selections.

Quantity awarded

Enter the quantity of the award item to be given (and its associated unit of measure).

Note: *For Loyalty schemes the Quantity Awarded is actual points awarded per nominal point earned.*

Per equivalent unit

For [Freeloaders](#) with qualification on quantity, enter the Equivalent Unit quantity for which the Quantity Awarded is awarded.

This must be zero if the Quantity Awarded is zero. Normally they would both be non-zero.

The Equivalent UoM is not shown here but is the same as the unit in which the qualification total for the promotion has been entered.

Per (currency) value

For [Freeloaders](#) with qualification on value, enter the monetary value for which the Quantity Awarded is awarded.

This must be zero if the Quantity Awarded is zero. Normally they would both be non-zero.

The currency is the same as that in which the qualification total for the promotion has been entered.

Report on ESL

Identify whether the [Freeloader](#) is to be reported on the ESL report.

Enter one of the following values:

0 – do not report on ESL

1 – report on ESL

Enter the list of award items for the promotion and press **Update (F8)** to record the promotion details.

Export Demand Classification [3/OMU]

Use this activity to export the established supply rules demand classifications to a CSV file.

Export Demand Classifications Prompt

This option presents the Export Demand Classifications prompt, from which the user will confirm the name and location of the CSV file to be created:

Fields

IFS Folder Name

Enter the name of the IFS folder to contain the CSV file.

Defaults to blank, which means the exported file will be created the IFS root directory.

CSV File Name

Enter the name of the CSV file to contain the demand classifications to be exported.

Defaults to blank, is mandatory and must not be present in the specified IFS folder.

Functions

Exit (F3)

To exit the program without submission.

Submit (F8)

Validates the selections made and submits a batch job to export the demand classifications.

Batch job detail

A batch job creates and extracts the current demand classifications and associated rules to a CSV file in the iSeries IFS as specified in the prompt screen. The export will be performed for all companies.

The batch job will export the values from the following files as a single row of data, each value will be separated by a single comma.

Example output

For rule number 2 defined to customer GC01 and item 5001:

```
Z1,FG,0,1090101,1091231,GC01,,5001,,2,Rule 2 for GC01 and 5001
```

For a catch all default for rule number 1 at supply point FG:

```
Z1,FG,0,1090101,1091231,,,,,1,Allocation for finished goods
```

Validate Demand Classifications [4/OMU]

Use this activity to validate demand classifications in a CSV file.

Validate Demand Classifications Prompt

This option presents the Validate Demand Classifications prompt, from which the user will confirm the name and location of the CSV file to be validated.

Note: *At this point no updates will be performed. The CSV file must be in the same format as the export option.*

Fields**IFS Folder Name**

Enter the name of the IFS folder which contains the CSV file.

Defaults to blank, which means the exported file will be expected to be found in the IFS root directory.

CSV File Name

Enter the name of the CSV file which contains the demand classifications to be validated.

Defaults to blank, is mandatory and must be present in the specified IFS folder.

Item Demand Classification

Enter the item demand classification. Prompt is available.

Defaults to blank and is mandatory. Valid values are defined to the Inventory Description File Maintenance option.

Customer Demand Classification

Enter the customer demand classification. Prompt is available.

Defaults to blank and is mandatory. Valid values are defined to the Inventory Descriptions File Maintenance.

Functions

Exit (F3)

To exit the program without submission.

Submit (F8)

Validates the selections made and submits a batch job to validate the demand classifications.

The IFS Folder Name and CSV File Name are passed to the submitted batch job.

Batch job detail

A batch job validates the CSV file of demand classifications with the entered new demand classifications.

Where a customer attribute (column 7) or item attribute (column 9) demand classification is defined, that classification is validated against the parameter table for the new classification as passed from the submission program.

Where a customer or item classification is defined, the customer or item is validated.

All rule numbers must exist.

Where an exception is found, the row will be reported in full to an exception report.

Note: *Classifications are optional, but where defined must be valid.*

Update Demand Classifications [5/OMU]

Use this activity to update the supply rules demand classifications from a CSV file.

