



# Infor System21 Advanced Order Entry

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 Advanced Order Entry Module.

This product guide should be used in conjunction with the System21 windows within Workspace. The references in this guide relate to the magic number references within the Workspace emulator. You can find these on any emulator screen within Workspace by right-clicking and selecting the About Emulator option at the bottom of the list.

## Intended audience

The guide is intended for any users of the AO Advanced Order Entry business module.

## Related documents

You can find the documents in the product documentation section of the Infor Support Portal, as described in "Contacting Infor" on page 7.

## Contacting Infor

If you have questions about Infor products, go to Infor Concierge at <https://concierge.infor.com/> and create a support incident.

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# Chapter 1 Overview

## Introduction

The key to good customer service and to ensuring that a sales opportunity is converted to an order is information. The Advanced Order Entry application provides a variety of functions and techniques that enhance the selling process.

The dialogue with the customer might start as a simple pricing or availability enquiry and be converted into a [quotation](#) or an order. This order can be satisfied from stock, reserved against an incoming purchase order, ordered from a supplier for direct delivery to the customer, or satisfied by creating a production order in Production.

There is a wide range of enquiry facilities available, as well as reports that enhance those available in Sales Order Processing.

### **Application Configuration**

As with all applications, Advanced Order Entry can be operated for a number of companies. In this application, however, the characteristics are maintained on the control files of the Inventory Management and Sales Order Processing applications. It follows, therefore, that these must be installed and configured prior to the installation of Advanced Order Entry. Inventory Management, Sales Order Processing, Accounts Receivable and Sales Analysis all share a common company with Advanced Order Entry.

### **Search Families and Certificates of Conformance**

[Item](#) characteristics such as colour or thickness can be used to describe any inventory [item](#). These characteristics are identified by a search family code.

Certificates of Conformance use the same characteristics used by the search family codes and can be maintained for each lot of a lot-controlled [item](#).

When allocating stock to a customer in Advanced Order Entry, the characteristics of all available lots can be studied, and the lot which most suits the customer's need can be the one actually allocated.

### **Lot Reference Maintenance**

You can create and maintain lot details for batch-controlled, lot-controlled and serial-controlled [items](#). These details include [Certificate of Conformance](#) references, supplier's reference numbers,

expiry dates and potency. This information can assist in selecting the appropriate batch for any customer order.

## Relationship to Other Applications

The Advanced Order Entry application is a fully standardised application and as such operates under the control of the Application Manager. It is one of a group of advanced applications that extend the functionality of base applications. The following applications are pre-requisites to the operation of Advanced Order Entry:

- Sales Order Processing
- Inventory Management
- Purchase Management
- Requisitioning
- Accounts Receivable

Some of the application reference data for Advanced Order Entry is set up in Inventory Management and Sales Order Processing.

Advanced Order Entry is designed as an extension to Sales Order Processing. Typically, orders are entered and amended in the Advanced Order Entry application and then processed through to invoicing in Sales Order Processing.

However, Advanced Order Entry extends the normal sources of supply from Inventory [stockrooms](#) to, for example, purchase orders, direct deliveries and configuration to order (if Configurator is attached).

The function of enquiries and reports is automatically extended to display the result of the additional facilities such as allocation to inventory batches or back-to-back sales and purchase orders.

Stock can be reserved against purchase orders set up in Purchase Management and requisitions set up in Purchase Requisitioning for '[purchase to order](#)' and 'direct delivery' orders. Production orders are created in manufacturing for 'made to order' and '[configure to order](#)' order methods.

## Sales Order Processing

Use of order entry and maintenance routines within Sales Order Processing are affected by the implementation of Advanced Order Entry and controls can be effected via the company profile. In addition, Advanced Pricing set up within Sales Order Processing affects order entry routines in both Sales Order Processing and Advanced Order Entry.

There are three levels of impact in a company when AOE is live:

- Maintenance
- Processing
- Enquiries

## **Maintenance**

- Extra fields in company profile (1/DSCO or 1/OEU)
- Need to set up a default customer (1/ARM and 2/OEM)

## **Processing**

- Conversational order entry cannot be used (2/OEP).
- Transcriptional order amendment cannot be used (5/OEP).
- Conversational order amendment cannot be used (6/OEP).
- [Manual allocation](#) (3/OEP) has an extra field Allocate Batch which allows allocation against one or more batches to be carried out. This might be used for orders entered by the transcription method.

**Note:** *Transcriptional order entry can still be used (1/OEP) but all order amendment must be done through AOE (2/AOP).*

## **Enquiries**

All enquiries which display the whole order summary window (1/OEE) have the following changes to the lines summaries:

- The order line Typ (type) is displayed:
  - Blank for an [item](#) allocated from stock; RS for a line which is to be allocated, or partially allocated, by reserving stock from an outstanding purchase order
  - BB for a line which is to be allocated from a back-to-back purchase order
  - DD for direct delivery.
- An order line can be selected with a 2 to display [batch allocation](#) details.
- An order line can be selected with a 3 to show reservation details.
- With a 4 on a reserved line, the actual Purchase Order Enquiry can be displayed.

## **Conversational Order Entry**

Advanced Order Entry replaces the Conversational Order Entry task in Sales Order Processing. Conversational Order Entry is not available when Advanced Order Entry is in use.

## **Transcriptional Order Entry**

The Transcriptional Order Entry task is available whether or not Advanced Order Entry is in use.

### **Order Amend**

The Order Amend task in Advanced Order Entry must be used to amend orders when Advanced Order Entry is live. The Order Amend task in Sales Order Processing is not available when Advanced Order Entry is in use.

## **Company Profile Advanced Order Entry Functions**

The following profile windows require review:

- Maintenance Window 2 Advanced Order Entry functions (F15)

You can specify whether to show mark-ups and to display margins. You can also specify how margin calculation is carried out and define lower and upper margin tolerance. It is here that the

default customer (which can be used for [quotations](#) and enquiries) and the default customer search type are defined.

### **Advanced Pricing**

Advanced Pricing affects a number of windows, mainly with regard to the displaying of additional fields or additional functions/options:

- Selection Window  
If Advanced Pricing is in use, [price lists](#) and the [discount lists](#) are not displayed.
- Header Window  
This displays fields for Price Type, Discount Types, Discount Percentages and Discount Presentation.
- Order Lines Window  
This enables a Pricing Details option, and a re-pricing function
- Pricing Detail Enquiry  
This additional enquiry shows price and all appropriate discounts.
- Order Line Overrides  
Various additional fields are available: Price Type, Fixed Price, Per and Discounts.
- Discounts Window  
This displays additional fields: Discount Type, Discount %, Presentation, Discount Value and Discount Value Per.
- Order Amend  
Windows within Advanced Order Entry (with Advanced Pricing in use) are the same as within Order Entry.

### **Standard Pricing**

#### Order Discount

A whole order percentage discount can be established in Advanced Order Entry. This percentage discount is in addition to or an override of any established customer whole order. Addition to or override is established by the Inventory Description file entry SPOD, where 1 indicates addition to and 2 indicates override.

In addition to any established customer whole order discount percentage an additional value discount can be applied to the order. This discount value is apportioned to each order line based on the order line's value compared to the order total. The calculation is as follows:

Line discount = line value ÷ order value\* x order discount value

\*Order value is after all other discounts are applied

Any remaining discount due to rounding (positive or negative) is applied to the last order line.

The following [items](#) types are excluded from discounting:

- [Kit](#) components
- Container [items](#)
- Promotional freeloaders
- Configured [items](#)

**Note:** Additional/override discount percentage or value is mutually exclusive to the order. Only one can be established.

## Inventory Management

The Inventory Management company profile is used to activate Advanced Order Entry within a selected company. Once AOE is turned on, there are three levels of impact within Inventory:

- Maintenance
- Processing
- Enquiry

### **Maintenance**

Extra fields need to be maintained in:

- [Stockroom](#) Codes File (21/DSCO or 1/INUM)
- [Item](#) File (2/INM)
- Also, extra codes need to be maintained in the [Descriptions File](#) (1/INM)

### **Processing**

- Enhanced [Item](#) Search

### **Enquiry**

On the [Item/Stockroom](#) Enquiry [Stockroom](#) Details window (3/INE), Reserved is now displayed. This Reserved value indicates the quantity of the [item](#) that has been reserved against an outstanding purchase order.

### **Company Profile**

The following profile windows require review:

- Maintenance Window 1 SOP in Use flag  
Enter 2 (AOE attached) against the SOP in Use field.
- Maintenance Window 1 Extended Options (F10)  
Here you specify whether orders can be accepted with decimal quantities, and define the default [item](#) search criteria in AOE.
- Extended [Stockroom](#) Options  
This window allows you to control how stock is allocated.

### **Descriptions File**

A number of codes must be set up in this file in order for Advanced Order Entry to operate, for example [quotation](#) types and [Certificate of Conformance](#) requirement codes.

### **Item Maintenance**

For any [item](#), you can identify search family and [Certificate of Conformance](#) codes, the preferred supplier and, if appropriate, the non-stock [item](#) type. You also define whether Certificates of Conformance are required and the default order type (for example, normal or direct delivery).

### **Item Maintenance Alternative Item References**

You can set up [alternative item](#) references such as supplier or customer [item](#) codes for any [item](#).

### **Item Maintenance Item Search Characteristics**

This enables you to set up and maintain the values and descriptions of the search characteristics for an [item](#).

### **Stockroom Details Maintenance**

This provides for the creation and maintenance of details related to the stocking of an [item](#) in a [stockroom](#).

## Purchase Management

There are two levels of impact in any company when AOE is live:

- Processing
- Enquiries

### **Processing**

- [Back-to-back orders](#) in AOE generate requisitions. These requisitions can be amended, if required in the usual way (11/RQP) and then firmed up to purchase orders in the usual way (31/RQP).
- In Goods Receiving (43/PMP) **Batch Maintenance (F17)** is available, so that batch details can be created as an order line is being received. Also an order line can be selected with a **3** to show reservation details.

### **Enquiries**

In all enquiries which display the Order Summary window (11-14/PMP and 16-17/PMP), you can now select an order line with an option to display reservation details.

## Additional Functions

As this is an advanced application, much of the primary data has already been set up during implementation of the base applications. There are, however, additional functions provided that require the entry of specific data in order to exploit them. These are:

- Enhanced [item](#) search, which replaces the standard [item](#) search, for a company, when Advanced Order Entry is installed and active
- [Item](#) attributes, which is a set of attributes that class the [item](#)
- [Alternative item](#) references, which could be a customer or supplier reference
- [Certificate of Conformance](#) (C of C): details of C of Cs that have been received can be held within the system and used for reference purposes.
- [Item](#) ordering method, the default order processing fulfilment method

### **Enhanced Item Search**

[Items](#) may be identified by any of the following:

- Displaying a list of [items](#) starting at an [item](#) code or part [item](#) code
- Displaying a list of [items](#) using up to six matches on words or parts of words from the [item](#) description and external text
- Displaying a list of [items](#) using up to six matches on words or parts of words from the purchase [item](#) description
- Displaying a list of [items](#) that meet the attributes entered for the search
- Displaying a list of [items](#) that have an [alternative item](#) number that matches an entered [alternative item](#) reference or part reference

The following two methods are only available if Advanced Order Entry is installed:

- Displaying a list of configured [items](#) that have a base [item](#) code that matches the entered data
- This is only available if Production and Configurator are installed.
- The installation of Advanced Order Entry enables the maintenance of [item](#) attributes and [alternative item](#) references in the Inventory Management application.

### **Item Attributes**

An [item](#) can be assigned a set of attributes that class the [item](#). For example, the attributes of sheet metal might be:

- Colour
- Material
- Surface Finish
- Width

The attributes for a particular [item](#) are then set up during [item](#) maintenance. Thus all the [items](#) of a given colour, material and surface finish can be identified.

### **Alternative Item Reference**

During [item](#) maintenance it is possible to create and maintain any number of [alternative item](#) references or codes. Typically these might be a customer [item](#) number or an OEM (Original Equipment Manufacturer's) code.

### **Certificates of Conformance**

With the emphasis on quality, it is becoming increasingly necessary to be able to record the specification and test results of an [item](#) or batch. Advanced Order Entry provides up to ten attributes

for a class of [items](#) together with the specific test results and the certificate number. This can then be linked to a particular lot. Selection is provided to find those lots that have the required qualities.

### **Ordering Method**

This is the default order fulfilment method for the [item](#). The order entry task will assume this fulfilment method during order taking.

0 (default) - Allocate from stock.

1 - Generate a production order.

2 - Generate a purchase order to supply the required stock. This is also known as a back-to-back purchase order.

3 - Generate a purchase order that will delivery directly to the customer.

4 - Link this sales order to a supply order that you plan to receive from your suppliers with enough time to fulfil your customer's requirement.

5 - Enter a configured order line. Enter the code of the configured [item](#). Alternatively, enter a base [item](#) and select the required [item](#) from a list of configured [items](#) related to the base [item](#).

### **Customer and Item Warnings**

After identifying the customer and entering the [item](#), a pop-up information/warning window can display Inventory Text for the established customer or [item](#). To establish whether warnings are active a text usage code for the warning pop-up must be established in the **Tax** field for inventory description **DFLT**, type **CUSW** for customer and **ITMW** for [item](#). A blank Tax field signifies that warnings are inactive (the supplied default).

**Note:** Any established customer or [item](#) text usage code must be valid code as established by the Inventory Description text usage codes USGC.

## Processing

When the order entry task is selected from the processing menu, access is provided to a whole range of order taking facilities, enquiries and sourcing methods, so it is possible to respond to the wishes of the customer as questions are asked. These facilities may be used to answer an enquiry on price or availability or to raise an order. This enables a call which starts as an enquiry to move to a [quotation](#) and finish as a sales call.

When the order entry task is selected, an opportunity is provided to identify and select the customer or an [item](#). The default customer will be picked up if no actual [customer code](#) is selected so that a general [quotation](#) can be generated.

In many cases, customers have specific terms and agreements. If these are to be taken into account when an enquiry is being made, it is better to make the enquiry specific to the customer, as opposed to making a general enquiry. Pricing and availability can be checked in either case.

At any time during the dialogue, it is possible to select the option to say that an order or [quotation](#) is to be created. If an order is being created, access is provided to order overrides such as delivery despatch date, delivery method, default [price lists](#), [discount lists](#) and [stockrooms](#).



When a customer is identified, the standard checks for credit stop and credit limit are performed. If the dialogue closes with an order being generated, a credit limit check is performed at order close.

An [item](#) can be one of the following:

- Stock [item](#)
- Non-stock [item](#)
- [Kit](#)
- [Kit](#) created during order entry

With the conflicting pressures of improved customer service and reduced inventory levels, it is vital that all the possible ways of sourcing are examined during the sales call and realistic promises are made.

