



Infor System21 Sales Order Processing

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 Sales Order Processing Module.

Intended audience

The guide is intended for any users of the OE Sales Order Processing 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 23.

Contacting Infor

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

The latest documentation is available from docs.infor.com or from the Infor Support Portal. To access documentation on the Infor Support Portal, select **Search > Browse Documentation**. We recommend that you check this portal periodically for updated documentation.

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

Chapter 1 Overview

Introduction

To facilitate the growth and expansion of a company, the Sales [Order](#) Processing application has incorporated multi-currency and European functionality. European functionality calculates the correct tax and identifies the [payment terms](#) for the [order](#).

The application is designed to support a rapid data entry style of [order](#) entry for use when very few changes or overrides are required. [Transcriptional order entry](#) supports the greatest level of flexibility including a prompt to assist in offering an [alternative item](#) or sourcing from another [depot](#).

Although the application contains a variety of pricing and discounting routines, in certain circumstances it is necessary to enter a negotiated price or discount. The [order](#) will be suspended if non-standard conditions, such as zero pricing or credit check failure, arise during entry. This allows [order](#) taking to continue un-hindered, but ensures that errors are trapped.

Day-to-day decisions are supported by a range of enquiries, which enable stock availability to be projected into the future, customer credit to be examined and [orders](#) to be displayed by customer's reference, [item](#) number and account.

Relationship to Other Applications

The Sales [Order](#) Processing application is a fully standardised application and, as such, operates under the control of System Manager. When the Sales [Order](#) Processing application is installed, two major areas must be considered. These are:

- Have the prerequisite applications already been installed? If so, are they set up in a way which is suitable for the operation of Sales [Order](#) Processing?
- How will the functions and facilities of the Sales [Order](#) Processing application be used to satisfy the company's basic needs?

The following applications are prerequisites to Sales [Order](#) Processing:

- System Manager
- Inventory Management
- Accounts Receivable

Normally, Sales Analysis would be installed with Sales [Order](#) Processing to provide flexible enquiry and reporting on the sales activity of the company.

A company must be defined within the Inventory Management application before it can be available in the Sales [Order](#) Processing application. Similarly, Sales [Order](#) Processing will raise invoices for all despatches made from the company and it will expect to post them to the customers' accounts in Accounts Receivable.

There is, therefore, a simple relationship between the applications for one company; that is, the applications of Inventory, Accounts Receivable, Sales Analysis and Sales [Order](#) Processing must share the same two-character company code.

A number of Sales [Order](#) Processing functions depend directly on data held in Accounts Receivable and Inventory Management applications:

- The currency of the Sales [Order](#) Processing application is determined by the currency setting for the Accounts Receivable company.
- The currency of a customer is determined by the currency setting on the customer's Accounts Receivable account. However, this can be changed at [order](#) level.
- Sales [Order](#) Processing can only sell sales [kits](#) which have been set up and maintained within the Inventory Management company.
- Only alternatives set up in the Inventory Management company will be suggested as replacements for shortages during sales [order](#) entry.
- Stock allocation is usually performed by examining the [order](#) and choosing the [stockroom](#) or [depot](#) for the [order](#) line. In [order](#) to provide a larger picture of the [stockroom](#) movement, allocation by [item](#) is now possible. The [items](#) must be defined to a valid Sales [Order](#) Processing [depot](#).
- The [payment terms](#) and discounts are defined in the Accounts Receivable customer account. These parameters are essential for an accurate calculation of the invoice, and the invoice release date. These can be re-defined for a customer at the [order](#) level.
- Sales made for [kits](#) of [items](#) can update Sales Analysis in a number of ways. These options are controlled in the [Item](#) Master record.
- The analysis codes in the [Item](#) Master record are not only used within the Inventory Management application for reporting, but also form the basis of Sales Analysis. Considerable care must be taken to ensure that the coding structure which is set up will meet the analysis needs for the foreseeable future, as the regeneration of the Sales Analysis database can take a very long time.