Update Demand Classifications Prompt

This option presents the Update Demand Classifications prompt, from which the user will confirm the name and location of the CSV file from which the demand classifications will be updated.

Note: *This option will clear all current demand classifications or all companies. The CSV file must be in the same format as the export option.*

Fields

IFS Folder Name

Enter the name of the IFS folder which contains the CSV file.

Defaults to blank, which means the file will be expected to be found in the IFS root directory.

CSV File Name

Enter the name of the CSV file which contains the demand classifications.

Defaults to blank, is mandatory and must be present in the specified IFS folder.

Functions**Exit (F3)**

To exit the program without submission.

Submit (F8)

Validates the selections made and submits a batch job to update the demand classifications.

The IFS Folder Name and CSV File Name are passed to the submitted batch job.

Batch job detail

A batch job will validate the CSV file demand classifications to the system demand classifications. Exception will be reported and ignored by the update process.

Caution: The batch update will clear all current classifications for all companies prior to update.

Update will import the CSV file classifications back into System21.

Modifying the CSV file**Data Attributes**

The CSV file will be created and must be maintained in the following format:

Column 1	Company code	Mandatory	A valid company code
Column 2	Supply point	Mandatory	A valid supply point defined to 85/OMU
Column 3	Demand type	Mandatory	0=Sales Demand 1=Promotion 2=Alternative items 3=Enterprise

			4=Enterprise Direct 5=JIT Transfers 6=Sales Kits 7=Alternative Kits 8=Enterprise Replenishment Orders
Column 4	Effective from date	Mandatory	A valid date in CYYMMDD format
Column 5	Effective to date	Mandatory	A valid date in CYYMMDD format
Column 6	Customer code	Optional	If entered, a valid customer defined to 1/ARM for the company
Column 7	Customer classification attribute	Optional	If entered, a valid customer attribute defined to 1/INM for the classification attribute type for the company
Column 8	Item code	Optional	If entered, a valid item defined to 1/INM for the company
Column 9	Item classification attribute	Optional	If entered, a valid item attribute defined to 1/INM for the classification attribute type for the company
Column 10	Rule number	Mandatory	A valid sourcing rule defined to 86/OMU for the company
Column 11	Rule number description	Optional	Sourcing rule description – for reference purposes

Using Microsoft Excel

Caution: When opening a CSV file with Excel, Excel will interpret all columns as a general type. A consequence of this is that any codes that are numeric will have leading zeros suppressed.

To avoid this issue, import the CSV file into a new worksheet as follows (the example below is Excel 2003):

- Select Data menu option
- Select Import External Data
- Select Import Data
- From the Select Data Source window, select the CSV file from your location. This will then launch an import wizard.

- Step 1, select Next
- Step 2, select Delimiters=comma and Text qualifier={none}, select Next
- Step 3, For columns 1, 2, 6, 7, 8, 9 and 11 select each column and change the column data format setting from General to Text
- Select Finish

Note: *The file must be saved in Excel as a comma separated file (.CSV)*

Introduction

There are six enquires available. They are:

- Promotions Enquiry
- Promotion Details Listing
- Freeloader Sales Report
- Item Sales Details
- Enquire on Descriptions
- Preparation Codes

Promotions Enquiry [1/OME]

Promotions Enquiry Selection Window

To display this window, select the Promotions Enquiry task.

Fields

Promotion Number to Display From

Enter the promotion number to position to in the list.

Effective Date to Display From

Enter an effective date from which to display promotions.

Date Effective At

Enter an effective date to which to display promotions.

Enter selection criteria and then press Enter to re-display the list, or select a promotion from the list to display the appropriate Promotions Enquiry window.

Promotions Enquiry Details Window

To display this window, select a promotion on the Promotions Enquiry Selection window.

Select **Customer Constraints (F17)** to display the Promotions Enquiry Customer Constraints window.

Select **Previous (F12)** to return to the Promotions Enquiry Selection window.

Promotions Enquiry (Freeloader) Window

To display this window, select a promotion on the Promotions Enquiry Selection window.