It is possible to source an order line from:

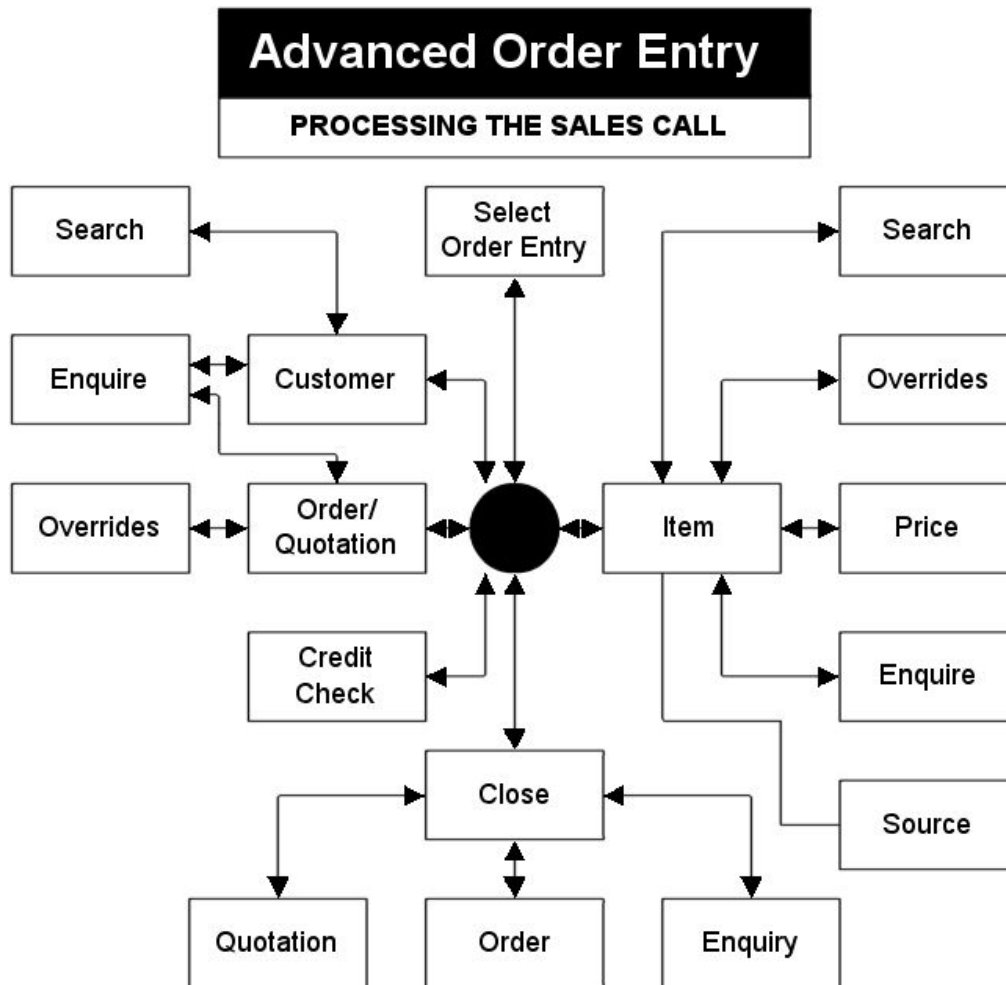
- The normal [stockroom](#) used to supply the customer
- Any other allowed [stockroom](#)
- An [alternative item](#)
- A reserve against an incoming purchase order
- Raising a back-to-back purchase order via a requisition for the sales order line
- Raising a purchase order via a requisition for direct delivery to the customer

During the sourcing process, it is possible to allocate specific lots of an [item](#) to the order. At the end of the sales call, it must be closed and the result recorded.

The possible results are:

- An order
- A [quotation](#) (including an enquiry)

During the close procedure, additional [charges](#) may be added and whole order discounts calculated.

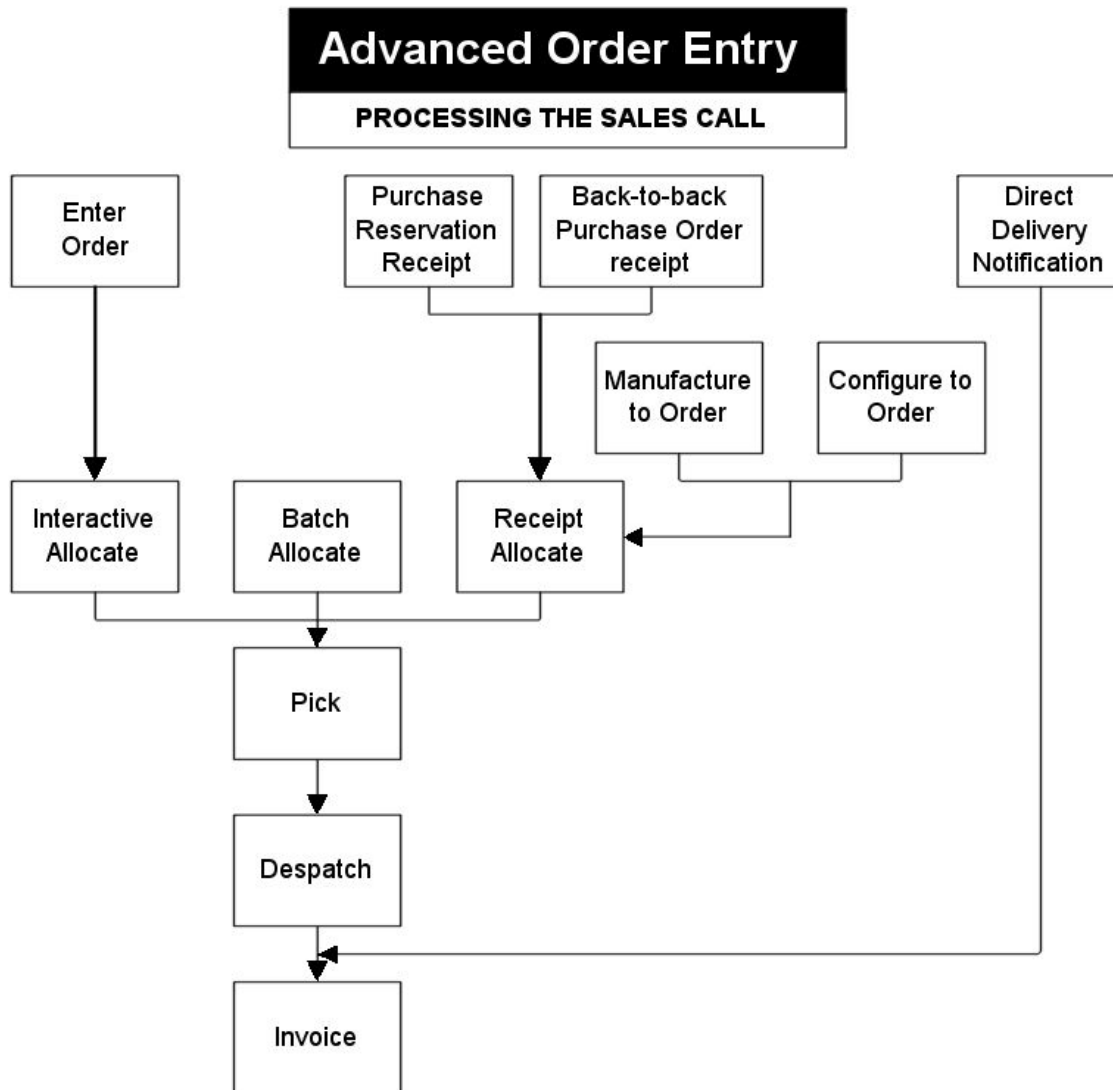


## Progressing Orders

Once an order has been taken, stock needs to be allocated. This can be done in a number of ways:

- During order entry, if stock is available it can be allocated. This includes the allocation of a specific lot. Stock from outstanding supply orders can be allocated to a sales order.
- [Manual allocation](#) can be used at any time to allocate stock specifically to an order.
- When a receipt is booked for a [purchase to order](#) or [direct delivery order](#), stock is automatically allocated to the appropriate sales orders.
- When a receipt is booked for a [make to order](#) or a [configure to order](#), stock is automatically allocated to the appropriate works orders.

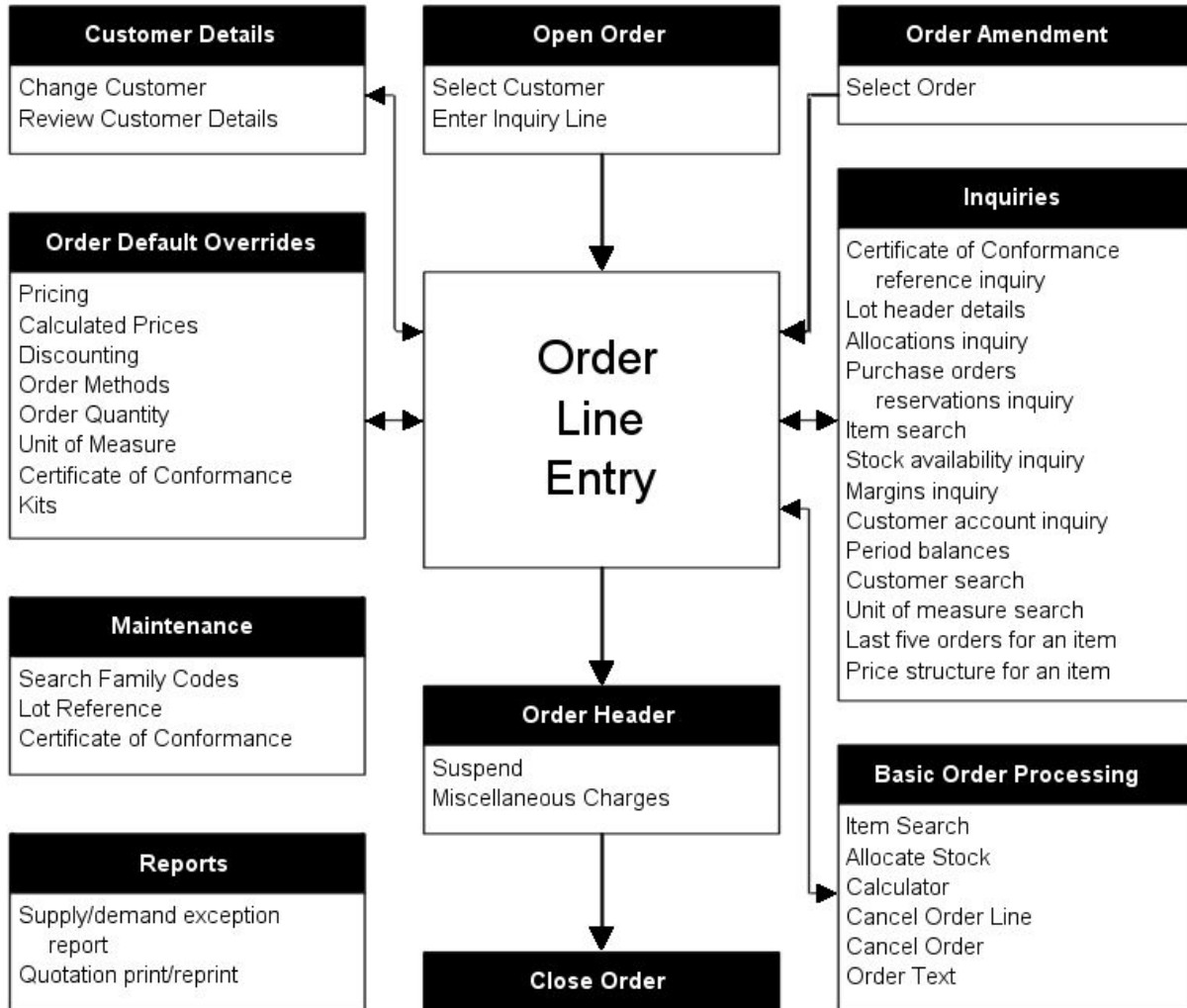
Having [allocated stock](#), the order can then be progressed through picking and despatch confirmation, which results in an invoice request being generated. In the case of direct delivery, when notification of delivery is recorded for the purchase order, the associated sales order is updated and the invoice request generated.



## Advanced Order Entry Structure

The following diagram illustrates the key stages in the order entry process. From the diagram you can see that the application is designed so that, after opening, the order entry process is controlled from a base window. Order lines are entered in the base window and all further processing is selected from and returns to the base window.

# APPLICATION STRUCTURE



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## Chapter 2 Maintenance

### Advanced Order Entry Introduction

Reliable and timely information is the key to good customer service, and to making sure that a sales opportunity is converted into a firm sales order.

You can use Advanced Order Entry to extend the normal supply sources beyond the Inventory [stockrooms](#) to, for example, specially created purchase orders, existing purchase orders, direct deliveries and, if you use Configurator, configuration to order requests.

Advanced Order Entry is an extension of Sales Order Processing. You can use Advanced Order Entry to enter and amend orders, then process those orders through to invoicing within Sales Order Processing.

When you use Advanced Order Entry, the normal Sales Order Processing enquiries and reports are automatically extended to display additional information, such as allocation to Inventory batches, or back-to-back sales and purchase orders, and so on.

If you choose to use Advanced Order Entry to source a sales requirement outside the Inventory [stockroom](#), you can reserve stock against purchase orders set up in Purchase Management, or create requisitions for both [purchase to order](#) and [direct delivery orders](#). If you also use Manufacturing or Configurator, or both, you can also choose to create production orders for made to order and [configure to order](#) requests.

Before you can start to use Advanced Order Entry, there are a number of software prerequisites:

- Accounts Receivable
- Inventory Management
- Sales Order Processing
- Purchase Management
- Requisitioning

You need to set up some reference data for Advanced Order Entry within these different areas, for example:

#### **Inventory Management**

You use the Inventory Management company profile to activate Advanced Order Entry. You can use the company profile to determine the way that you want to use Advanced Order Entry, for example, whether you want to display margins and so on, and how you want to control stock allocation.

Once you have activated Advanced Order Entry, there are three areas where it impacts upon Inventory Management:

- **Descriptions File** - You need to create a number of extra codes within the [descriptions file](#), for example, you need to create codes to cater for [quotation](#) types and Certificates of Conformance, and so on.
- **Item Maintenance** - You need to identify search family codes for each [item](#) that you sell; where appropriate you can attach [Certificate of Conformance](#) codes, identify the preferred supplier, the non-stock [item](#) type (if appropriate) and also the default order type.
- **Enquiries** - During enquiries, the order status information is updated to include details of stock reserved against a purchase order, and so on.

### **Sales Order Processing**

Once you have activated Advanced Order Entry, Sales Order Processing is affected across three areas:

- **Maintenance** - You need to complete additional information on the Sales Order Processing company profile. You also need to set up a default customer within Accounts Receivable, and then maintain the details of that customer within customer maintenance in Sales Order Processing. This default customer is used if you want to create *ad hoc* [quotations](#) for potential customers.
- **Processing** - If you use Advanced Order Entry, you cannot create an order using conversational order entry, or amend an order created using transcriptional order entry. When you process a [manual allocation](#), you can choose to process batches of orders, which could be useful for allocating stock to orders created using transcriptional order entry.
- **Enquiries** - Most enquiries will display order line type information, for example, RS for a line that is reserved against a purchase order, and so on. You can display [batch allocation](#) details, reservation details and, where appropriate, the Purchase Order enquiry to view the purchase order that the line is reserved against.

### **Purchase Management**

Advanced Order Entry impacts across two areas within Purchase Management:

- **Processing** - Any [back-to-back orders](#) created in Advanced Order Entry will generate a requisition. You can amend those requisitions and choose to convert those requisitions into purchase orders using the normal process. During goods receiving, you can choose to view reservation details where appropriate.
- **Enquiries** - You can also select an order line to display any reservation details from all enquiries.

## Search Family Codes [1/AOM]

Use this task to create Search Family codes. These codes group [items](#) together according to common characteristics.

You can use Search Family codes in two ways:

- As part of the enhanced [item](#) search

You can search for [items](#) on the basis of multiple characteristics: for example, you can search for [items](#) of a certain colour, and a certain brand and so on.

- So that you can record additional details about lot-controlled, batch-controlled or serial-controlled [items](#) against Certificates of Conformance

You can define up to 10 characteristics for each Search Family code. These characteristics can be purely descriptive (for example, the colour red), or numeric, (for example, weight or depth).

**Note:** You create Search Family codes and their descriptions here in Advanced Order Entry. You then attach these to individual [items](#) within Inventory Management [Item](#) Maintenance.

## Search Family/Certificate of Conformance Maintenance Selection Window

To display this window, select the **Search Families** task.

Use this window to select the Search Family code or [Certificate of Conformance](#) code you want to maintain, or to create a new code.

### **Fields**

#### **Code**

Enter the code whose details you want to maintain, or enter up to three alphanumeric characters to create a new one.

Alternatively, use the prompt facility to select from the Code Selection pop-up.

Press Enter to display the Search Family/[Certificate of Conformance](#) Maintenance Details window.

## Search Family/Certificate of Conformance Maintenance Details Window

To display this window, press Enter on the Search Family/[Certificate of Conformance](#) Maintenance Selection window.

Use this window to attach characteristics to your Search Family code or [Certificate of Conformance](#) code.

## **Fields**

### **Code**

This field displays the code you have selected on the Search Family/[Certificate of Conformance](#) Maintenance Selection window.

### **Description**

If this is an existing code, you cannot change this description.

To create details for a new code, enter up to 30 characters to describe the Search Family or [Certificate of Conformance](#).