Application Configuration

Sales [Order](#) Processing can be operated for a number of companies, the characteristics of each being maintained in a control file. The application is controlled by setting up data both for the company and for each [depot](#). This would normally occur after the Inventory and Accounts Receivable companies had been created. The Accounts Receivable, Inventory, and Sales [Order](#) Processing applications all use the same company codes for interfacing.

Certain data and policies can be set up as a default at the company level. These are:

- Company name and address
- Document reference numbers for [orders](#) and invoices
- Defaults for additional customer details
- Borders printed on documents
- Nominated fields for use as search arguments for customer selection

These policies and parameters will be used throughout the operation of the system unless they are overridden at customer or [order](#) level. When the Inventory application is set up, a number of [stockrooms](#) can be created. These will be created for a number of purposes, only some of which may be concerned with sales and distribution.

Any [stockroom](#) from which sales are to be made must be designated as a [depot](#) and defined as such within Sales [Order](#) Processing. As well as address and contact information, allocation parameters can be maintained for each [depot](#).

The other essential factors that need to be considered before the [order](#) process can be fully operational are:

- Company profiles
- [Depot](#) profiles
- Price and [discount lists](#)
- Customer details
- Descriptions
- [Items](#)
- Alternatives
- [Kits](#)

Company Profile

The application requires defaults to be set up prior to the undertaking of the [order](#) process. These can be defined in the company profile, and will apply to all the customers within this company.

The issues that need to be addressed are:

- Will you generally wish to allow [back orders](#) and part deliveries?
- What is the default [priority](#) which you wish to give to new [orders](#), and what are the steps by which that [priority](#) is to be incremented when allocation fails?
- Do you want to allow the option of forced allocation, i.e. allowing the operator to commit more than the [available stock](#)?
- Do you, as a rule, wish to price [orders](#) at [order](#) time or at despatch time?
- Which fields in the customer database do you wish to use to form part of your customer search facility?

Application Reference Data

There are a number of common features in the way in which data is maintained within the system. These are:

- The standard [item](#) search routine which is used to identify [items](#)
- The standard name and address search routine which is used to identify customers
- The standard method for selection of a code or [item](#) from a displayed list
- The following reference data can be maintained:
 - Standard Codes and Descriptions
 - Customers
 - Prices and Discounts

Standard Codes and Descriptions

A [Descriptions file](#) or Parameters file is used by in most applications for a number of purposes. Primarily, it enables codes to be set up with standard descriptions. This provides for validation at the time of data entry and also the display of descriptions on both windows and reports. In some specific instances, a parameter or number is also stored, for example, the case of value added tax percentages.

The application has a small number of standard codes and parameters that must be present for the successful operation of specific functions. These are commonly maintained in the Inventory Management application, as it is the base application for both Customer Services and Logistics and Production applications.

However, they can be maintained from most applications, including Sales [Order](#) Processing. There are codes specific to Sales [Order](#) Processing which you will need to set up, for example customer classes, [cash discounts](#), [extra charges](#), sales analysis groups etc.

Customers

The information held in the system for customers is of equal interest to those managing and collecting the debt as to those recording and progressing sales [orders](#). The maintenance routines in each application reflect their specific requirements. They both, however, create and maintain a common database with access to common and exclusive information. For example, the Sales [Order](#) Processing application provides functions to control stock allocation, pricing and sales analysis coding.

The structure of customer information can be manipulated to match the structure of the customer's organisation. Customer accounts can be set up as single accounts, or as statement accounts with many invoice accounts, each of which may have many delivery accounts.

Statement Account

This is shared with the Accounts Receivable application and is created in Accounts Receivable. The data held at this level includes credit details, Accounts Receivable parameters and statistical codes.

Invoice Account

If the statement account address is not the same as the [invoice address](#), a separate invoice account needs to be set up in Sales [Order](#) Processing. This account does not have sales [orders](#) assigned to it. Instead, the despatch account contains a field in which you can identify an invoice account. The invoice account will contain the customer address to which the invoice for those deliveries should be sent.