Select **Customer Constraints (F17)** to display the Promotions Enquiry Customer Constraints window.

Select **Previous (F12)** to return to the Promotions Enquiry Selection window.

Promotions Enquiry Customer Constraints Window

To display this window, select Customer Constraints on a Promotions Enquiry window.

Press **Expand/Summary (F13)** to display more details of the constraint or **Previous (F12)** to return to the previous Promotions Enquiry window.

Promotion Details Listing [2/OME]

Fields

Effective Date From/To

Select an effective date from and to.

Item Code

Enter an item code.

Alternatively, use the prompt facility to select from the Item Master Scan

Promotion Text

Check this field to include the text for the promotion in the listing.

Leave this field **unchecked** to exclude the text for the promotion from the listing.

Press Enter to validate the details entered and then select **Submit (F8)** to submit the job.

Freeloader Sales Report [3/OME]

Freeloader Sales Report Selection Window

Fields

Promotion Indicator From/To

Select a range of promotion indicators.

Alternatively, use the prompt facility to select from the FRTP [Freeloader](#) Type pop-up.

Region

Leave this field blank to select all regions or enter a specific region code.

Alternatively, use the prompt facility to select from the SN Sales Analysis Region pop-up.

Territory

Leave this field blank to select all territories or enter a specific territory code.

Alternatively, use the prompt facility to select from the TR Sales Analysis Territory pop-up.

Salesman

Leave this field blank to select all salesmen or enter a specific salesman code.

Alternatively, use the prompt facility to select from the TN Sales Analysis Salesman pop-up.

Year/Period

Enter a valid year and period.

Press Enter to validate the details entered and then select **Submit (F8)** to submit a job to produce the [Freeloader](#) Sales Details.

Item Sales Details [21/OME]

Use this enquiry to view the additional Order Capture sales details established for a selected item.

Item Enquiry - Selection Window

To display this window, select the Item Sales Details task.

Use this window to specify the item code on which you want to enquire.

Fields

Item

Enter or select the code of an existing item.

Enter or select a code and then press Enter to display the Item Enquiry - Sales Details window.

Item Enquiry - Sales Details Window

To display this window, select an item code and press Enter on the Item Enquiry - Select window.

Use this window to view details of the item.

Fields

Item

This field displays the code and description of the selected item.

Reason Suspended

This field displays a reason code for the suspension of an item as defined in the Descriptions File (type SIRC).

Target Mark Up %

This field displays a code to indicate what percentage mark up on cost price should be the lowest that an operator should allow on this item. The codes are defined in the Descriptions File (type MKUP).

Minimum Mark Up %

This field displays a lower figure than the Target Mark Up does. It is intended that this lower value will be used by an operator with a higher skill level - for future development.

The figure indicates what percentage mark up on cost price should be the minimum that an operator should allow on this item. The codes are defined in the Descriptions File (type MKUP).

Note: *The Target Mark Up % and Minimum Mark Up % fields will both be left blank or both have values entered: one cannot be specified without the other.*

Portion Description

This field displays a description of portions within the selling unit, e.g. 10 x 340g for 10 portions in a 3400g box.

Portions per Issue UoM

This field displays a number of portions for the UoM (which in the example given above would be 10).

Functions

Preparation Codes (F17)

Use this to display the Preparation Code Maintenance window so that you can view preparation codes for the item.

Select **Previous (F12)** to return to Item Enquiry - Selection window or select **Exit (F3)** to leave this enquiry.

Preparation Code Enquiry Window

To display this window, select **Preparation Codes (F17)** on the Item Enquiry - Sales Details window.

Use this window to view details of preparation codes.

Fields

Preparation Code/Description

This field displays the code and description of any existing preparation codes.

Yield %

This field displays percentage yield of any existing preparation codes.

Options

Text

Use this to view any text for the selected preparation code. The standard text window will be displayed.

Select **Previous (F12)** to return to the Item Enquiry - Sales Details window.

Enquire on Descriptions [82/OME]

Use this enquiry to view details of codes set up in the Descriptions file.