### **Present Seq**

Use this field to specify the sequence in which you want these characteristics presented.

### **Characteristics Description**

Enter up to 20 characters to describe the characteristic you want to define. You can define up to 10 characteristics for each code.

### **Number of Decimals**

To give a characteristic a numerical value, enter the number of decimals you want it to have in this field. You can specify up to five decimal places.

To create a descriptive characteristic, leave this field blank.

### **Code**

You can define each characteristic to a characteristic code.

You set up these characteristic codes in the Inventory Management [descriptions file](#) as a minor type under your selected major type. For example, you can define specific pack details as minor type codes under the major type PACK and then select the pack types that this Search Family code uses.

You can use the prompt facility to select from the Characteristic Codes pop-up.

**Note:** *When you set these up, you must enter V in the P/V field.*

### **No. of Values**

This field displays the number of values currently available for the characteristic code (that is, the number of description codes defined as minor types under that specific major type in the Inventory Management [Descriptions file](#)).

## **Options**

### **Select**

Use this to maintain the list of permitted values for that characteristic within this Search Family or [Certificate of Conformance](#) code.

Select **Update (F8)** to update your details.



## Characteristic Values Pop-up

To display this pop-up, select a characteristic on the Search Family/[Certificate of Conformance](#) Maintenance Details window.

Use this pop-up to select the set of values you want to specify for this characteristic, for the Search Family or [Certificate of Conformance](#) code you want to create or maintain.

The pop-up displays the list of values you have set up for this characteristic code in the Inventory Management [Descriptions file](#).

**Note:** You can create different sets of values for the same characteristic code and select to use them in different Search Family or [Certificate of Conformance](#) codes.

### **Fields**

#### **Seq**

Enter a sequence number, using up to 3 digits, to select the characteristics that you want to display, and the sequence in which you want to display this characteristic.

#### **Code**

This displays the available characteristic values that you have set up for the selected characteristic code, in the Inventory Management [Descriptions file](#).

#### **Description**

This displays the description of the characteristic value.

Select and sequence the values you want to display and then select **Update (F8)** to update the details.

## Maintain Lot Header [2/AOM]

You can use this task to create and maintain lot details and extended lot details for batch-controlled, lot-controlled or serial-controlled [items](#).

This task is the same as the Maintain Lot Header task within Inventory Management. For more information about this task, please refer to the Inventory Management product guide.

## Certificate of Conformance [3/AOM]

Use this task to maintain or create Certificates of Conformance.

If you use lot, batch or serial control for [items](#), you can identify the specific characteristics of that lot reference and then apply a [Certificate of Conformance](#) reference number to that lot reference.

You can assign a [Certificate of Conformance](#) code to a [Certificate of Conformance](#) reference, so that you can specify which of the characteristics already attached to the code you want to apply to [items](#) with this particular reference.

**Note:** You create [Certificate of Conformance](#) codes using the *Search Family Codes* task.

When you attach a [Certificate of Conformance](#) to an [item](#) lot, it means that you can guarantee that a particular lot conforms to certain characteristics, for example:

- It is a specific shade.
- The thickness is at least 'nn' mm.
- The alcohol content is at least 11%.

During order entry, you can search for the lot that best conforms to the customer requirements, and allocate the stock from that lot.

## Maintenance: Certificate of Conformance Reference Window

To display this window, select the [Certificate of Conformance](#) task.

Use this window to maintain or to create the link between a [Certificate of Conformance](#) reference and an existing [Certificate of Conformance](#) code.

### **Fields**

#### **Certificate of Conformance Reference**

Enter an existing reference to display the details of that [Certificate of Conformance](#), or enter up to 15 characters to specify the reference for a new certificate.

#### **Certificate of Conformance Code**

To view details for an existing [Certificate of Conformance](#) reference, leave this field blank.

To create a new [Certificate of Conformance](#) reference, select the existing [Certificate of Conformance](#) code to which you want to attach this new reference.

Press Enter to validate your entries and display the Maintenance: [Certificate of Conformance](#) Reference pop-up.

## Maintenance: Certificate of Conformance Reference Pop-up

To display this pop-up, press Enter on the Maintenance: [Certificate of Conformance](#) Reference window.

Use this pop-up to enter or maintain the values and descriptions of the [Certificate of Conformance](#) characteristics.

### **Fields**

#### **Code**

Enter the characteristic value that you want to attach to this [Certificate of Conformance](#) reference. These values are created and attached to the [Certificate of Conformance](#) code when you first create the code using the Search Family Codes task.

Alternatively, use the prompt facility to select from the [Certificate of Conformance](#) Select pop-up.

### **Functions**

#### **Text (F21)**

Use this to display the Maintain Text pop-up. You can use this to enter or select a usage code and a language code for multi-lingual text entry. When you press Enter, a further pop-up is displayed. Use this pop-up to enter text in the selected language; this text is then displayed or printed on external documentation, for example despatch notes, according to the usage code selected.

**Note:** You specify your customer's default language in Customer Details Maintenance in Sales Order Processing. You can override this default language when you select **Additional Overrides (F16)** and select a different language code.

**Note:** You do not need to select language codes if you want to print text in the native language.

Select **Update (F8)** to save any changes.



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## Chapter 3 Processing

### Introducing Advanced Order Entry Processing

When you create or amend a sales order within Advanced Order Entry, there are a number of enquiries and stock sourcing methods that you can use to make sure that you can supply your customer with their exact requirements.

For example, you can enquire on [item](#) prices and stock availability, raise a purchase order for an [item](#) that is not available in your [stockroom](#), or choose to reserve the requirement against a purchase order that you know is due within the timescale your customer requires.

You can also generate [quotations](#) for potential customers, or existing customers. During order entry, you can check on customer credit limits and so on.

When you close your order, you can also add additional [charges](#) and whole order discounts.

Once you have taken your sales order, you need to allocate the stock. You can do this in a number of ways:

- During order entry, if the stock is available, you can allocate it at this point. This includes allocating stock from a specific lot reference, or from an outstanding purchase order.
- You can allocate as part of the [manual allocation](#) process.
- During receipt of stock from a purchase order or a [direct delivery order](#), when you process the receipt the stock is automatically allocated to the appropriate sales orders. When allocating [items](#) to a sales order, any containers associated with those [items](#) are also allocated (based upon the number of containers received on the purchase order). This ensures that the customer is invoiced for the actual number of containers received from the supplier.
- During receipt of stock for a [make to order](#), or [configure to order](#), when you process the receipt the stock is automatically allocated to the appropriate works orders.

Once you have [allocated stock](#), you can then progress the order to pick the stock, despatch that stock, and confirm the despatch, which produces the invoice.

**Note:** *If you choose to process a [direct delivery order](#), that is, a purchase order whose stock is delivered to your customer rather than to your own [stockroom](#), when you record the notification of delivery for that purchase order, the associated sales order is updated and the invoice generated.*

## Order Entry [1/AOP]

**Note:** This task is compatible with [Work Management](#) and you can run it as part of a [Business Process](#) in @ctive Modeler.

When you process an order or [quotation](#), you need only to specify the [item](#) code and quantity of each [item](#). Advanced Order Entry performs pricing and discounting automatically. If enough stock is available in the default [stockroom](#), it is automatically allocated to the order. If you have created any external order text, this is added to the order. If you are processing a [quotation](#), Advanced Order Entry selects the default customer and allocates a [quotation](#) type.

When you enter an order line, stock is allocated automatically from the specified [stockroom](#) according to specific rules. You can allocate stock against specific lots held in the [stockroom](#).

You can de-allocate previously [allocated stock](#). You can also force allocate stock. If you do this, Advanced Order Entry will ignore the rules set for automatic allocations.

For the current company's Sales Order Processing profile [1/OEU], where the **Include tax values in outstanding debt** is 0, order value is considered as debt, this is existing behavior and remains unaltered.

Where the **Include tax values in outstanding debt** is 1, order value and [item](#) tax value is considered as debt. Both order value and tax are included in the customer credit check and the update to the customer account outstanding debt.

**Note:** Only the value of the allocated or reserved [items](#) order value and their tax is included in credit check and outstanding debt update. This is pro-rated based on total allocated and reserved to order quantity.

**Note:** Charge value and charge tax is excluded from credit check and outstanding debt.

Any fixed prices that are entered or amend when document prime currency is the same as the company base currency is recorded for the line as a base fixed price.

At the point of document currency change, any fixed prices are converted from old document prime currency to new document prime currency for the current day's effective exchange rate.

**Note:** For fixed prices entered or amended after currency change, the user must manually calculate the prime fixed price at the current days exchange rate to attain the desired base fixed price.

### [Kits](#)

You can create orders for [kits](#) that have not been set up in Inventory Management.

**Note:** You must have created an [item](#) record for the parent and for each of the components that you want to attach to that parent [item](#) during order entry.

Once you have updated the order, you cannot change the order line number of the parent [item](#) for that of the component [item](#). If you need to change these details, you have to cancel the component line and then re-enter it, specifying the changed order line number for the parent [item](#).

You can process online [kit](#) orders in the same way as [kits](#) set up in Inventory Management; that is, once you have allocated the stock, you only need to pick the components physically. The [kit](#) price is taken from the parent [item](#).

There are two ways to allocate components using Advanced Order Entry:

- You can allocate components whether or not you can allocate the whole [kit](#).
- You can wait until the whole [kit](#) can be allocated before you allocate any components.

**Note:** The quantities entered for individual components are per one of the parent [item](#) (that is, the required number of the component to make one of the parent).

### **Sales Restrictions**

Whenever a product is added to an order, the sales restrictions in place for the demand company are checked to ensure that a customer has an appropriate key to any locked [items](#).

**Note:** Where a 000 delivery sequence is defined, sales restrictions will apply to all delivery sequences for that customer. Where an individual delivery sequence, other than 000, is defined, only that one will have the restrictions.

If a customer does not have a key to a locked [item](#), an error message is displayed and it should not be possible to enter the [item](#) on the order.

**Note:** Sales restriction validation logic is applied regardless of the mechanism used to add a product to an order i.e. direct entry, alternate [item](#) sourcing, [item](#) supersession.

### **Quotations**

**Note:** Both [Quotation Print](#) and [Quotation Reprint](#) are compatible with [Work Management](#) and can be run as part of a [Business Process](#) in @ctive Modeler.

To create a [quotation](#), you need to enter a [quotation](#) type code during order entry.

You can set up codes, using Inventory Management Descriptions, so that they will automatically calculate an expiry date. In addition, you can set up the code with a special flag so that Advanced Order Entry will attempt to allocate the stock for a [quotation](#).

Alternatively, you can set up Advanced Order Entry in [quotation](#) mode, from within Inventory Management Descriptions. If you do this, the order entry window will include a defaulted [quotation](#) type code. If you have set up these codes to include expiry dates, Advanced Order Entry will automatically calculate the expiry date.

If you then wanted to process an ordinary sales order, you would just need to blank out the [quotation](#) type code. You use the same process to convert a [quotation](#) into a live sales order.

You can also create a [quotation](#) for someone not defined on your customer file. Advanced Order Entry uses a default customer to raise the [quotation](#). If the [quotation](#) is accepted, you must then set up the company for whom you created the [quotation](#) as a customer within Accounts Receivable and Sales Order Processing and change the customer account code to reflect this change.

**Note:** You create your default customer in the same way as all customers and then nominate that customer account code on the Sales Order Processing company profile.

During the Order Entry or Order Amend tasks, you can select **Customer (F15)** to change to a valid customer, by entering the customer account code and delivery sequence number. Then select **Header (F14)** and blank both the invoice name and address and delivery name and address on the Order Header window. Then blank out the [quotation](#) type code and expiry date and then press Enter.

## Order Entry Header Window

To display this window, select the **Order Entry** task.

Use this window to:

- Select a customer
- Enter the first order line
- Override any order defaults

**Note:** *Placing of demand for bonded customers or against bonded [warehouses](#) is not allowed.*

**Note:** *Use Order Capture to raise sales orders for bonded customers or to source an order from a bonded [warehouse](#).*

**Note:** *You do not need to enter any data on this window, as you can enter all order processing information on the Order Entry Line Details window.*

*Ref :AO04P01AO04Q01AO04R01*

### **Fields**

#### **Customer**

If you want to use the customer search to select your customer, select the search type.

Select one of the following:

Customer Select (1)

Customer Name (2)

Customer Word Search 1 (3)

Customer Word Search 2 (4)

You can specify the default search type on Sales Order Processing Company Profile Maintenance window 2, Order Entry Parameters.

If you have not specified a default customer in your Sales Order Processing company profile, you can select the customer account and delivery sequence for the customer to whom you want to send these goods.

You must specify both the account code and the delivery sequence code for a selected customer.

**Note:** *If you are processing a firm order, it is quicker to select a customer on this window. However, if you leave these two fields blank and then press Enter to display the Order Entry Line Details window, you can provide rapid responses to general customer enquiries.*

**Note:** *Customer cannot be a bonded customer.*

#### **Fiscal Type**

As per current processing the Fiscal Document Type field is mandatory if displayed.



Use the application task to access the new S21 Task/ Document type table and if a single record is found then the Fiscal Document Type will be returned into the Fiscal Type field and the field will be protected. The user will not be forced to tab through this field to progress.

If more than one record is found and, if one is flagged as the default, then it will be returned and displayed but the field will not be protected. Prompting will display a list from the new S21 ask / Fiscal Document Type table.

If more than one record is found, then the field will be left as blank but prompting will be over the new S21 task / Fiscal Document type table.

If no records are found, then the field will be displayed as blank but prompting will be over the list of Fiscal Document Types for the Usage type (current processing).

### **Customer Order Ref**

Enter the customer order reference.

You can make this entry mandatory or optional by setting the Order Reference flag on the Sales Order Processing Customer Sales Information window.

You may only enter a reference number that has already been used for the customer if this is allowed for on the Customer Sales Information Window.

**Note:** You can use this customer order reference to enquire on or access an order to amend it.

**Note:** If prepayment contracts active enter a prepayment contract if required, a prompt is available.

### **Customer order number**

If customer [order number](#) is active, enter an [order number](#) if required.

**Note:** There are no controls for the customer [order number](#), this is an optional field.

### **Item**

This displays the default [item](#) search type defined in the Inventory Management company profile.

You can change it to any of the following:

[Item](#) Reference (1)

Inventory Description (2)

Purchasing Description (3)

Alternative Reference (4)

Search Characteristics (5)

Base [Item](#) Search (9)

In the second [item](#) field, enter the [item](#) on which you want to enquire, or for which you wish to place an order.

**Note:** You can use the [Item](#), Quantity and UoM fields to enter the first line of the order.

**Quantity**

Enter the quantity that your customer is ordering.

**UoM**

Enter the [unit of measure](#), if you want it to be different from the issue unit.

Alternatively, use the prompt facility to select from the Purchase/Issue Unit Selection pop-up.

This [unit of measure](#) must be one of the purchase, stocking, or issue units of measure defined in [Item Maintenance](#) in Inventory Management.

**Note:** *Much of this data defaults from the sales details that you have already defined on the selected customer record within Sales Order Processing. If you have not selected a customer, these details default from your default customer record.*

**Order Date**

Enter or select the customer order date.

This defaults to the current date, but you can change it.

**Despatch Date**

Enter or select the date on which this order is due for despatch.

This defaults to the current date but you can change it.

**Stockroom**

Enter the [stockroom](#) from which you want to allocate stock to the order.

Alternatively, use the prompt facility to select from the [Stockroom](#) Selection pop-up.

This defaults to the [stockroom](#) specified on the selected customer sales details record, but you can override it.

**Note:** *If you want to use centralised document processing, this [stockroom](#) must be assigned a [stockroom](#) site.*

**Note:** *[Stockroom](#) cannot be a bonded [warehouse](#).*

**Note:** *If extended user [stockroom](#) authorisation is active, the user must be authorised to the header [stockroom](#) to continue.*

**Price List**

Enter the [price list](#) you want to use for this order.

This defaults to the [price list](#) specified on the selected customer sales details record but you can change it. The [price list](#) must be in the same currency as the order.

**Note:** *If the descriptions entry INVALTCUR is set to 1 it is possible to enter a [price list](#) in a different currency to the customer currency.*

**Note:** *This field is not displayed if you use Advanced Pricing.*

**Discount List**

Enter the [discount list](#) you want to use for this order.