Despatch Account

Many despatch addresses can be set up for an account. This is done by adding a three-character suffix to the eight-character statement account code.

Additional Information

Each account to which [items](#) are delivered can have additional data to act as defaults during [order](#) entry. It includes data on sales [depot](#), [price list](#), [discount list](#), allocation [priority](#), [back order](#) parameters, part deliveries and analysis codes. This enables different parts of a customer's organisation to have different commercial terms and be serviced from a different [depot](#).

Sales Restrictions

Sales of certain products can be restricted to specific customers, e.g. products that are labelled for a specific customer, re-work and propriety products. Such [items](#) can be identified to ensure that only the correct customers can buy them.

Sales restrictions are implemented using a simple lock and key principle, that is, products can be locked and keys given to those customers entitled to buy them.

Maintenance processes enable the definition of a matrix of both the locks (the list of products and product groups subject to such restrictions) and the keys (the list of customers and customer groups entitled to buy a locked [item](#)).

When you are placing demand [orders](#), the matrix of locks and keys is examined for each product [ordered](#) and an appropriate error message is issued if a customer does not have the appropriate key to a locked [item](#).

Customer Scan

The customer search facility is available in Sales [Order](#) Processing Maintenance, Processing, Reports, Enquiries and other tasks where there is a selection on a customer or range of customers.

You can select a customer by entering the first character or first few characters of the customer name.

The alpha search facility can also be customised by the inclusion of two additional fields from the Accounts Receivable customer details as search [items](#). For example, you could select on post code and a town or city if you use Address Line 3 to hold the town or city part of the address.

Note: The additional alpha search fields are established in the Sales [Order](#) Processing Maintain Company Profile Alpha Search window

Prices and Discounts

The system provides for pricing to be performed either at [order](#) entry, using customer and [item](#) criteria, or at despatch. Alternatively, prices and discounts can be set manually. Many price and [discount lists](#) can be set up. This may be necessary for a number of reasons, for example, different market sectors, different customers or multiple currencies.

Discounting can be based upon quantity or value and can be given in terms of percentage or value. A discount can apply to an [item](#), a range of [items](#) or the whole [order](#). Customers may be entitled to settlement discounts, depending on their method of payment and their terms. However, certain considerations must be examined before setting up the [price list](#):

- Who, within your organisation, will be allowed to maintain lists? This authority is specified on the price/[discount list](#) profile which must be set up for each list.
- How many lists do you require? Will you wish to set up lists which are unique to individual customers, or for use on special [orders](#)?
- Within your [discount lists](#), will you be able to specify discounts for groups of [items](#), or are they to be specified for individual [items](#)? Will you use whole [order](#) discounts?

Effectivity dates can be used to control the application of new prices and discounts.

Price Lists

A [price list](#) can be used throughout the company or for an individual customer. [Price lists](#) are identified by a code, which is held as part of the additional information about the customer.

The [item](#) entries within a [price list](#) have an effectivity start date, so that price changes can be entered onto the system in advance of their introduction.

Global increases by percentage can be applied to an individual [price list](#). A new list can be created by copying an existing list.

Discount Lists

A [discount list](#) can be applied throughout a company or to an individual customer in a similar manner to [price lists](#), the appropriate code being set up in the additional information about the customer.