Select the Enquire on Descriptions task.

Note: *Details of this enquiry can be found in the Inventory Management product guide.*

Preparation Codes [84/OME]

Use this enquiry to view details of preparation codes.

Preparation Code Enquiry Window

To display this window, select the Preparation Codes task.

Use this window to view details of preparation codes.

Fields

Preparation Code/Description

This field displays the code and description of any existing preparation codes.

Yield %

This field displays percentage yield of any existing preparation codes.

Options

Where Used

Use this to see which items have a code in use. The preparation code where used window will be displayed

Text

Use this to view any text for the selected preparation code. The standard text window will be displayed.

Select **Exit (F3)** to leave this enquiry.

Preparation Code Enquiry - Where Used Window

To display this window, select Where Used against a preparation code on the Preparation Code Enquiry window.

Select **Previous (F12)** to return to the Preparation Code Enquiry window.

Generate Call Lists [1/OMP]

Select this task to generate calls for customers with [call profiles](#). Select a number of hours and/or days to delete old calls and to create new calls. Calls will not be generated for today, regardless of the [call profile](#) setting.

[Call lists](#) will not be generated for customers or delivery addresses with an account status of D (Deleted) or I (Inactive), as it is not possible to take orders for inactive customers. They are reported on the [Call List](#) Generation Audit report in the Calls Not Generated section.

Manage Call Lists [2/OMP]

Use this task to check which operators within a team, have calls. You may optionally change operators for a call and reschedule calls.

Manage Call List Select Team Window

To display this window, select the Manage [Call Lists](#) task.

A warning message is displayed if the customer or delivery address has an account status of D (Deleted) or I (Inactive). Although you are allowed to change the [call list](#) details, you will not be able to raise a new order for this customer in Order Capture.

Select a team from the list to display the Manage [Call List](#) Select Operator window

Manage Call List Select Operator Window

This window is displayed when a team is selected on the Manage [Call List](#) Select Team window.

Select an operator from the list to display the Manage [Call List](#) Operator Calls window or select **Previous (F12)** to re-display the Manage [Call List](#) Select Team window.

Select **Graph (F13)** to display the Manage [Call List](#) Select Operator Graph window.

Manage Call List Select Operator Graph Window

To display this window, select **Graph (F13)** on the Manage [Call List](#) Select Operator window

Select an operator from the list or select **Previous (F12)** to return to the Manage Call List Select Team window.

Select **Summary (F13)** to return to the Manage Call List Select Operator Window.

Manage Call List Operator Calls Window

This window is displayed when an operator is selected from the Manage [Call List](#) Select Operator window.

Fields

Select

Enter **2** to re-assign an individual call. The Reassign Operator pop-up is displayed.

Functions

Reassign All (F13)

Use this to re-assign all calls for the operator. The Reassign Operator pop-up is displayed.

Select a call or calls with **2** and then press Enter or select **Reassign All (F13)** to display the Manage [Call List](#) Reassign Operator pop-up.

Select **Previous (F12)** to return to the Manage [Call List](#) Operator window.

Manage Call List Reassign Operator Pop-up

To display this pop-up, select a call or calls with **2** and then press Enter or select **Reassign All (F13)** on the Manage [Call List](#) Select Call window.

Use this pop-up to select the operator to whom to transfer the selected call or calls.

New Operator

You must enter the code for the operator to whom you wish to transfer the selected call or calls.

Alternatively, use the prompt facility to select from the Operator Selection pop-up.

Reason

You must enter the reason code for moving the call or calls.

Alternatively, use the prompt facility to select from the Reason Code Rule Prompt pop-up. Press Enter to validate your entries and display the operator's name and the description of the reason code. Select **Update (F8)** to re-assign the call or calls to the specified operator.

Manage Call List Amend Call Window

This window is displayed when a call is selected on the Manage [Call List](#) Operator Calls window.

Fields

Operator

Enter the name of the new operator for the call to be assigned to, or use the prompt facility to choose the operator from a list. The Operator Selection window is displayed.