---

This defaults to the [discount list](#) specified on the selected customer sales details record but you can change it. The [discount list](#) must be in the same currency as the order, or an all currency [discount list](#).

**Note:** *This field is not displayed if you use Advanced Pricing.*

### Quotation Type

This field displays the default [quotation](#) type, but you can override it.

Alternatively, use the prompt facility to select from the QTNO AOE Quote Type pop-up.

### Expires

This field displays the expiry date associated with the [quotation](#) type specified. You can overwrite this date, but the expiry date must not be before the current date.

Advanced Order Entry calculates the expiry date from the number of days specified in the Parameter Limit field for the [quotation](#) type. The value displayed in this field is the number of days to be added on to today's date.

**Note:** *To convert a [quotation](#) to an order, blank out the expiry date as well as the [quotation](#) type. You cannot convert orders into [quotations](#).*

### Functions

#### Order Amend (F13)

Use this to display the Order Entry Order Amend Selection window so that you can amend an existing order.

Press Enter to display the Order Entry Line Details window.

## Customer Warnings

Customer warnings can be viewed and maintained in order entry and amend.

Select **Enter** from the customer invite panel or select **Enter** from order amend selection.

For the established customer warning text usage code, customer text type C is displayed for the first text found in the following sequence:

- 1 For the established customer delivery account and user's language code
- 2 For the established customer delivery account and blank language code
- 3 For the established customer statement account and user's language code
- 4 For the established customer statement account and blank language code

**Note:** *Customer warnings can be both viewed and maintained.*

## Order Entry Line Details Window

To display this window, press Enter on the Order Entry Header window.

This is the main order entry window. The window displays the main options and functions that you can use during order entry. If you entered your first order line on the Order Entry Header window, this information is displayed as the first line.

If there is not enough stock in your default [stockroom](#) to allocate the order, the order quantity is highlighted.

You can use the options to amend order lines and enquire upon them.

You can select functions to process enquiries, enter order text, maintain the order header and complete the order.

If you enter an order line for an [item](#) that is not priced, a message is displayed at the top of the window.

There could be two reasons why the [item](#) is not priced:

- You have not included the [item](#) on the [price list](#) you have specified for this order.
- You have not supplied a fixed price for this [item](#).

**Note:** You can create this message using the Inventory Management [Descriptions file](#), under major type SUSP, description code NP.

If you enter an order line for an [item](#) with a negative price, a similar message is displayed. You can create this message under major type SUSP, description code NV.

If you enter an order line with a margin that is greater than the upper margin tolerance, the margin percentage is highlighted.

### **Fields**

**Note:** You can use the fields at the bottom of the window to add new lines or amend existing lines.

#### **Select**

Enter one of the following to process an action on an individual order line:

1 - To amend a line

This displays the Line Overrides pop-up.

2 - To source the [item](#) from a different [stockroom](#), or supply a substitute [item](#)

3 - To allocate batches

You can only use this to allocate lines that have already been allocated.

4 - To delete an order line.

**Note:** If you choose to delete an order line, press Enter to confirm the deletion and select a reason code from those defined in the Inventory Management [Descriptions file](#) under major type RSNC.

5 - To reserve stock against purchase orders if you do not have enough stock to supply your customer's order requirement

6 - To view stock availability details

7 - To enter text against an individual line

9 - To force allocate a line

If you do not have enough stock to meet the demand, this action will create a negative stock balance.

10 - To de-allocate the line

11 - To view the pricing detail enquiry, if you are using Advanced Pricing

### **Line**

This field displays the order line number.

### **Item**

This field displays the [item](#) code.

### **Str**

This field displays the allocating [stockroom](#) for this [item](#).

### **Despatch Date**

This field displays the date on which this order line is due to be despatched to your customer.

### **Quantity**

This field displays the quantity that your customer requires.

### **UoM**

This field displays the issue [unit of measure](#), unless you have changed it to the purchase or stocking [unit of measure](#) for this particular order.

### **Price**

This field displays the [item](#) price for this order line. This price is per [unit of measure](#) you have specified for this [item](#).

### **UoM**

This field displays the [unit of measure](#) in which the [item](#) is priced.

### **Txt**

If this field displays an asterisk (\*), text has been entered against the line.

### **Item Description**

This field displays the description associated with the [item](#) code.

### **Value**

This field displays the full line value, including discount, for the quantity of the [item](#) ordered. It is expressed in the currency of the order.

**Margin%**

This is expressed as a percentage of cost or sales, depending on how you have set up your Sales Order Processing company profile.

**Source**

This field displays the way in which the [item](#) is to be sourced.

**Item**

This displays the default [item](#) search type defined in the Inventory Management company profile. You can change it to any of the following:

[Item](#) Reference (1)

Inventory Description (2)

Purchasing Description (3)

Alternative Reference (4)

Search Characteristics (5)

Base [Item](#) Search (9)

**Note:** If you do not want to use the search, make sure that this is set to [Item](#) Reference (1).

In the second field, enter or select the [item](#) code that you want to include on this order.

**Note:** If you have pre-defined [kits](#), enter the parent [item](#) code and quantity. Advanced Order Entry will include the components. You can delete these, or amend them to fit your customer's requirements.

**Qty**

Enter the order line quantity.

**UoM**

Leave this field blank if you want to use the issue [unit of measure](#); you can change it to the purchase or stocking [unit of measure](#) for this particular order.

**Override**

Check this field to carry out line overrides, such as changing the default price or [discount list](#), using a fixed price, different date or building [kit](#) and component relationships, and so on.

**Functions****Exit (F3)**

Use this to cancel an order and return to the Order Entry Header window. The Order Entry Line Cancellation pop-up will be displayed to enable entry of a cancellation reason code.

**Pricing (F9)**

You can only use this if you are using Advanced Pricing. Use this to re-price the whole order, including adding whole order discounts. If you add more lines and select **Trailer (F13)**, the whole order discounts calculated here are superseded by those applicable at the end of the order.

**Trailer (F13)**

Use this to complete the order line entry and display the Order Entry Trailer window.

**Header (F14)**

Use this to display the order header details. This information includes the customer invoice and delivery name and address details. For more information, see the Order Entry Header Details Window section.

**Customer (F15)**

Use this to display customer details. For more information, see the Advanced Order Line Entry Customer Details Window section.

**Account Enquiry (F16)**

Use this to view the account enquiry for your customer on the Order Entry Line Customer Account Summary pop-up.

**Balances (F17)**

Use this to review customer balances on the Order Entry Line Period Balances pop-up.

**Margins (F18)**

Use this to review order margins for this order.

**Calculator (F19)**

Use this if you want to use the calculator.

**User Options (F20)**

This function is no longer supported.

**Text (F21)**

Use this to review order text. You can use this text [on order](#) enquires, order acknowledgements, [picking notes](#), despatch notes, and invoices.

**More Options (F21)**

Use this if you want to display more options.

**More Functions (F24)**

Use this if you want to display more functions.

**Order Lines**

To add an order line, press Enter. Advanced Order Entry then does the following:

- It calculates the line discounts and prices the order.
- It checks for the [item](#) at the nominated [stockroom](#) and checks that the [stockroom](#) is a [depot](#).
- If the despatch date is within the Allocation [Time Fence](#) set for the [depot](#), it checks that the order quantity is less than or equal to the stock available to allocate. The stock available to allocate is calculated as: Total [Available Stock](#) - [Back Order](#) Quantity. To view this, enter 6 in the Select field on this window and then press Enter.

- It checks the customer's credit.

If the line quantity is highlighted, allocation has been attempted, but there is insufficient stock at the nominated [depot](#). If a [kit](#) component has insufficient stock, the quantity of the parent is also highlighted.

Press Enter to process the line and display the details in the order table on this window.

## Order Entry Line Cancellation Pop-up

To display this pop-up, select **Exit (F3)** on the Order Entry Line Details window.

Use this pop-up to cancel an order.

### **Fields**

#### **Reason Code**

Enter a reason code to indicate why you are cancelling this order.

Alternatively, use the prompt facility to select from the RSNC Reason Code pop-up.

Press Enter twice to confirm the cancellation of the order.

## Order Entry Line Item Master Scan Pop-up

To display this pop-up, use the prompt facility on the [item](#) field on the Order Entry Line Details window.

Use this pop-up to select the [item](#) data that you want to use to search for an [item](#).

### **Fields**

#### **Search Type**

Select one of the following.

[Item](#) Reference (1) - Use this to display all the [items](#), in [item](#) number sequence, beginning with the search criteria entered. The search criteria can either be a complete [item](#) code or the beginning characters of an [item](#) code.

Inventory Description (2) - Use this to display [items](#) based on the Inventory search words which currently exists for the [item](#). These are generated in [Item](#) Maintenance, based on the first 20 words from the [item](#) description and the first three lines of the external text for the [item](#).

Purchasing Description (3) - Use this to display [items](#) based on the purchasing [item](#) text and the [item](#) description.

Alternative Reference (4) - Use this to display all [items](#) that have an external reference (that is, a customer or supplier reference) beginning with the entered search characters.



Search Characteristics (5) - Use this to display all the [items](#) with the associated search codes. You can specify a search range.

Base [Item](#) Search (9) - This search type is only available if you are using Production and Configurator, you can use this to display all configured [items](#) for the base [item](#) entered.

Prompt (?) - Use this to display a more detailed selection of each option.

### **Search Criteria**

If you have selected search types [Item](#) Reference (1), Inventory Description (2), Purchasing Description (3) or Alternative Reference (4), enter the search type and up to 20 search words, or initial characters of search words. The software displays all [items](#) that are based on all the entered words, unless you use search type [Item](#) Reference (1), in which case you should enter one word.

Specify your search type and search criteria and then press Enter. All [items](#) that meet these search criteria are displayed [on Order](#) Entry Line [Item](#) Master Scan Details pop-up.

## Order Entry Line Item Master Scan Detail Pop-up

To display this pop-up, specify your search type and search criteria and then press Enter [on Order](#) Entry Line [Item](#) Master Scan pop-up.

This pop-up displays the results of the [item](#) search. Use this pop-up to select the [items](#) and quantities that you want to appear on the order.

### **Fields**

#### **Quantity**

Enter the number of units of the [item](#) that you want to order.

#### **UoM**

Leave this field blank unless the order line [unit of measure](#) is different from the issue [unit of measure](#), as specified in Inventory Management [Item](#) Maintenance and displayed on the right-hand side of the window.

You can use the prompt facility to select from the Purchase/Issue Unit Selection pop-up.

#### **Opt**

Select one of the following:

Amend (1) - Use this to override details for your order line. For more information, see the Order Entry Line Details Override window.

Batches (3) - Use this to process a [batch allocation](#) for your order line.

Reservations (5) - Use this to reserve stock against a purchase order. For more information, see the Order Entry Line Details Reserve Stock against Supply Orders Pop-up section.

Availability (6) - Use this to view stock availability details for your order line. For more information, see the Stock Availability Enquiry Window section in the Inventory Management product guide.

Text (7) - Use this to add text to this order line.

Transaction Control (8) - Invoke the Transaction Control Effectivity Enquiry for the selected item.

**Note:** *This option is not allowed when no transaction control code is shown for an item.*

Supersession (9) - Invoke the Item Supersession Enquiry for the selected item.

**Note:** *This option is not allowed when no supersession code is shown for an item.*

If [items](#) share common criteria, such as pattern or brand, you could use this window as a quick order entry method, almost like a Telesales function, where all information is displayed and you only need to specify the required quantities.

**Note:** Use **Page Up** and **Page Down** to display more lines.

## **Functions**

### **Prices/Availability (F14)**

Use this to toggle the display between the stock availability at your default [stockroom](#) for your listed [items](#), and the pricing details for those [items](#).

Select the [items](#) and quantities that you want to appear on the order and then press Enter to return to the Order Entry Line Details window.

## Order Entry Trailer Window

To display this window, select **Trailer (F13)** on the Order Entry Line Details window, once you have entered all the order lines your customer requires.

You can use this window to:

- Override the customer order reference
- Override the customer order date
- Suspend the order
- Enter up to three sundry [charges](#), applying a Tax code and rate to them

Any freight [charges](#) are calculated and automatically added to the order trailer. The charge is calculated based on the whole order *not* just the outstanding quantities.

**Note:** *If you have equipment service orders, then you need to ensure that the default charge is also added in Equipment Servicing through the **Charge Codes (1/EQT)** menu option.*

**Note:** *When you complete a [quotation](#), the details are held on file, but no further processing takes place.*

For prime currency orders, all values are shown in both the prime currency and Accounts Receivable base currency.

## **Fields**

### **Customer Order Ref**

This field displays the customer order reference. This is specified on the Order Entry Header window, but you can change it here.

### **Customer Order Date**

This field displays the date that the customer requires delivery of the order. This is specified on the Order Entry Header window, but you can change it here.

### **Suspend**

If you want to suspend the order, enter a two character suspend code.

Alternatively, use the prompt facility to select from the SUSP Order Suspend Codes pop-up.

Order Entry can also automatically suspend an order. If so, the code and description are displayed.

### **Quotation Type**

If you have created a [quotation](#), the type is displayed.

### **Quotation Expiry**

This field displays the expiry date for this [quotation](#).

### **Total Cost**

This field displays the cost value of the order.

### **Margin**

This field displays the margin for the order; expressed as a percentage of costs or sales value, depending on your settings in your Sales Order Processing company profile.

### **Total Goods - Amount**

This field displays the net value of the sale, or order.

### **Total Goods - Base Amount**

This field displays the net value in the base currency of the company.

### **Charge Code**

To add a sundry charge, enter the appropriate charge code.

Alternatively, use the prompt facility to select from the SUNC Miscellaneous Charge Codes pop-up.

The standard value of the charge and the normal tax rate are retrieved, unless you manually enter an amount.

If a Customer Delivery Address charge is established for the current customer, the charge value or percentage will be applied to the current order.

You can use these fields to apply tax-only [charges](#) to your order or [quotation](#); for example, if you want to support the delivery of samples or gifts.

In this case, you should create a specific charge code for this purpose; only tax values are posted to Accounts Receivable.

**Charge Amount**

Enter the sundry charge amount. Leave this field blank to use the amount set up against the charge code on the Inventory [Descriptions file](#).

**Note:** *percentage type charge values are non-maintainable.*

**Note:** *for order amendments, any percentage charge will be automatically reapplied (the charge value must always reflect the effective percentage).*

**Tax Code**

Enter the tax code for the additional charge.

Alternatively, use the prompt facility to select from the Tax Code Selection pop-up.

You only need to enter this code if you want to override the normal code.

**Tax Rate**

This field displays the rate for your selected tax code.

**Total Charge**

This field displays the total value of the goods recorded on the order, plus any sundry [charges](#) you have added to the order.

**Total Tax**

This field displays the total of tax [charges](#) for this order.

**Order Total**

This field displays the invoice amount of the order, that is, the total goods value, plus the total [charges](#), plus the total tax, less any discounts.

**Note:** *If you apply early settlement discounts, the window displays an appropriate message.*

**Functions****Enter Discount (F6)**

**Note:** *The function key is only available if you are using Standard Pricing and Order Discount Pricing is enabled.*

Select this to enter an additional order percentage or value discount to be applied to this order.

**Note:** *If additional discounts are applied to the current order, the function will display **View Discount (F6)***

**End Order (F13)**

Use this to complete the order and re-display the Order Entry Header window.

Tip: This information is updated each time you log onto the iSeries, so when you first log on and start to process sales orders, these fields are not displayed.

The sales order information shown includes:

- The last sales [order number](#) processed
- The customer number and name
- The customer order reference
- The order date

### **Tax Breakdown (F17)**

If you are using US Sales Tax, select this to view any tax and tax amounts for each tax body that is applied to the customer order.

### **Amend Freight (F19)**

Use this to recalculate the freight charge and redisplay the Order trailer with the new charge.

***Note:** In Order Amend (2/AOP) the charge will not be automatically amended*

### **Text (F21)**

Use this to review order text. You can use this text [on order](#) enquires, order acknowledgements, [picking notes](#), despatch notes, and on invoices.