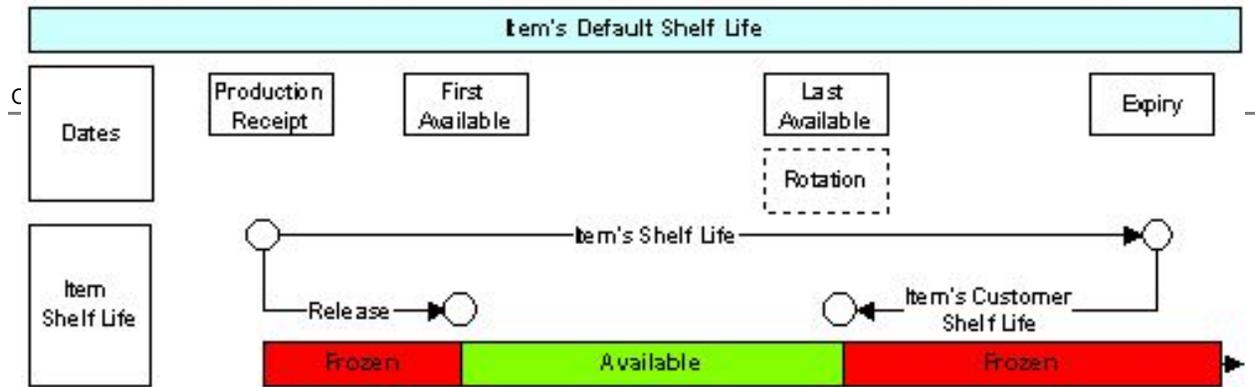
Discounts can be based on quantity or value breaks, either in the form of a percentage or an amount.

A discount can be allocated to an individual [item](#), or alternatively the same discount can be given to all [items](#) in a discount group. A discount group is an attribute of an [item](#) and is set up in [Item Maintenance](#) to group related [items](#) for discounting purposes.

Customer Shelf Life

Extended Lot Control

If extended [lot control](#) is active, the system supports the definition of a standard shelf life and a standard customer shelf life for each [item](#), which are used to calculate the default Expiry Date and Last Available Date for each lot. In addition, a Release [Lead Time](#) can be defined, which is used to calculate the default First Available Date.



Expiry Date = Receipt/Production Date + [Item](#) Shelf Life

Last Available Date = Expiry Date - Customer Shelf Life

First Available Date = Receipt/Production Date + Release [Lead Time](#)

The derived shelf life information can then be manually overridden for a specific lot, for example, to extend the shelf life if tests indicate this is possible for that lot.

The system will keep the stock frozen until the first available date is reached, at which point it will release it, and then it will freeze it again once the last available date has passed. This functionality is performed automatically by the Stock [Status](#) Monitor.

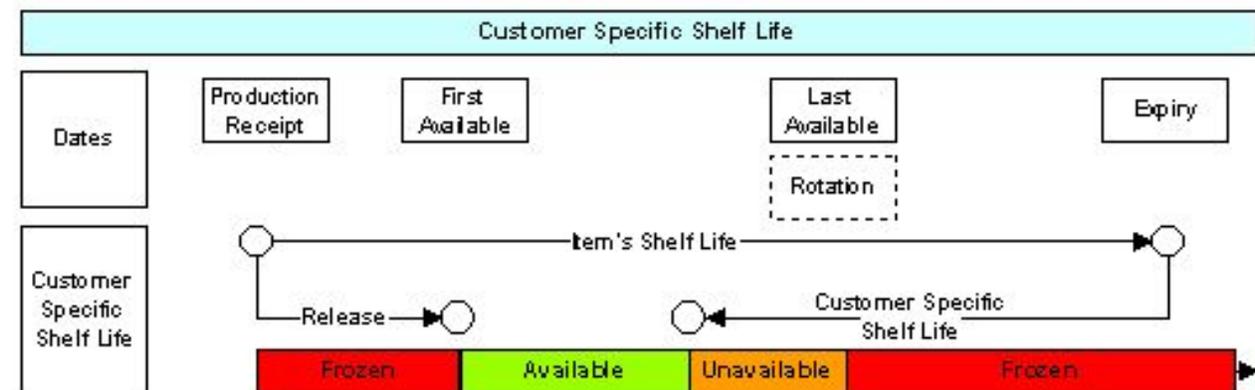
Customer shelf life in this calculation is a generic figure applicable to all customers, expressed as a minimum amount of time remaining to expiry that will be accepted.