Call Date & Time

Enter a new date and/or time for the call.

Reason

Enter a reason code for the amendment to the call, or use the prompt facility to select the reason from a list. The Reason Code Rule prompt will be displayed.

Select **Update (F8)** to save the changes made to the call and return to the Manage [Call List](#) Operator Calls window or select **Previous (F12)** to return to the Manage [Call List](#) Operator Calls window without saving the changes made.

Generate Buying Lists [11/OMP]

Customer [buying lists](#) are built in advance of placing an order in Order Capture to make available appropriate buying history and pricing details specific for the customer.

Whether a customer [buying lists](#) is generated depends on a number of conditions:

- The customer is defined with a buying list rule.
- Or the customer does not have its own specific buying list rule but the company profile is defined with a buying list rule that applies to all such customers.
- The customer has recently placed an order, which triggers the regeneration.

This generation means for each of these customers:

- Identifying all the price lists associated with the customer's buying list rule.
- This includes identifying which of the system buying lists are appropriate for the customer.
- Fetching the latest price for each item for the customer. This is the Gross Price for buying one item on the current date.
- If required, building the Sales History Price List based on the last six orders for the customer.

- If required, building the New Products Price List with any new items on the Item Master that has not yet been added to a price list.
- If required, building the Special Price List from the Advanced Pricing SPL Price Type Category.
- If required, building Promotion List from items on promotion for the customer.

Caution: Customer buying lists are only generated after an order has been placed for the customer, not just before an order is about to be placed. This might mean the initial price shown is out of date.

During Order Capture, these customer [buying lists](#) can also get updated:

- The initial prices shown are those on the buying list, but on committing the order the true current price for each purchased item is fetched from System21.
- For these purchased items the current price (Gross Price for one item) is also updated on the Customer price list.

Note: There is an Order Capture installation option that allows you to always fetch latest prices and not rely on old snapshot price lists. Refer to the Installation Guide for further information.

Running the Generate [Buying Lists](#) task depends on the installation platform.

iSeries Installation

If Order Capture and WebSphere have been installed on the same iSeries server as System21, the standard System21 task in Order Capture can be used.

To generate customer [buying lists](#) manually, select the Generate [Buying Lists](#) task.

Select **Confirm (F8)** to submit the job.

Note: It is recommended that this task be set up in Machine Manager as a day end option.

Note: The Order Capture WebSphere application server must be running.

Windows Installation

If Order Capture and WebSphere have been installed on a Windows server, there is a special command file available to run this task on the windows platform.

Refer to the Order Capture Installation Guide for confirmation of correct file path

To generate customer [buying lists](#), run from the /bin folder the command file PreGenerateBuyingLists.bat

Note: It is recommended that this task is set up to run daily automatically.

Submit Batch Sourcing [21/OMP]

For sales orders that have not been sourced during Order Capture, this task can be used to source a batch of outstanding orders. This section describes the use and processing of that Batch Sourcing task.

Batch Order Sourcing Selection Window

To display this window, select the Submit Batch Sourcing task.

The first window displayed allows for a range of orders to be selected.

Fields

Supply Point

You can optionally enter a supply point.

Alternatively, you can use the prompt facility to select from the Stockroom Selection pop-up.

Customer Account Range From/To

You can optionally enter a range of customer accounts.

Order Number Range From/To

You can optionally enter a range of order numbers.

Item Number Range From/To

You can optionally enter a range of item numbers.

Include Back Orders

Check this field if you want to include back orders.

Note: This task can be submitted via Application Manager Day End or Day Start.

Caution: The OM subsystem must be running for Batch Sourcing to process orders. This can be managed via the L1 application.

Source All Outstanding Orders

By default, Batch Sourcing will source all outstanding order lines for the current company. Outstanding order lines are those that have never been sourced or have an outstanding balance or a back order quantity.