To complete the order, select **End Order (F13)**.

## Order Tax Breakdown Pop-up

To display this pop-up, select **Tax Breakdown (F17)** on the Order Entry Trailer window if you are using US Sales Tax.

Use this pop-up to view any taxable and tax amounts for each tax body that applies to the customer order.

For more information about maintaining tax bodies for a customer, see the Maintain Customer Tax Bodies section in the US Sales Tax product guide. For more information about maintaining the percentage tax applicable to [items](#) or [charges](#), see the Maintain Taxable [Charges](#) section in the US Sales Tax product guide.

## Order Entry Header Details Window

To display this window, select **Header (F14)** on the Order Entry Line Details window.

Use this window to review and, where applicable, override the header defaults that Advanced Order Entry uses to process the order.

### Fields

#### **Quotation Type**

This field displays the default [quotation](#) type, but you can override it.

Alternatively, use the prompt facility to select from the QTNO AOE Quote Type pop-up.

### Quotation Expires

This field displays the expiry date for the specified [quotation](#) type. You can overwrite this date, but the date must not be earlier than the current date.

**Note:** To convert a [quotation](#) to an order, blank out the expiry date as well as the [quotation](#) type.

### Stockroom

This field displays the [stockroom](#) that you normally use to make deliveries of this [item](#).

You can enter a different [stockroom](#) if necessary.

Alternatively, use the prompt facility to select from the [Stockroom](#) Selection pop-up.

**Note:** [Stockroom](#) cannot be a bonded [warehouse](#).

### Priority

Use this field to determine the priority you want to use when allocating against order lines. The software will consider the priority first and then the delivery date.

You can enter any value between 00 and 99.

Enter **00** to manually allocate the stock for this order.

Enter **99** to force stock allocation during [batch allocation](#).

For a new order, if the header allocation priority is changed, all order lines are set to the priority.

In order amendment when amended three options apply.

### Priority option

1 apply priority to all outstanding lines

2 apply to outstanding lines with previous priority value

3 apply to new lines only

**Note:** The next four fields are only available if you are using Advanced Pricing.

### Price Type

This is a price type that can be used to override the order. You can override this price type with any valid price type; that is Price Type 2.

Alternatively, use the prompt facility to select from the Pricing Type Select pop-up.

The currency of the price type must be the same as the currency of the order.

### Lot allocation

Frozen lots can be allocated up to the frozen quantity. This feature is secured and only users authorized to the Inventory task established to the description file entry TASK minor type INALCFRZ can action a change.

### Item search

Alternative Reference is renamed Alias.

### Discount Types

You can enter up to four optional discount types. These types must be valid discount types; that is Price Type 1.

Alternatively, use the prompt facility to select from the Pricing Type Select pop-up.

The currency of the price type must be the same as the currency of the order.

### Discount Percentages

You can enter up to four discount percentages. You cannot enter a discount percentage if you have already specified a discount type.

### Discount Presentation (Disc)

If you specify a discount percentage, select one of the following to determine the type of discount you want to give:

Net (0) - Nett Discount

Gross (1) - Gross Discount

**Note:** *If you are using Standard Pricing, the next two fields are displayed.*

### Price List Code

This is the default [price list](#) for this order. You can override this if necessary. If you change [price lists](#), the new [price list](#) must be in the currency of the order.

**Note:** *You can create [price lists](#) in Sales Order Processing using the Maintain [Price Lists](#) task.*

### Discount List

This is the default [discount list](#) for this order. You can override this if necessary. If you change [discount lists](#), the new [discount list](#) must be in the same currency as the order, or an all currency [discount list](#).

**Note:** *You can create [discount lists](#) in Sales Order Processing using the Maintain [Discount Lists](#) task.*

### Priced At

This is the default pricing code that indicates how you want orders to be priced. You can change this if necessary.

Select one of the following:

Order (1) - If you want to price the order when you create the order

Despatch (2) - If you want to price the order when you despatch the order to the customer

### Cash Disc. Code

This field displays the default cash settlement terms for this customer.

You can use the prompt facility to select from the CDSC Cash Settlement Discount pop-up.

**Note:** *The next three fields are only displayed if you are processing an order for a multi-currency customer.*

**Currency Code**

This field displays the default currency for the order. You define this for each customer when you first create them within Accounts Receivable.

You enter a different currency if necessary.

Alternatively, use the prompt facility to select from the Select Currency pop-up.

**Currency Rate Code**

This field displays the default currency rate code attached to your customer within Sales Order Processing Customer Maintenance.

The currency rate code holds the exchange rate of the currency code. You can set these up within General Ledger.

**Currency Rate**

This field displays the currency exchange rate, associated with the currency rate code that you are going to use to convert the prime currency of the customer into the base currency of the company.

The second field will display one of the following:

Multiply (1) - If the currency rate is used to multiply the transaction value to get the base value

Divide (2) - If the currency rate is used to divide the transaction to get the base value

**Note:** *If you want to use a fixed currency rate, delete the currency rate value and enter a fixed currency rate in the Currency Rate field.*

**Functions****Payment Details (F13)**

Use this to display the Order Header Payment Override pop-up.

**Additional Overrides (F16)**

Use this to display the Order Entry Header Details Additional Overrides pop-up.

**Currency Overrides (F19)**

Use this to override currency details for transactions where currencies are not linked to the Euro. For more information see the Override Conversion Parameters Pop-up section in Sales Order Processing.

**Text (F21)**

Use this to review order text. You can use this text [on order](#) enquires, [on order](#) acknowledgements, on [picking notes](#), on despatch notes, and on invoices.

**More Keys (F24)**

Use this if you want to display more functions.

Press Enter to return to the Order Entry Line Details window.



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## Order Entry Header Payment Override Pop-up

To display this pop-up, select **Payment Details (F13)** on the Order Entry Header Details window.

You can use this pop-up to amend the payment terms usually defined within Accounts Receivable. You use these payment terms to control the due dates and cash discounts that will apply to invoices generated from the order.

**Note:** *You can only amend these details if you have the authority.*

### **Fields**

#### **Payment Terms**

There are four parts to this field, but not all of them are necessarily used at once.

#### **First Field**

Enter one of the following to determine the payment terms for this order:

**D** - To define the number of days from the invoice date that payment must be received

**M** - If payment is received via a net monthly account

**P** - To define a periodic range for payment

**T** - To define extended payment terms

#### **Second Field**

If you entered **P** in the first field to select a periodic range, use this field to specify the start day for this period. You can use up to three numerical characters to define this range.

#### **Third Field**

If you entered **P** in the first field to select a period range, enter the end day for the period.

For example, enter 2019 in the second field and 206 in the third field to include the invoices dated between the 20th of the next month and the 19th of the month after. This creates a payment date of the 6th of the *second* month after the invoice is sent.

If you enter 1110 in the second field and 105 in the third field you will include any invoices dated between the 11th of this month and the 10th of the next month, which creates a payment date of the 5th of the first month after the invoice is sent.

If you entered **M** in the first field, specify the payment date for the monthly account.

For example, enter 210 in the third field to create the payment date as the 10th of the second month after the month the invoice was sent.

If you entered **D** in the first field, enter the number of days to add to the invoice date.

For example, enter 030 in the third field to create a payment date of 30 days after the invoice date.

#### **Fourth Field**

If you entered **T** in the first field to select extended payment terms, enter the settlement code to define the payment pattern required.

Alternatively, use the prompt facility to select from the Select Extended Terms pop-up.  
These codes are defined in Cash Management.

### **Payment Method**

Enter the method of payment from those defined in Cash Management.

Alternatively, use the prompt facility to select from the Select Payment Method pop-up.

**Note:** You cannot enter both a [cash discount code](#) and a staged discount code.

### **Cash Discount Code**

Enter a discount code to identify the type of discount and a single cash discount percentage.

Alternatively, use the prompt facility to select from the CDSC Cash Settlement Discount pop-up.

These codes are assigned to customers in Customer Sales Details Maintenance.

### **Staged Discount Code**

Enter a code to define multiple cash settlement discount percentages.

Alternatively, use the prompt facility to select from the Select Discount Code pop-up.

This allows for tiers of discount according to the speed with which you receive the payment.  
These codes are pre-defined within Cash Management using the [Cash Discount Code](#) Maintenance task.

**Note:** If you have entered the code **T** for extended terms in the first Payment Terms field, you cannot define a Staged Discount Code for the payment.

You can define these codes to customers using the Customer Maintenance task in Accounts Receivable.

**Note:** The Cash Discount and Staged Discount fields work together. If you do not make any changes to the discount details, the discount used on the order is based on the details specified in the [Cash Discount Code](#) (as defined to the customer in Customer Sales Details Maintenance in Sales Order Processing). The calculated amount is displayed on the invoice as the Settlement Cash Discount and is posted to Accounts Receivable as a settlement discount. If you delete the details displayed in the Cash Discount field on this window but keep the same Staged Discount Code details, this is the code used to produce the discount. It is also displayed on the invoice and posted to Accounts Receivable.

### **Bank Details**

The default bank account is displayed for the delivery point statement account, or, if the statement account is hierarchical, the consolidated statement account. This information includes the bank sort code, account number, user reference and account type code.

### **Functions**

Bank Details Override (F13) Use this to display the Order Entry Header Payment Override Customer Bank Scan pop-up.

Select **Update (F8)** to save the changes and return to the Order Entry Header Details window.

## Order Entry Header Payment Overrides Customer Bank Scan Pop-up

To display this pop-up, select **Bank Details Override (F13)** on the Order Entry Header Payment Override pop-up.

Use this pop-up to enter a new bank account, or to select an alternative bank account for your order. The pop-up displays any existing bank details.

### Options

#### **Select**

Use this to select a bank account.

**Note:** Use **Page Up** and **Page Down** to display more lines.

### Functions

#### **Add (F10)**

Use this to add new bank details. The Order Entry Header Payment Override Add Bank Details pop-up is displayed.

Select a bank account and then press Enter to return to the Order Entry Header Payment Override pop-up.

## Order Entry Header Payment Override Add Bank Details Pop-up

To display this pop-up, select **Add (F10)** on the Order Entry Header Payment Override Customer Bank Scan pop-up.

Use this pop-up to create bank details for a customer.

**Note:** The details displayed in this pop-up depend on the operating country for the bank.

### Fields

**Note:** These fields are displayed for British banks

#### **Bank Sort Code**

Enter the bank branch sort code.

**Account Number**

Enter the customer's bank account number.

**Account Name**

Enter the customer's account code.

**Bank Name**

Enter the name of the customer's bank.

**Address**

Enter the address of the customer's bank.

**User Reference**

This is a free-format field, which you can use to record the user reference.

**Type of Account**

If your customer uses National Westminster bank, use this field to define the type of account.

**First Direct Debit**

Use this checkbox as follows:

Unchecked - Not to action validation for direct debit accounts

Checked - To action validation for direct debit accounts

Press Enter to save these details and return to the Order Entry Header Payment Overrides Customer Bank Scan pop-up.

## Order Entry Header Additional Overrides Pop-up

To display this pop-up, select **Additional Overrides (F16)** on the Order Entry Header Details window.

Use this pop-up to define additional processing details for your order

**Fields**

**Priced Despatch Notes**

Use this checkbox as follows:

Unchecked - Not to print the prices on despatch notes

Checked - To print the prices on the despatch notes

**Type of Despatch Note**

Select one of the following:

Separate despatch note & invoice (1) - To generate a despatch note and invoice separately

Combined document (2) - To generate a combined despatch note and invoice

Consolidated despatch note/separate invoice (3) - To generate a consolidated despatch note and invoice separately

### **Invoice Consolidation**

If you have chosen to produce separate despatch notes and invoices, select one of the following:

Despatch note (0) - To produce an invoice for each despatch note

Daily (by date) (1) - To consolidate invoices daily

Weekly (by week number) (2) - To consolidate invoices weekly

Monthly (by period) (3) - To consolidate invoices monthly

Daily (by order) (4) - To consolidate invoices daily by order reference

Weekly (by order) (5) - To consolidate invoices weekly by order reference

Monthly (by order) (6) - To consolidate invoices monthly by order reference

### **Despatch Note Language**

Enter the language to use on the despatch note. This must be defined to Application Manager.

Alternatively, use the prompt facility to select from the Select Language pop-up.

### **Invoice Language**

Enter the language for the invoice. This must be defined to Application Manager.

Alternatively, use the prompt facility to select from the Select Language pop-up.

### **Despatch Method**

Enter the default despatch method.

Alternatively, use the prompt facility to select from the MODE Despatch Method pop-up.

### **Transport Method**

Enter the default transport method.

Alternatively, use the prompt facility to select from the TMTH Transport Method pop-up.

### **Reason for Despatch**

Enter the reason for the despatch.

Alternatively, use the prompt facility to select from the MOVR Movement Reason Code pop-up.

### **Terms of Delivery**

Enter the default terms of delivery.

Alternatively, use the prompt facility to select from the TDEL Terms of Delivery pop-up.

**Note:** *If you are using World Trade, this field defaults to the value held on the (Sales Order Processing) Customer Maintenance - Trade Details window.*

### **Ship Control Flag**

This field is used to control the generation of pick notes for a delivery point.

Enter one of the following values for this customer attribute:

Blank - Pick notes are printed based on the total quantity allocated to each order line, i.e. as per the current business rules.

10 - Order lines only appear on a pick note if the total line quantity has been allocated.

20 - Pick notes are only produced when all lines on an order for the same demand point (i.e. [stockroom](#)) have been fully allocated.

30 - Pick notes are only produced when all lines on an order have been fully allocated.

Alternatively, use the prompt facility to select from the SCTL Shipment Control pop-up.

**Note:** *This order attribute is not shown when this is invoked from Sundry Invoice and Credit Note Entry.*

### **Carrier**

Enter the default carrier.

Alternatively, use the prompt facility to select from the CARR Select Carrier pop-up.

This is checked as follows:

- 1 If you are using Advanced Shipping, the carrier defaults to that set up in Shipping Customer Maintenance.
- 2 If you enter a new code, it is validated against the Shipping Names and Address file, which you set up in Shipping Customer Maintenance.
- 3 If you are using Transport Planning, the carrier defaults to that set up in the Transport Planning Delivery Profile.
- 4 If you enter a new code, it is validated against the Transport Planning Carrier file.
- 5 If you are not using Advanced Shipping or Transport Planning, the default is blank.

**Note:** *A Sales Order Processing company is defined to a Transport Planning company via an SOP company/[stockroom](#) combination.*

### **Shipping Marks**

Enter text to use as the shipping marks.

### **Functions**

#### **Customer Attributes (F13)**

Use this to display the Order Entry Header Customer Attributes pop-up for amending the customer attributes and the sales details.

Select **Update (F8)** to save your changes and to return to the Order Entry Header Details window.

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## Order Entry Header Customer Attributes Pop-up

To display this pop-up, select **Customer Attributes (F13)** on the Order Entry Header Additional Overrides pop-up.

**Note:** Before you can change any details, you must have authority to the Payment Override sub-task in Application Manager.

Use this pop-up to override default customer details.

### **Fields**

#### **Customer Attributes**

##### **Tax Calc. Basis**

Select one of the following:

Tax exempt for sales invoicing (1) - If the customer is tax exempt for sales invoicing

Use the tax code in the following field (2) - To use the tax code assigned to the customer account

Use the tax code from the inventory [item](#) (3) - To use the tax code attached to the inventory [item](#).

**Note:** If you are using World Trade, set this flag to **Use the tax code from the inventory [item](#) (3)**.

##### **Tax Code**

Enter the tax code for this customer. If you have set the Tax Calculation Basis field to 2 or 3, you must enter a tax code.

Alternatively, use the prompt facility to select from the Tax Code Selection pop-up.

You set up tax codes in Accounts Receivable.

##### **Extra Rate Tax**

Use this checkbox as follows:

Unchecked - Not to charge extra using the tax code defined

Checked - To charge extra using the tax code defined

##### **Tax Country**

Enter the country in which this customer is registered for tax.

Alternatively, use the prompt facility to select from the Select Country pop-up.

If this is a delivery address, and the statement address is in the same country, you do not need to make an entry.

If you are using World Trade this defaults to the country specified in the Customer Trading Details; you must make sure it is a country valid to World Trade.