Extended [Lot Control](#) also allows for lots to be automatically allocated during the Picking process, allocating available lots in ascending date sequence.

Refer to the Lot/Grade/Potency Introduction section in the Inventory Lot/Grade/Potency chapter of the Inventory Management product guide for a full description of extended [lot control](#).

Customer-specific Shelf Life

The customer/[item](#) profile allows a customer-specific shelf life to be defined for any of the [items](#) that the customer buys. This defines the minimum remaining shelf life that will be acceptable to the customer, expressible as either a minimum amount of time to expiry, or a minimum proportion of the



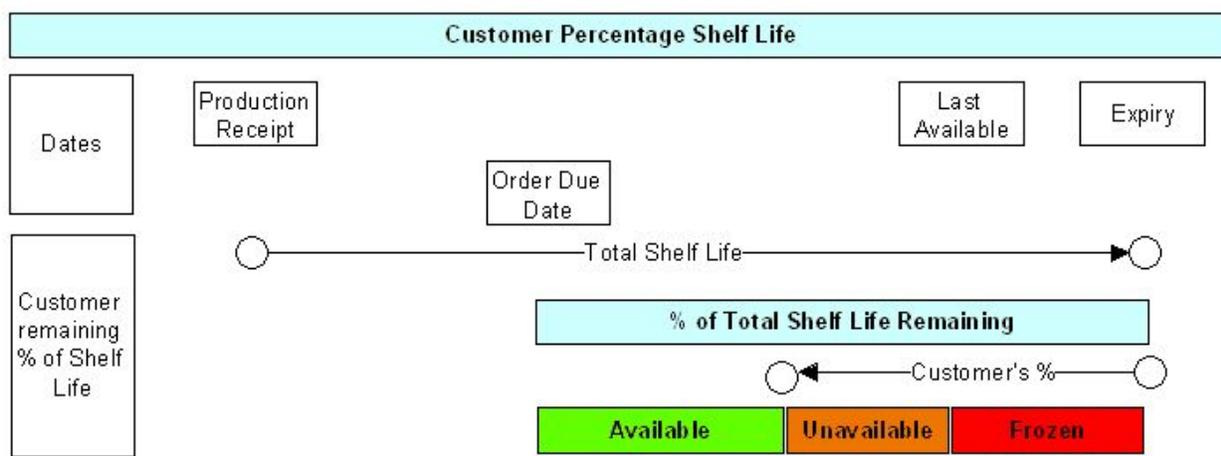
total shelf life.

The lots still have their general last available date, beyond which lots are frozen and not available, but for an individual customer, this has the effect of reducing the available time window in which the lot can be picked.

This last available date for the customer is not recorded on the lot: it is merely a view of the lot when dealing with a specific customer.

Customer Remaining Percentage

The customer-specific shelf life can be based on the remaining percentage of total shelf life for the [item](#).



The number of days between the [order](#) due date and expiry date is calculated as a percentage of the total shelf life.

- If this percentage of total shelf life remaining is still greater or equal to the customer-specific percentage, the lot is available for allocation to the customer.
- If the percentage of total shelf life remaining is less than the customer-specific percentage, the stock is unavailable.

Note: Once the date reaches the last available date the lot will be automatically frozen, so that the lot will not be considered whatever the remaining percentage.

Note that the customer-specific percentage of total shelf life will not simply be a convenient way of entering the acceptable number of shelf life units remaining, as might appear at first glance, as it is possible that a lot may have its shelf life extended. The percentage will be expressed against the total, extended shelf life, and hence will be capable of producing a different result from a simple number of shelf life units.

Example:

The default shelf life is 10 days. A particular lot then has its expiry date extended by 2 days, so that the total shelf life for that lot is now 12 days.

- If the customer-specific shelf life is defined as 5 days, the lot is available up to and including day 7.
- If the customer [item](#) shelf life is defined as 50% of remaining, the lot is only available up to and including day 6.

If the lot had not been extended, both would have resulted in the lot being available up to and including day 5.