Source by Due Date within Priority

The sequence in which order lines are sourced is as follows:

Line priority - descending sequence (highest priority number first)

Line due date - ascending sequence (earliest date first)

Example:

Sourcing Seq	Priority	Due Date	Order Number
1	60	11th Jan 2008	0000104
2	50	8th Jan 2008	0000101
3	50	8th Jan 2008	0000102
4	50	9th Jan 2008	0000100

Back Order and Part Delivery Order Cancellation

Batch Sourcing will cancel outstanding order line balances depending on the customer back order allowed and part delivery allowed settings.

A line is considered as sourced (in part or wholly) for the following sourcing methods:

- ALC Stock allocation
- BBP Buy to order (supplier)
- DIR Buy to order & direct delivery (supplier)
- DNS Do not source
- ENT Enterprise supplied
- END Enterprise supplied & direct delivery
- FAL Force allocate
- JIT Transfer to order
- M2O Make to order
- RES Reservation against planned incoming supplies

Note: DNS (Do Not Source) leaves the order line or balance outstanding. Batch Sourcing considers this a positive sourcing action. It is assumed a manual process will source the line or balance.

A line is considered as outstanding (in part or wholly) for the following sourcing methods:

- BOD Back order
- NSP No supply possible

Manual Methods:

Confirmed manual sourcing methods are considered as per their automatic methods. Where a manual method is unconfirmed, the line or balance is considered as outstanding.

Batch Sourcing - Decision Table:

The following table describes the sourcing state after batch sourcing has executed and the subsequent action taken for the order line:

Sourcing Check

Order fully sourced?	Y	Y	Y	Y	Y	N	N	N	N	N	N	N	N	N
----------------------	---	---	---	---	---	---	---	---	---	---	---	---	---	---

Customer Parameter Check

Credit exception	N	Y	Y	Y	Y	N	N	N	N	Y	Y	Y	Y
Part delivery allowed?		Y	Y	N	N	Y	Y	N	N	Y	Y	N	N
Back orders allowed?		Y	N	Y	N	Y	N	Y	N	Y	N	Y	N

Action

Fully source	Y												
Partially source						Y1	Y1						
Not sourced		Y		Y				Y		Y		Y	
Cancel order line			Y		Y				Y		Y		Y
Cancel line balance							Y						

Report

Credit exception		Y	Y	Y	Y					Y	Y	Y	Y
Stock exception						Y	Y	Y	Y				

(Column reference)	1	2	3	4	5	6	7	8	9	10	11	12	13
--------------------	---	---	---	---	---	---	---	---	---	----	----	----	----

Note 1 = Source to available limit

Not Sourced and Cancel Order Line Exceptions

The following states of supply will not de-source or cancel the order line (columns 2, 3, 4, 5, 8, 9, 10, 11, 12, 13).

A sales order that is partially supplied by either Enterprise (ENT) or Enterprise Direct (END) cannot cancel the sales/supply order when the supply order is picked, despatched or complete.

A sales order that is partially supplied by a Buy to Order Direct (DIR) cannot cancel the purchase order once received into stores.

Batch Sourcing Reporting

Batch Sourcing Audit Report

The audit report lists all orders that have been considered and passed to Order Capture to perform sourcing.

The orders are printed in the sequence they are processed.

Fields

Order

Sales order number

Customer

Customer account, delivery sequence and name

Order Lines

The lines on the order are then listed to show the state of each order line.

This includes any lines that were previously identified as un-sourced even if they are still un-sourced.

Line No

Order line number

Item

Item code

Description

Item code description

Stockroom

Order line stockroom

Pty

Sourcing priority

Delivery Date

Order line delivery date

Sourced Quantity

Quantity sourced and unit of measure

Outstanding Quantity

Outstanding quantity on the order line to be sourced

Result

Sourced: The order line is sourced.

Credit Exception: A credit exception occurred; see Credit Exception report.

Stock Exception: The order line is not sourced; see Stock Exception report.

Order Unavailable: The order is active.

Failure Exception: Batch Sourcing failed in attempting to source the order.

Excluded: The order is excluded from sourcing due to the customer status.

Batch Sourcing Stock Exception Report

Where an order line is not fully sourced and no credit exceptions occur, the line will be reported on the Stock Exception report. See columns 6 to 9 in the above Batch Sourcing decision table.