If you are not using World Trade, the country code is checked against the General Ledger.

**Tax Registration**

Enter the customer's tax registration number in the specified country.

**Fiscal Code**

Enter the classification code assigned by the government to this customer. This defaults to the code set up in Customer Additional Details.

**Sales Details****Salesman**

Enter the salesperson.

Alternatively, use the prompt facility to select from the TN Salesman pop-up.

**Agent**

Enter the agent.

Alternatively, use the prompt facility to select from the AN Agent pop-up.

**Sub Agent**

Enter the sub agent.

Alternatively, use the prompt facility to select from the AN Agent pop-up.

**Region**

Enter the sales region.

Alternatively, use the prompt facility to select from the SN Sales Analysis Regions pop-up.

**State**

Enter the state.

Alternatively, use the prompt facility to select from the ST Sales Analysis State pop-up.

**Territory**

Enter the territory.

Alternatively, use the prompt facility to select from the TR Sales Analysis Territory pop-up.

Select **Update (F8)** to save the information and return to the Order Entry Header Additional Overrides pop-up.

## Order Entry Line Customer Details Window

To display this window, select **Customer (F15)** on the Order Entry Line Details window.

Use this window to view, and override where applicable, customer details for this order.

**Fields**



## Customer

If you have created a [quotation](#), and have not yet converted it into an order, you can change the [customer code](#). If this is an order, you cannot change the customer.

## Customer Order Ref

You can add or amend the customer order reference. The customer order reference number is not the same as the [customer code](#).

**Note:** *The customer order reference is likely to be a number that the customer gives to you (such as a purchase [order number](#)) rather than one you assign yourself.*

**Note:** *You cannot enter a reference that you have already used for this customer unless this is allowed for within the Customer Sales Information.*

## Customer Order Date

This field displays the customer's order date. It defaults to the current date, but you can change it.

## Delivery Date

This field displays the delivery date. It defaults to the current date, but you can change it.

## Quotation Type

To create a [quotation](#), enter a [quotation](#) type code.

Alternatively, use the prompt facility to select from the QTNO AOE Quote Type pop-up.

**Note:** *To convert a [quotation](#) into a firm order, delete the [quotation](#) type and the date specified in the Expires field.*

## Expires

You can define the [quotation life](#) for each [quotation](#) type code. This value is added to the current date and displayed as the [quotation](#) expiry date.

You can amend the expiry date, but it cannot be earlier than the current date.

## Invoice Name and Address

This field displays the customer's default invoice name and address. You can change it if necessary.

## Delivery Name and Address

This field displays the customer's default delivery name and address. You can change it if necessary.

## Functions

### Tax Overrides (F16)

If you are using US Sales Tax, you can select this to maintain tax bodies for firm orders.

**Text (F21)**

Use this to review customer text. You can use this text [on order](#) enquiries, order acknowledgements, [picking notes](#), despatch notes, and invoices.

Make any amendments required and then press Enter to return to the Order Entry Line Details window.

## Order Entry Order Header Overrides Pop-up

To display this pop-up, **Tax Overrides (F16)** on the Order Entry Line Customer Details window, if you are using US Sales Tax.

Use this pop-up to maintain the tax bodies that apply to the order. You cannot maintain tax bodies for [quotations](#). To change a [quotation](#) into a firm order, you must blank out the [quotation](#) and expiry date fields on the Order Header Entry window.

**Fields****Tax Body**

Enter the tax body code(s) associated with the delivery address of the order. You can define up to five tax bodies for the order, depending on the types of sales tax that apply to the delivery address.

**Apply Tax?**

Enter one of the following:

**0** - To apply no tax

**1** - To apply tax at the rate defined for the order tax body

**Blank** - To use the default setting in the company profile

**Vendors Contribution %**

Enter the percentage of the sales tax to be paid by the vendor. This field is for information only.

Select **Accept (F8)** twice to validate your entries and save the changes.

## Order Entry Line Customer Account Summary Pop-up

To display this pop-up, select **Account Enquiry (F16)** on the Order Entry Line Details window.

Use this pop-up to view account details for your customer.

**Fields****Customer Account**

This field displays the customer account code.

**Outstanding Orders**

This field displays the value of outstanding orders for this customer.

**Goods Despatched**

This field displays the value of goods despatched to this customer.

**Bills Accepted**

This field displays the value of any bills of exchange accepted.

**Bills at Risk**

This field displays the value of any bills of exchange at risk.

**Outstanding Balances**

These fields display the outstanding balances on the customer account for the:

- Current period
- Current period - 1
- Current period - 2
- Current period - 3+
- Total

**Date Last Payment**

This field displays the date of the last payment received from the customer.

**Credit Stop Flag**

If your customer's credit is good, this field does not display a value.

**Credit Management Details**

The following fields display information in accordance with parameters set in Credit Management within Accounts Receivable.

**Debtor Days**

This field displays the average number of days that this customer is in debt. See the Credit Management section in the Accounts Receivable product guide for details.

**Days Sales O/S**

This field displays the days' sales outstanding.

**Average Days to Pay**

This field displays the average number of days that it takes this customer to pay an invoice. See the Credit Management section in the Accounts Receivable product guide for details.

**Average Days Slow**

See the Credit Management section in the Accounts Receivable product guide for details.

**Credit Limit Days**

See the Credit Management section in the Accounts Receivable product guide for details.

**Oldest Invoice Due**

This field displays the date of the longest outstanding invoice.

**Value**

This displays the value of the longest outstanding invoice.

**Credit Limit**

This field displays the customer's credit limit. This is defined in Accounts Receivable when you first create a record for this customer.

**Available Credit**

This field displays the calculated credit remaining.

**Functions****Outstanding Invoices (F13)**

Use this to display the Accounts Receivable Customer Enquiry for your customer.

**Credit Manager Enquiry (F14)**

Use this to display the Accounts Receivable Credit Manager Enquiry for your customer.

Press Enter to return to the Order Entry Line Details window.

## Order Entry Line Period Balances Pop-up

To display this pop-up, select **Balances (F17)** on the Order Entry Line Details window.

Use this pop-up to display period balances on the customer account.

**Fields****Post Perd**

This field displays the posting period.

**Note:** *This pop-up only displays periods in which there was customer account activity.*

**Total Invoices**

This field displays the total value of customer invoices for the displayed periods.

**Total Credits**

This field displays the total value of customer credits.

**Cumulative Total**

This field displays the cumulative total of invoices and credits for the period.

**Outstanding Balance**

This field displays the outstanding balance for the period.

**Note:** Use **Page Up** and **Page Down** to display more lines.

Select **Previous (F12)** to return to the Order Entry Line Details window.

## Order Margin Enquiry Window

To display this window, select **Margins (F18)** on the Order Entry Line Details window.

Use this window to enquire on margins. The window displays details of profit margins for the order

**Note:** A margin is expressed as a percentage of costs or sales value depending on how you have set the margin calculation parameters in the Sales Order Processing company profile.

**Note:** If the margin percentage is displayed in reverse image, the margin is outside the tolerance range defined on the company profile.

### Fields

#### **Order Totals**

##### **Sales Value**

This field displays the total sales value of the order.

##### **Cost Value**

This field displays the total cost of the order.

##### **Margin**

This field displays the [gross margin](#) you will make on this order.

##### **Margin%**

This field displays the [gross margin](#) percentage for the order.

#### **Line Values**

##### **Item**

This field displays the [item](#) code.

##### **Quantity**

This field displays the quantity of the [item on order](#).

##### **UoM**

This field displays the selected [unit of measure](#) for this ordered [item](#).

##### **Str**

This field displays the supplying [stockroom](#).

##### **Sales Value**

This field displays the total sales value for the order line.

**Cost Value**

This field displays the total cost value for the order line.

**Margin**

This field displays the profit margin for this order line.

**Margin%**

This field displays the percentage for the order line margin.

**Description**

This field displays the [item's](#) description.

Select **Previous (F12)** to return to the Order Entry Line Details window.

## Online Calculator Pop-up

To display this pop-up, select **Calculator (F19)** on the Order Entry Line Details window.

Use this pop-up to perform a calculation. To do this, you need to enter the calculation figures separated by function codes. The calculation is carried out working from left to right.

The calculation specified by the first function code is performed first and then the result from that calculation is used in the calculation specified by the second function code, and so on.

**Note:** *The calculation does not follow the mathematical laws of precedence.*

### Functions

**+**

Add the figure to the right of the sign to the result of the calculation to the left.

**-**

Subtract the figure to the right of the sign from the result of the calculation to the left.

**\***

Multiply the result of the calculation to the left of the sign by the figure to the right.

**/**

Divide the result of the calculation to the left of the sign by the figure to the right.

Press Enter to process the calculation.

## Order Line Overrides Window

To display this window, enter **1** against an order line and then press Enter on the Order Entry Line Details window.

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Use this window to amend or override details for the selected order line.

**Note:** If you enter a configured [item](#) on the Order Entry Line Details window, this window is automatically displayed. This only happens if you are using Production and Configurator.

## **Fields**

### **Last Five Orders**

This table displays the date, quantity and discount unit price of up to the last five orders for this [item](#).

### **Price Structure**

For standard pricing, this table displays the [item's](#) discount unit price, and related values for the discount [price list](#) specified for the order or order line.

### **Order Line Overrides**

#### **Line Number**

This field displays the order line number for your selected [item](#).

#### **Item**

This field displays the [item](#) specified on the order line.

**Note:** If you are using Advanced Pricing, the next four fields are displayed:

#### **Price Type**

Enter an override price type code to supersede the price that would apply if you were using advanced pricing logic.

Alternatively, use the prompt facility to select from the Pricing Type Select pop-up.

If you enter a new price type, it must exist and must be a price function 2 (price). It must also be in the same currency as the order.

#### **Fixed Price**

Enter a manual price for the order line.

**Note:** If you enter a fixed price you cannot specify a price type.

#### **Per**

This field works in conjunction with the fixed price. Enter the quantity to which the fixed price applies. For example, if you enter a fixed price of 100, but enter 2 in this field, if you enter a quantity of 1, the fixed price value is 50.

If you do not enter a value in this field, the fixed price is assumed to be the line price.

#### **Enter Discs (Discounts)**

This field determines whether you want to define extra discount details.

Use this checkbox as follows:

Unchecked - If you do not want to define extra discounts

Checked - If you want to define extra discounts

If you check this field, the Advanced Order Line Entry Overrides Discounts pop-up is displayed.

**Note:** *If you are using Standard Pricing, the next four fields are displayed:*

#### **Price List**

Select a different [price list](#) to be used for the order line.

It must be in the same currency as the order.

#### **Fixed Price**

Enter a manual price for the order line.

**Note:** *If you enter a fixed price, you cannot specify a [price list](#).*

#### **Disc List**

Select a different [discount list](#) to be used for the order line.

It must be in the same currency as the order.

#### **Fixed Discount**

Enter a fixed discount percentage for the order line.

**Note:** *If you enter a fixed discount, you cannot specify a [discount list](#).*

#### **Despatch Date**

This is the date on which this order line is due for despatch. You can enter or select another despatch date, but it cannot be earlier than the current date.

#### **Enter Text**

Use this checkbox as follows:

Unchecked - If you do not want to maintain external order line text for this order line

Checked - If you want to maintain external order line for this order line

If you check this field, the Maintain Text pop-up is displayed.

#### **Configurator**

If you use Configurator, and you have selected a configured [item](#) for amendment, enter one of the following to control access to the options you can use in operation and component selection for the configured line:

0 - Not to configure the [item](#)

1 -To configure the line

**Note:** *This is automatically set to 1 during line entry for configured [items](#), as these [items](#) must be configured. When you amend the order line, this is automatically set to 0, so you can choose whether or not to reconfigure the line.*



## Order Method

This field displays the default ordering method for the [item](#). You can override this, unless the [item](#) is a configured line. In this case, the ordering method is fixed.

You can use the prompt facility to select from the ORDM Ordering Method pop-up.

Enter or select one of the following:

[Normal Order](#) (0) - If you want to allocate from stock

Made to Order (1) - If you want to generate a production order automatically

**Note:** *When a finished goods receipt is made in production, the stock is automatically allocated. Then the stock must be picked and despatched, and the order invoiced in Sales Order Processing.*

[Purchase to Order](#) (2) - If you want to create a purchase order to supply the required stock

This is also known as a back-to-back purchase order.

Direct Delivery (3) - If you want to create a supply order that will delivery directly to the customer

Reservation (4) - To link this sales order to a supply order that you plan to receive from your suppliers with enough time to fulfil your customer's requirement

For more information, see the Order Entry Line Details Reserve Stock against Supply Orders pop-up.

[Configure to Order](#) (5) - This is for configured [items](#) only. To enter a configured order line, enter the code of the configured [item](#) and the required order quantity. Alternatively, enter a base [item](#) and select the required [item](#) from a list of configured [items](#) related to the base [item](#).

**Note:** *You can use the resulting window to specify customer details so that you can narrow the choice of configured [items](#) to just those configured for that particular customer You can blank customer details to view all [items](#) configured from the base [item](#).*

## Methods

This field displays the code for the ordering method or methods used for this order line so far.

WO - Production order

This code is displayed for [make to order](#) or configured lines, and for order methods 1 and 5.

RS - Reserved against a production or purchase order

This is displayed if you select order method 4.

BB - Back-to-back purchase order

This is displayed if you select order method 2.

DD - Back-to-back purchase order with direct delivery

This is displayed if you select order method 3.

## Certificate

Enter one of the following:

0 - If you do not want to produce a [Certificate of Conformance](#) for this order line

1 - If you want to produce a [Certificate of Conformance](#) for the order line

### **Quantity/UoM**

You must enter the quantity ordered for delivery on the nominated delivery date.

You can optionally enter the [unit of measure](#) of the order line. You only need to specify this if it is different from the issue unit.

Alternatively, use the prompt facility to select from the Purchase/Issue Unit Selection pop-up.

### **Allocated**

This field displays the number of units of the [item](#) allocated to the order and the [unit of measure](#) in which it is expressed.

### **Reserved**

This field displays the number of units of the [item](#) reserved for the order and the [unit of measure](#) in which it is expressed

### **Outstanding**

This field displays the number of units of the [item](#) that are yet to be allocated to the order and the [unit of measure](#) in which it is expressed.

### **Parent Line**

If the [item](#) is a [kit](#) component, enter the order line number of the parent [item](#).

**Note:** *You cannot change this once you have entered the order line. [Kit items](#) cannot be configured [items](#).*

### **Functions**

#### **Resv. (F13)**

Use this to view purchase orders for the [item](#) on your selected order line. For more information, see the Order Entry Line Details Reserve Stock against Supply Orders Window section.

#### **Additional Overrides (F16)**

Use this to display the Advanced Order Line Overrides Additional Details (Sales) pop-up.

Press Enter to save these details. The next display depends upon the selections made on this pop-up.

## Order Entry Line Overrides Additional Details (Sales) Pop-up

To display this pop-up, select **Additional Overrides (F16)** on the Order Line Overrides window.

Use this pop-up to enter salesman or agents, or both, who are associated with the order.

---

**Note:** If these salesmen or agents are entitled to commission, you can enter commission details using Sales Order Processing, Commission Maintenance.

### **Fields**

#### **Salesman**

This displays the default salesman for the customer. You can enter a salesperson to override this.

Alternatively, use the prompt facility to select from the TN Salesman pop-up.

#### **Agent**

This displays the default agent for the customer. You can enter an agent to override this.

Alternatively, use the prompt facility to select from the AN Agent pop-up.

#### **Sub Agent**

This displays the default sub agent for the customer. You can enter an agent to override this.

Alternatively, use the prompt facility to select from the AN Agent pop-up.

Select **Update (F8)** to save these details and re-display the Advanced Order Line Entry Overrides pop-up.

## Order Entry Line Overrides Discounts Pop-up

To display this pop-up, **check** the **Enter Discs** field on the Advanced Order Line Entry Overrides pop-up.

Use this pop-up to define extra discount details for your selected order line.

**Note:** You can only use this pop-up if you use Advanced Pricing.

### **Fields**

#### **Discount Type**

You can enter up to four discount types, which must be defined as price type 1 (discount).

Alternatively, use the prompt facility to select from the Pricing Type Select pop-up.

#### **Discount %**

You can enter up to four discount percentages.

**Note:** You cannot specify a discount percentage if you have already selected discount type codes.

#### **Gross/Net**

If you have specified a discount percentage, select one of the following:

Net (0) - If the discount is a nett discount

Gross (1) - If the discount is a gross discount

**Discount Value**

You can enter a fixed discount value.

**Note:** *If you specify this, you cannot select discount types, or apply discount percentages to this order line.*

**Per**

This field works in conjunction with the Discount Value field. Enter the quantity to which the discount applies. For example, if you enter a discount value of 100, but enter **2** in this field, if you enter a quantity of 1, the discount value is 50.

If you do not enter a value in this field, the discount value is assumed to be the line price.

Press Enter to save any details and return to the Order Line Entry Overrides pop-up.

## Order Entry Line Overrides Create Back-to-Back Requisitions Pop-up

To display this pop-up, select [Purchase to Order](#) or **Direct Delivery** in the Order Method field and then press Enter on the Order Line Entry Overrides pop-up.

**Note:** *This pop-up is not displayed if you use Advanced Pricing.*

You can use this pop-up to create a requirement or a purchase order to satisfy a customer's order requirement.

You can use this pop-up if you do not have enough stock to satisfy the order line, and there is not a purchase order against which to reserve the stock.

When you select this option, the requirement will appear immediately as a requisition, so that it can be approved and converted into a purchase order.

**Note:** *You can also use this pop-up if you do not have enough stock to satisfy the order line, and there is not a purchase order against which to reserve the stock, and you want to deliver the stock directly to your customer delivery address rather than process the receipt within your own [stockroom](#) and then despatch it to your customer.*

The pop-up displays the [item](#), [stockroom](#) and quantity. Some or all of the data is defaulted if:

- You entered a default supplier for this [item](#) when you defined the [item/stockroom](#) details.
- You have already created an [item](#)/supplier profile within Purchase Management.

**Fields****Supplier**

If you have specified a default supplier for this [item](#), it is displayed, but you can override it.

You can use the prompt facility to select from the Supplier Search pop-up.

**Due Date**

This field displays the due date for your selected order line. You can override this date if the purchase order due date is different.

**Price**

If you have already defined an [item](#)/supplier profile for this [item](#), this field displays the default price per [unit of measure](#).

You can enter a new price, or amend the displayed price if required.

**Currency**

This field displays the default currency.

**Discount %**

If you have already defined an [item](#)/supplier profile for this [item](#), this field displays the supplier's default discount

You can enter a new discount, or amend the displayed discount if necessary.

**Purchasing Off**

Enter the purchase officer responsible for the requisition.

**Note:** *Purchase requisitions are released in Requisitioning. Purchase orders are printed off in Purchase Management. When the goods are received into stock, they are automatically allocated. You then need to pick, despatch and invoice for this stock using Sales Order Processing.*

**Note:** *If you create a [Direct Delivery order](#), when you record the notification of delivery for that purchase order, the associated sales order is updated and the invoice generated.*

**Functions****Where Bought (F13)**

Use this to view the Purchase Management Where Bought Enquiry.

Press Enter to perform the updates and return to the Advanced Order Line Entry Overrides pop-up.

## Order Entry Line Details Sourcing Window

To display this window, enter **2** against an order line and then press Enter on the Order Entry Line Details window.

Use this window to source the product from another [stockroom](#), or supply an [alternative item](#). You can also access some of the procedures and enquiries available when you enter an order line in the normal way.

The window displays a list of the [available stock](#), the stock [on order](#), and the stock in transit for the [item](#) and any [alternative items](#) linked to your selected order line [item](#).

The first line of information relates to the current order line [stockroom](#). Any subsequent lines display details of the unit price, the [available stock](#), stock currently [on order](#) and that in transit for each [stockroom](#) in which the [item](#) is held.

Beneath this, alternative products are shown with [stockroom](#), price and stock available, [on order](#), and in transit.

You can delete or amend the order quantity at the designated [stockroom](#) and enter order quantities against any of the alternative [stockrooms](#) or [items](#). Press Enter to generate an order line for each order quantity entered.

**Note:** *Order lines cannot be sourced from a bonded [warehouse](#).*

**Note:** *sourcing copies any fixed price override and line text of the original line to the new sourced line.*

### **Fields**

#### **Select (Sel)**

Enter one of the following:

1 - To view a stock availability enquiry

For more information, see the Stock Availability Enquiry Window section in the Inventory Management product guide.

2 - To allocate against batches

For more information, see the Order Entry Line Details Allocate Stock against Lots Window section.

3 - To reserve stock against a purchase order, or a number of purchase orders

For more information, see the Order Entry Line Details Reserve Stock against Supply Orders Pop-up section.

5 - Invoke the Transaction Control Effectivity Enquiry for the selected item.

**Note:** *This option is not allowed when no transaction control code is shown for an item.*

6 - Invoke the Item Supersession Enquiry for the selected item.

**Note:** *This option is not allowed when no supersession code is shown for an item.*

#### **Quantity**

Enter the quantity of the [item](#) that you want to supply. Any previous allocations for this order line in the first [stockroom](#) are displayed; you can amend these.

You do not need to match the new quantity to the original line quantity.

**Note:** *If you allocate stock from another [stockroom](#) or another [item](#), a new order line is added to the order.*

**UoM**

Enter the [unit of measure](#) in which you want to supply the [item](#). You only need to enter one if you want to change it from the default, which is the issue [unit of measure](#).

**Store**

This field displays the [stockroom](#).

**Available**

This field displays the amount of stock available.

**On Order**

This field displays the amount of stock [on order](#).

**UoM**

This field displays the [unit of measure](#) in which the stock available and [on order](#) is expressed.

**Description**

This field displays the description of the [item](#).

**Unit Price**

This field displays the unit price of the [item](#).

**UoM**

This field displays the [unit of measure](#) in which the price is expressed.

**In Transit**

This field displays the amount of stock currently in transit.

**Note:** Use **Page Up** and **Page Down** to display more lines.

**Functions****Margins (F18)**

Use this to review order margins for this order on the Order Margin Enquiry window.

**Calculator (F19)**

Use this if you want to use the calculator as displayed on the Online Calculator pop-up.

**User Options (F20)**

This option is no longer supported.

**Text (F21)**

Use this to review order text. You can use this text [on order](#) enquiries, order acknowledgements, [picking notes](#), despatch notes, and invoices.

**More Keys (F24)**

Use this if you want to display more functions.

Select **Previous (F12)** to return to the Order Entry Line Details window.

## Order Entry Line Details Allocate Stock against Lots Pop-up

To display this pop-up, enter **3** against an order line and then press Enter on the Order Entry Line Details window.

**Note:** You can set up automatic and [manual allocation](#) against lots on the Inventory Management company profile.

Use this pop-up to allocate stock against lots, de-allocate stock against lots, perform allocation enquiries, perform [Certificate of Conformance](#) reference enquiries and display lot header details.

The pop-up is split into two areas. The top of the pop-up displays the order line [stockroom](#); the [item](#) reference and description; the amount of the original order line quantity currently allocated, and that still outstanding. The bottom of the pop-up displays the lot references attached to this [item](#), together with their physical and [available stock](#) balances.

- If you use automatic allocation, Advanced Order Entry will allocate to the lowest lot reference that has [available stock](#). If allocation of all the [available stock](#) to the first lot does not satisfy the order line, it will continue to allocate using the next lot reference number, and so on, until the order line is satisfied. This happens when you produce the [picking note](#) in Sales Order Processing.
- If you want to allocate to a lot reference number manually, enter **3** next to the order line and then press Enter. You can use this if you want to allocate stock with a [Certificate of Conformance](#) that most closely matches your customer's requirement.

Note: Stock must already have been allocated from a [stockroom](#) against the order line before it can be allocated against lots.

### **Fields**

#### **Allocated**

This field displays the number of units from the original order line that is currently allocated to lots.

#### **Outstanding**

This field displays the amount of the original order line quantity that is not allocated against lot reference numbers.

#### **Position To**

Enter the lot reference at which you want to start this display.

#### **Select (Untitled)**

Select one of the following:

Allocate (1) - To allocate the quantity specified in the Action Qty field against the selected lot

Deallocate (2) - To de-allocate the quantity specified in the Action Qty field against the selected lot

Allocations (3) - To enquire on allocations for the selected lot



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C of C Reference (4) - To perform a [Certificate of Conformance](#) reference enquiry for the selected lot

Lot Header Details (5) - To display lot header details for the selected lot

### **Lot**

This field displays the lot reference numbers attached to the [item](#) specified on the order line.

### **Physical**

This field displays the [physical stock](#) held against the lot reference numbers listed.

### **Allocated**

This field displays the quantity that is already allocated against a specific lot reference.

### **Available**

This field displays the quantity of stock held against the lot that is available for allocation.

### **Action Qty**

Enter the amount of the lot reference stock that you want to allocate manually so that you satisfy this order line requirement.

### **UoM**

Enter the [unit of measure](#) for the action quantity.

**Note:** Use **Page Up** and **Page Down** to display more lines.

Select **Update (F8)** to source allocations.

## Order Entry Line Details Cancellation Pop-up

To display this pop-up, enter **4** against an order line and then press Enter twice on the Order Entry Line Details window.

Use this pop-up to confirm deletion of an order line.

### **Fields**

#### **Reason Code**

Enter a reason code to indicate the reason for the cancellation.

Alternatively, use the prompt facility to select from the RSNC Reason Code pop-up.

**Note:** Deleted lines are still displayed on the order line details, but are marked as deleted.

Press Enter to display the description for the reason code. Press Enter again to confirm the cancellation of the lines or select **Previous (F12)** to return to the Order Entry Line Details window.

## Order Entry Line Details Reserve Stock against Supply Orders Pop-up

To display this window, enter **5** against an order line and then press Enter on the Order Entry Line Details window.

Alternatively:

- Select **Reservation** in the Order Method field and then press Enter on the Order Entry Line Overrides pop-up.
- Enter **5** against an [item](#) and then press Enter on the Order Entry Line [item](#) Master Scan Detail pop-up.

Enter **3** against an [item](#) and then press Enter on the Order Entry Line Details Sourcing pop-up.

Use this pop-up to reserve stock that is currently on a purchase order.

The top of the pop-up displays the order line quantity that has not been allocated to [available stock](#), and the currently unreserved quantity. The pop-up displays all live purchase orders for the [item](#).

To reserve purchase order stock in Goods Inwards or Inspection, for the Inventory Description major type **DFLT** and minor type **PORES** set the parameter limit as follows:

**1** = Purchase order stock available at Goods Inwards or Inspection

**2** = Purchase order stock available at Goods Inwards

**3** = Purchase order stock available at Inspection

**Note:** *You can reserve stock from more than one purchase order.*

### **Fields**

#### **Select**

Select the action required (Reserve, Unreserve or Reservations) and the quantity to action. Any stock in Goods Inwards or Inspection for a purchase order will be included in the Available quantity column. The **Due date** will be the first of actual receipt date or the expected due date. If a line is wholly received into Goods Inwards or Inspection the **Ordered** column will show 0.

Select one of the following:

Reserve (1) - To reserve stock against a purchase order for this sales order line

Enter the quantity you want to reserve in the Action Qty field and then press Enter.

Unreserve (2) - To unreserve stock from a purchase order

Enter the quantity you want to unreserve in the Action Qty field and then press Enter.

Reservations (3) - To view any other sales orders that already have reservations

Press Enter to display the Reservations Enquiry pop-up.

#### **Action Qty**

Enter the quantity that you want to process.

**Position To**

Enter the date at which you want to start this display.

**Note:** Use **Page Up** and **Page Down** to display more lines.

Select **Update (F8)** to save reservation details.

## Reservations Enquiry Pop-up

To display this pop-up, select **Reservations** against a purchase order and then press Enter on the Order Entry Line Details Reserve Stock Against Supply Orders pop-up.

This pop-up displays any sales orders that already have quantities reserved against stock held on this purchase order.

**Fields****Reference**

This field displays the order reference number and the line number whose quantity is linked to this purchase order.

**Type**

This field displays the type of order, for example, S/O for a sales order.

**Due Date**

This field displays the date on which this line is due for delivery.

**Reserved**

This field displays the quantity reserved against this purchase order.

**Options****Demand Order Enquiry**

Use this to select the order whose details you want to view.

**Note:** Use **Page Up** and **Page Down** to display more lines.

Press Enter to access the demand order enquiry for your selected order.

## Order Entry Line Details Pricing Details Enquiry Window

To display this window, enter **11** against an order line and then press Enter on the Order Entry Line Details window.

**Note:** You can only view this window if you use *Advanced Pricing*.

This window displays price and appropriate discounts for your selected order line.

**Fields****Item**

This field displays the [item](#) and description from your selected order line.

**Customer**

This field displays the customer who has requested this [item](#).

**Order Number**

This field displays the order reference number.

**Seq No**

This field displays the sequence number of the displayed price type.

**Cust. Grp**

If price or discount is based on a specific customer group, that customer group reference is displayed here.

**Item Grp**

If the price or discount is based on a specific [item](#) group, that [item](#) group reference is displayed here.

**Gross/Nett**

This field defaults from the price type settings.

**Disc Cls**

This field displays the discount class.

**Price Type**

This field displays the selected price type.

**Disc. Appl.**

This field displays the discount applied.

**Free Goods**

This field displays the free goods value, if applicable.

**Discount Value**

This is the value of the discount, if you have selected to view a discount type.

**UoM**

This field displays the [unit of measure](#) in which the discount is expressed.

**Disc. Perc.**

This is the percentage discount, if you have selected to view a discount type.

**Intermediate Price**

This field displays the previous intermediate price minus the discount.

**Note:** The following fields are displayed at the bottom of the window.

#### **Price**

This field displays the calculated price for the [item on order](#), based on the issue unit.

#### **Quantity**

This field displays the quantity of this [item on order](#), recorded in the [item's](#) issue unit.

#### **Line Value**

This field displays the order line value, calculated as price multiplied by quantity.

**Note:** Use **Page Up** and **Page Down** to display more lines.

### **Functions**

#### **Change Level of Detail (F11)**

Use this to display the Text and Funct. fields, which give more detail of the price or [discount list](#).

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

## Item Warnings

[Item](#) warnings can be **viewed only** in order maintenance. After establishing the [item](#) code to be recorded, direct entry or search, [item](#) warnings are displayed.

For the established [item](#) warning text usage code, [item](#) text type P is displayed for the first text found in the following sequence:

- 1 For the established item and user's language code
- 2 For the established item and blank language code

[Item](#) warnings can be viewed only. [Item](#) warnings are not displayed for [kit](#) components.

## Additional Order Discount Window

Select **Enter Discount (F6)** from the Order Trailer

### **Fields**

#### **Goods Value**

The goods value of the current order minus all customer discounts and any applied additional order discount

#### **Whole Order Discount**

The customer whole order discount applied to the current order

**Percentage**

Enter the order percentage discount to be applied to this order.

**Additional** identifies this as an additional percentage discount. **Override** identifies this as an override to any customer discount.

**Note:** *If entered, when the Inventory description parameter DFLT minor key SPOD limit value is 1, this discount is in addition to all customer discounts. When SPOD limit value is 2 this discount overrides any customer whole order discount percentage.*

**Value**

Shows any order value discount applied to the order. Enter the order value discount to be applied to this order

**Note:** *This discount is in addition to any customer whole order percentage discount. Only one of percentage or value may be entered.*

**Functions****Update (8)**

Select this to update and apply the entered discounts to the current order.

**Delete Discount (F11)**

Select this to delete any additional/override discounts applied to the current order.

Select **Update (F8)** to return to the Order Entry Trailer Window

## Order Amend [2/AOP]

Use this task to amend the details you have recorded for an existing order. When you use Advanced Order Entry, you must use this task to amend all order details.

**Warning:** *Advanced Order Entry Amend cannot be used if the order was raised via Order Capture, or if there is a generated container [item](#) line on the order.*

This task accesses the same windows as those used within Order Entry.