Fields**Order**

Sales order number

Customer

Customer account, delivery sequence and name

Order Lines

The lines on the order that failed to source are listed.

Line No

Order line number

Item

Item code

Description

Item code description

Stockroom

Order line stockroom

Pty

Sourcing priority

Delivery Date

Order line delivery date

Sourced Quantity

Quantity sourced and unit of measure

Outstanding Quantity

Outstanding quantity on the order line to be sourced

Result

Any action taken by Batch Sourcing or reason for not sourcing:

Line cancelled

Balance cancelled

Supply chain not built

Supply chain complete

Order suspended

Batch Sourcing Credit Exception Report

Where a credit exception occurs, the order line will be reported on the Credit Exception report. See columns 2 to 5 and 10 to 13 in the above Batch Sourcing decision table.

Fields

Order

Sales order number

Customer

Customer account, delivery sequence and name

Order Lines

The lines on the order that failed to source are listed.

Line No

Order line number

Item

Item code

Description

Item code description

Stockroom

Order line stockroom

Pty

Sourcing priority

Delivery Date

Order line delivery date

Sourced Quantity

Quantity sourced and unit of measure

Outstanding Quantity

Outstanding quantity on the order line to be sourced

Exception/Result

Credit exception reason

EDI Order Sourcing [21/OEAI]

EDI order receiving provides the ability to run the following types of order sourcing:

-
- Batch Allocation
 - Order Capture Batch Sourcing
 - Order Capture Order Sourcing

It determines which type of sourcing via the major type description ALLOCATE, which establishes whether order sourcing is enabled and the type of sourcing to be attempted:

- Batch allocation allocates order lines from local available stock to the stockroom established during EDI order receipt based on priority and due date for a batch of orders.
- Order Capture Batch Sourcing sources order lines utilising the Order Capture sourcing rules based on priority and due date for a batch of orders.
- Order Capture Order Sourcing sources multiple orders concurrently utilising the Order Capture sourcing rules based on order arrival.

Order Sourcing

EDI order receive will initiate Order Capture Order Sourcing. Order Capture order sourcing is submitted to the OM subsystem that is established in Subsystem processing menu L1S.

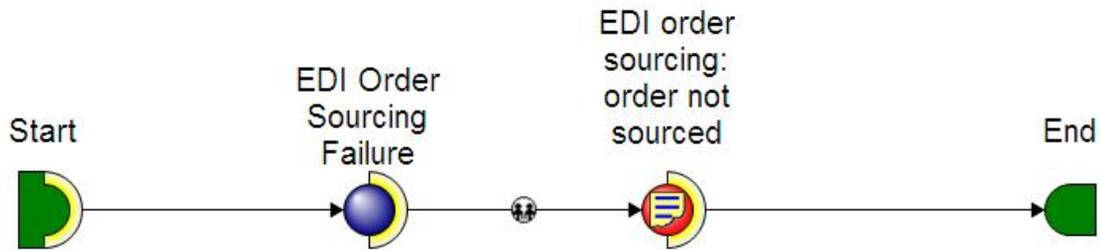
Order sourcing will start with the first **new** order received for the EDI run and will stop when order sourcing has executed for the last new order to be received.

A number of orders can be sourced concurrently, for configuration of the number of orders see the Implementation section. The number of concurrent orders to be sourced is for all companies and for all submissions, i.e. it is not for an individual EDI order receive submission.

EDI order sourcing utilises the sourcing rules established to Order Capture. EDI order sourcing does not obey the Order Capture Batch Sourcing back order/part delivery cancellation logic.

Exception processing

EDI order sourcing does not provide any enquiries or reports. Any order that fails to source will be notified via a Work Management activity GESGOMOESF, this can be used to notify the relevant person and/or role of sourcing failures. A sample process is supplied:



A sourcing failure is defined as:

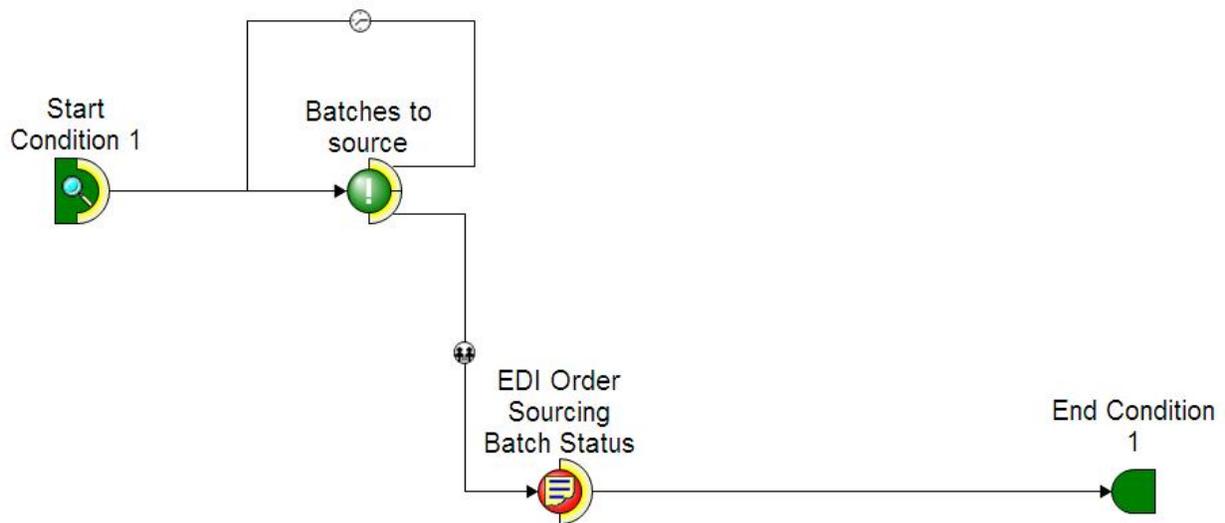
- An order line is placed on back order. That is sourcing method BOD.
- An order line fails to find any appropriate sourcing method and does not source. That is sourcing method NSP.
- An order line is outstanding because it requires manual sourcing.

Completion processing

For each batch of orders received through EDI order receipt, an EDI order sourcing completion message will be issued to the user submitting EDI orders receipt, example below:

```
Type reply (if required), press Enter.  
_ Job 780369/ABROW2/OM_SOURCE completed normally on 21/04/11 at 11:34:58.
```

Additional status monitoring can be achieved with Work Management, a sample event agent is provided:



The agent runs for all companies between a configurable start and end time at a configurable interval. For the current day, the event agent will check and notify for:

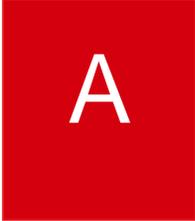
- Batches that are submitted
- Batches in-progress
- Completed batches

Recovery

Where an order fails to be sourced by Order Sourcing, the order can be amended and/or sourced by Order Capture, or can be sourced by Order Capture Batch Sourcing.

EDI Order Sourcing does not provide any facility to re-source an order.

Appendix A Glossary

A

Buying List

This is the list of items that you want to discuss with a customer. These are items that have recently been purchased by the customer, defined on the customer's special price list, new products or a fixed set of items.

Call List

A system generated list of calls that are due to be made.

Call Profile

This is the information about any call that you need to make to a customer; it includes the [customer contact](#), operator, [buying list](#), type of call, and the frequency and timing of the call.

Customer Contact

This is the details of the contact for the customer, comprising name and up to three telephone numbers. Supporting rapport text may be added by the telesales operator.

Delivery Mask

This is the list of days when a supply point makes deliveries to a particular postcode.

Delivery Schedule

This is the list of days when a customer delivery address accepts deliveries.

Freeloader

This is an item that is provided free of charge. These items are additional to the customer ordered items.

Qualifier

This is an item that is on promotion and is ordered by the customer. These items trigger the promotion [freeloader](#).

Reward

A [freeloader](#)