**Note:** *This task is compatible with [Work Management](#) and you can run it as part of a [Business Process](#) in @ctive Modeller.*

Note: You can restrict user authority for users to amend or release [suspended orders](#). To do this, use General Ledger Utilities. You can define these restrictions on a company, application and user level to selected suspension Reason Codes. If you choose to do this, a user is only authorised to release orders that are suspended with a code to which they are authorised. If you do not choose to do this, each user is authorised to release all types of suspended order.

**Note:** You must use Order Capture to maintain orders for bonded customers or to source demand from a bonded [warehouse](#).

**Sales Restrictions**

Whenever a product is added to an order, the sales restrictions in place for the demand company are checked to ensure that a customer has an appropriate key to any locked [items](#).

If a customer does not have a key to a locked [item](#), an error message is displayed and it should not be possible to add the [item](#) to the order.

If a pre-existing order line is selected for amendment and it is found that the customer no longer possesses a key for a locked [item](#), the requested amendment is allowed; however, a warning message is displayed

Note: Sales restriction validation logic applies regardless of the mechanism used to add a product to an order i.e. direct entry, alternate [item](#) sourcing, [item](#) supersession.

For the current company's Sales Order Processing profile [1/OEU], where the **Include tax values in outstanding debt** is 0, order value is considered as debt, this is existing behavior and remains unaltered.

Where the **Include tax values in outstanding debt** is 1, order value and [item](#) tax value is considered as debt. Both order value and tax are included in the customer credit check and the update to the customer account outstanding debt.

**Note:** Only the value of the allocated or reserved [items](#) order value and their tax is included in credit check and outstanding debt update. This is pro-rated based on total allocated and reserved to order quantity.

**Note:** Charge value and charge tax is excluded from credit check and outstanding debt.

Any fixed prices that are entered or amend when document prime currency is the same as the company base currency is recorded for the line as a base fixed price.

At the point of document currency change, any fixed prices are converted from old document prime currency to new document prime currency for the current day's effective exchange rate.

**Note:** For fixed prices entered or amended after currency change, the user must manually calculate the prime fixed price at the current days exchange rate to attain the desired base fixed price.

## Order Entry Order Amend Selection Window

To display this window, select the **Order Amend** task.

Use this window to select the order that you want to amend.

### Fields

#### **Order**

Enter the order reference number for the order you want to amend. Press Enter to display the Order Entry Line Details window.

**Note:** Cannot amend orders for bonded customers or orders sourced from a bonded [warehouse](#).

**Note:** If extended user [stockroom](#) authorisation active, the user must be authorised to the header [stockroom](#).

### **Customer**

Select the customer whose order you want to amend.

Alternatively, use the prompt facility to select from the Select Customer pop-up.

Press Enter to display the Order Entry Orders by Customer Selection window.

### **Order Ref**

Enter the customer and order reference details for the order you want to amend and then press Enter to display the Order Entry Orders by Customer Selection window again, with any orders with this order reference displayed at the top of the window for immediate selection.

### **Amend All Order Line Despatch Dates**

This allows for the update of all order lines.

Use this checkbox as follows:

Unchecked (default) - To proceed without using the Amend Order Despatch Dates pop-up

Checked - To display the Amend Order Despatch Dates pop-up for input of selected data

If this field is checked and an [order number](#) is not entered, an error will be displayed.

## **Functions**

### **Order Entry (F13)**

Select this to display the Order Entry Header window.

Press Enter to display the Order Entry Orders by Customer Selection window.

## Order Entry Orders by Customer Selection Window

To display this window, select a customer reference, and optionally an order reference, and then press Enter on the Order Entry Order Amend Selection window.

Use this window to select the order that you want to amend from a list of all orders attached to this customer.

## **Fields**

### **Customer Reference**

This field displays the order reference that you specified on the Order Entry Header window.

### **Item**

This field displays the [item](#) included on the order.

### **Date Ordered**

This field displays the date on which the [item](#) was ordered.



**Quantity Ordered**

This field displays the amount of the [item](#) that has been ordered.

**Quantity Despatched**

This field displays the quantity that has been despatched for this [item](#) and order combination.

**Kit**

1 in this column identifies an [item](#) as a [kit](#) parent.

**Options****Select**

Use this to select the order whose details you want to amend.

**Note:** Use **Page Up** and **Page Down** to display more order lines.

**Functions****Change Level of Detail (F13)**

Select this to display the reference and [item](#) description for each order line.

Select the order, or order line, you want to amend and then press Enter to display the Order Entry Line Details window.

## Amend Order Despatch Dates Pop-up

To display this pop-up, check the Amend All Order Line Despatch Dates field and then press Enter on the Order Entry Order Amend Selection window.

Use this to amend despatch dates for the order selected.

**Fields****Existing Despatch Date**

This will initially default to the delivery date on the order header. This may be changed to allow selection of order lines that currently have this delivery date. This caters for instances where order lines contain a variety of dates.

**Amended Despatch Date**

This defaults to the current date. The entered date cannot be earlier than the current date. All sales order lines which have the selected existing delivery despatch date will be amended to this entered date.

**Note:** This then selects all current order line dates which are equal to the Existing Despatch Date entered and changes all matching lines to the new date entered.

**Note:** Any order lines which do not match the selection or comply with the correct status will be left unchanged.

**De-allocate**

Use this to de-allocate all existing allocated lines that fall within the selection criteria.

Use this checkbox as follows:

Unchecked (default) - Not to de-allocate

Checked - To de-allocate stock lines that fall within the selection criteria

**Note:** *This will only apply to those lines eligible for change.*

**Re-allocate**

Use this to re-allocate all existing unallocated lines that fall within the selection criteria.

Use this checkbox as follows:

Unchecked (default) - For no re-allocation

Checked - To re-allocate all existing lines which have been de-allocated as a result of the action above

**Note:** *This will only apply to those lines eligible for change.*

**Note:** *If you select **Exit (F3)** or **Previous (F12)**, no updates or changes will have occurred.*

Select **Update (F8)** to display the Confirm Updates pop-up.

## Confirm Updates Pop-up

To display this pop-up, select **Update (F8)** on the Amend Order Despatch Dates pop-up.

Use this pop-up to confirm amendments.

**Functions****Confirm & Review (F8)**

Use this to confirm the changes and re-display the Order Amend window for the order. This will allow for changes to be reviewed and any additional changes to be made.

Note: It should be noted that where any price changes have been incorporated into the [price lists](#), order amend will re-price accordingly.

**Confirm Only (F18)**

Use this to confirm the changes and re-display the Order Entry Order Amend Selection window, allowing further orders to be selected.

**Note:** *Only orders up to a status of allocated will be eligible for a despatch date change.*

**Note:** *Orders linked to Manufacturing Orders will have their dates changed but these changes will not be reflected on the Works Order.*

**Note:** *Orders linked to Purchase Orders or Requisitions will have their dates changed but these changes will not be reflected on the Purchase Order or Requisition.*

Select **Confirm & Review (F8)** to save your changes and display the Order Entry Order Amend window for the order.

Alternatively, select **Confirm Only (F18)** to save changes and display the Order Entry Order Amend Selection window.

## Order Trailer

*Ref:A006599A006699*

### **Field**

#### **Fiscal Type**

As per current processing the Fiscal Document Type field is mandatory if displayed.

Use the application task to access the new S21 Task/ Document type table and if a single record is found then the Fiscal Document Type will be protected. The user will not be forced to tab through this field to progress.

If more than one record is found and, then if a prompt is selected it will display a list from the new S21 ask / Fiscal Document Type table.

If no records are found, then prompting will be over the list of Fiscal Document Types for the Usage type (current processing).



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## Chapter 4 Reports

### Supply/Demand Exceptions Report [1/AOR]

Use this task to detail any changes affecting sales orders reserved against supply orders, for example [purchase to order](#), [make to order](#) or [direct delivery orders](#) created in Advanced Order Entry.

This task is the same as the Supply/Demand Exceptions Report task in Inventory Management. For more information about this task, please refer to the Inventory Management product guide.

### Quotation Print/Reprint [2/AOR]

You use this task to print a report that details any [quotations](#) currently held on the system.

**Note:** To create a [quotation](#), select a [quotation](#) type code, and specify an expiry date on the Advanced Order Entry Header Details window.

### Quotation Print/Reprint Selection Window

To display this window select the [Quotation Print/Reprint](#) task.

Use this window to select the [quotation](#), or range of [quotations](#), that you want to include on your report.

#### **Fields**

##### **Order Number From**

Enter the order reference number from which to start the range of [quotations](#) that you want to include on the report.

**Note:** To include a single [quotation](#) on the report, enter the same reference number in both the From and To fields.

### **Order Number To**

Enter the order reference number at which to end the range of [quotations](#) that you want to include on the report.

**Note:** To define a range, just enter an order reference number in this field.

**Note:** Leave the [Order Number From](#) and [Order Number To](#) fields blank if you wish to include **all** [quotations](#) on the report.

### **Quotation Type**

Enter the [quotation](#) type that you want to use to restrict this report.

Alternatively, use the prompt facility to select from the QTNO AOE Quote Type pop-up.

**Note:** Leave this field blank to include all [quotation](#) types, within the [order number](#) reference range you have already specified.

### **Include Already Printed**

Use this checkbox as follows:

Unchecked - If you only want to include [quotations](#) that have not been printed before

Checked - If you want to include [quotations](#) that you have already printed

Press Enter to validate your selection and then select **Submit (F8)** to process the report.

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## Appendix A Glossary

### **Allocate Lots**

You can specify the lots or batches from which stock is allocated to an order.

### **Allocated Stock**

This is the quantity of an item that is allocated or reserved for a sales, distribution or production order. This quantity is held as a balance at item/stockroom level.

### **Alternative Item**

An item that you can offer as an alternative to another in a sales situation

### **Available Stock**

This is the quantity of an item that is available for issue and has no allocation or reservation made against it. It is held as a balance at item/stockroom level.

### **Back Order**

This is the quantity of an item required for sales orders that is due or overdue for delivery and for which there is no stock. It is held as a balance at item/stockroom level. Also it is applied to orders which are due or overdue for delivery and for which there is no stock.

### **Back-to-back Order**

Purchase order raised to meet the requirements of a sales order

### **Batch Allocation**

This is a batch job that considers orders which are for delivery and matches them against the available stock. Where there is a match the stock is allocated to the order, so that you can pick the stock and despatch the order requirements.

### **Batch Control**

This is a level of stock control at a more detailed level than item/stockroom. See also Lot Control.

### **Batch/Lot/Serial Traceability**

If you use batch, lot or serial control to monitor and control your stock, then you can trace the movement of stock, including sales to customers, at this detailed level.

### **Business Process**

This relates to @ctive Modeler for Enterprise Work Management. A business process is at the top level of the business function. You can have Elemental Activities, Assembled Activities and other Business Processes within a Business Process. Business Processes can be nested to several levels.

However, there are restrictions on the way in which you construct Business Processes depending on whether you use @ctive Modeler as a design tool for enterprise modelling or as a configuration tool for Work Management.

If you want to upload the Business Process to Work Management then:

- Assembled activities cannot be present
- Nesting can only be to one level down
- At the top level, a nested [Business Process](#) must be linked to an end node
- A User selected path cannot link into a parallel path
- There may be other restrictions in place, but the validation will highlight these.

### **Cash Discount Code**

This is the code that determines the settlement terms assigned to the customer.

### **Certificate of Conformance**

When you receive goods, you can specify attributes of particular lots according to a pre-defined Certificate of Conformance (quality assurance certificate). You can then use these attributes to help you select lots of the item.

### **Charges**

These are charges that you want to include on an invoice for which no corresponding stock movement will occur. You can add these at order entry and at any time until you have confirmed despatch. You can add up to three extra charges to an invoice.

### **Configure to Order**

This is an order where stock is allocated by generating a production order for the configuration of items. You must use Production and Configurator to process this order.

### **Credit Control**

Advanced Order Entry monitors the value of the customer's order commitment against the credit limit assigned to the customer. Orders will be automatically suspended when the credit limit is exceeded.

### **Customer Code**

You can use the customer code to identify the data held for the customer. You can hold multiple sets of data so that you can reflect complex customer organisations. This includes statement, invoice and delivery information.

### **Depot**

This is an Inventory stockroom that you have defined to Sales Order Processing. This means that the stockroom can process sales orders.

### **Descriptions File**

This is a file set up within Inventory Management and is also maintained from Sales Order Processing. It defines a number of parameters, codes and their descriptions.

### **Direct Delivery Order**

This is a purchase order delivered direct to the customer to satisfy a sales order.



**Discount List**

This is a list of discounts that you can give to your customers. Discounts can be defined as a percentage or value, and with quantity breaks based on quantity or value. The discounts may also apply to an item, a discount group or an order. Discount lists are maintained in order entry processing. Customers are assigned a default discount list.

**Expected (Stock)**

This is the quantity of an item that you expect to be available, assuming both sales and supply orders are processed to schedule. It is usually expressed as a quantity for an item/stockroom.

**Frozen Stock**

This is the quantity of an item that has been removed from Available Stock. It is held as a balance quantity at item/stockroom level.

**Gross Margin**

This is the difference between the cost of the item and the net sales price. It is expressed as a percentage of either the cost or the sales price.

**In Currency**

A European currency that is linked to the EURO currency with a fixed exchange rate

**Item**

The single term used to describe an element of stock identified by a unique item code

**Kit**

This is a group of items that can be sold as a set. You can create kits within Inventory Management as a single level list. You can also assemble a kit as an on-line process during Advanced Order Entry.

**Lead Time**

This is the standard amount of time, in weeks, from making the decision to order an item for a stockroom, to that item being received in the stockroom.

**Lot Control**

This is a level of stock control at a more detailed level than item/stockroom. Lot control is used as a general term for lot, batch or serial control.

**Make to Order**

This is an order where stock is allocated by generating a production order for the items. You need to use Production and Configurator to use this type of order.

**Manual Allocation**

The explicit allocation or de-allocation of stock at a stockroom to a nominated order or order line

**Normal Order**

This is an order where order lines are allocated directly from stock.

**On Order**

This is the quantity of an item for which an outstanding purchase, distribution, or production orders exists. It is held as a balance quantity at item/stockroom level.

**Order Number**

The sales order number assigned to the customer's order by the software

**Physical Stock**

This is the total quantity of an item in a stockroom. It is held as a balance quantity at item/stockroom level.

**Picking Note**

This is a document that lists all the items for an order that have been allocated for despatch. It is used as authority to pick and despatch items for an order.

**Price List**

This is a list of prices you want to charge for items. You can create a price list in any currency set up for Accounts Receivable. Customers can be assigned a default price list. You can create and maintain price lists in Sales Order Processing.

**Priority Code**

This code determines the priority used for an order in any back order allocation.

**Purchase Order Requisition**

Request for a purchase order to be raised to satisfy a sales order

**Purchase to Order**

This is an order where stock is allocated by generating purchase orders.

**Quotation**

An unconfirmed order which allows an order to be priced without allocating stock

**Quotation Life**

Used to calculate the quotation expiry date after which you cannot convert the quotation into an order

**Replenishment Order**

Purchase order used to replenish stock

**Reserve against Purchase Orders**

Allocate stock from Expected rather than Available Stock

**Stockroom**

This is an area, physical or logical at which stock is to be recorded and counted. You can also authorise one as a depot within Sales Order Processing.

**Suspended Orders**

Orders are suspended automatically for credit and pricing exceptions conditions. Suspended orders can be excluded for allocation.

**Time Fence**

You can define a time fence to control the date on which stock processing happens, for example stock allocation and printing acknowledgements. To do this, you specify the number of days that you want the system to add to the current date to calculate a date in the future that the system will use control stock processing.

**Unit of Measure**

The unit in which an item is expressed, for the purpose of buying, selling, stocking or valuing

**Warehouse**

A warehouse is a stockroom that has been set up in Inventory Management and authorised for location recording in Warehousing. You can also authorise a warehouse as a depot in Sales Order Processing.

**Work Management**

This is the short name for Enterprise Work Management.

This is the term that describes Infor's implementation of task automation and control. The Work Management Engine is central to this processing and it is server-based.

@ctive Modeler is the design/configuration tool for Work Management. You upload Business Processes from @ctive Modeler in order to enable them for Work Management.