Automatic Lot Allocation

Extended [Lot Control](#) has the option to allow automatic lot allocation.

- For [ordered items](#) without a customer-specific shelf life, this allocation occurs at picking.
- For [ordered items](#) with a customer-specific shelf life, this allocation will occur at [order](#) entry, batch sourcing, [manual allocation](#) or picking.

Note: *Order Capture is the only form of [order](#) entry and batch sourcing that will perform automatic customer-specific lot allocation.*

This preferential allocation of lots for customers with a specific shelf life ensures that those customers with the more stringent shelf life requirement are satisfied before allocations of stock are made to all other customers, based on the standard shelf life. It is assumed that these standard, or general, customers will have lots allocated at the picking stage.

Where a customer-specific shelf life is present, acceptable lots are considered as follows:

- If a specific number of shelf life units is specified, only lots where:
(Expiry Date - Customer-specific Shelf Life) <= Due Date
- If a percentage of total shelf life specified, only lots where:
(Expiry Date - Due Date) / (Expiry Date - Receipt Date) expressed as a percentage <= Percentage of Shelf Life Required

When looking at available lots, the system will consider the oldest first (the lot with the oldest last available date).

When a line is allocated, it will allocate available lots.

If an [order](#) line is de-allocated, the lots are equally de-allocated.

Example of Customer-specific Shelf Life:

Today's date is 1/9.

The standard customer shelf life is 10 days, so 10 days taken from the expiry date gives the [item's](#) standard last available date. This controls when a lot becomes unavailable and therefore frozen, in this case, the oldest two lots L1 and L2.

The customer-specific shelf life is 12 days, so this brings two of these lots, L3 and L4, out of the available time frame.

For this customer, lots L5, L6 and L7 will be allocated in their ascending date sequence.

Lot	Customer's Last Available Date	Item's Standard Last Available Date	Expiry Date	Lot Availability
L1	28/8	30/8	9/9	Frozen - Not available
L2	29/8	31/8	10/9	Frozen - Not available

L3	30/8	1/9	11/9	Not available to customer
L4	31/8	2/9	12/9	Not available to customer
L5	1/9	3/9	13/9	Available to customer
L6	2/9	4/9	14/9	Available to customer
L7	3/9	5/9	15/9	Available to customer

Note: If an [item](#) is defined with the Shelf Life Units set to Unlimited, expiry dates are irrelevant, and therefore lots are never allocated automatically.

Manual Lot Allocation

Extended [Lot Control](#) has the option to allow manual lot allocation. Currently this is not available in [Order Capture](#), but in [manual allocation](#) you can choose to allocate and de-allocate lots manually.

Where a customer-specific shelf life is defined, lots may have already been allocated automatically; this will then be seen in [manual allocation](#) when you are reviewing the lots. You can then override or allocate any available lot as you wish. Note that there is no check to ensure that a chosen lot meets a customer's shelf life; however, as a guide to what lots would be acceptable to the customer, a minimum expiry date is displayed.

- If a specific number of shelf life units are specified:
 - Minimum Expiry Date = Due Date + Customer-specific Shelf Life
- If a percentage of total remaining shelf life is specified:
 - Minimum Expiry Date = Due Date + ([Item's](#) Shelf Life x Customer's Shelf Life Percentage)

Business Use Cases

There are a number of ways in which the System21 supply process is used to satisfy sales [order](#) demand, each of which may need, or utilise, the Customer Shelf Life at a different time in the cycle. Some examples follow.

1. No stock or minimum stock held - [orders](#) unallocated

No stock, or minimum stock is held, so, as [orders](#) are taken, they remain unallocated. Once the day's production is receipted, the new stock is then allocated and pick notes are produced, identifying appropriate lots.

- [Order Capture](#) uses allocate supply rule and leaves the [order](#) unallocated.
- Negativity does not help, as no supply is allocated.
- Printing pick notes early does not help, as no lots will be identified.
- Receipt is made before the picking list is produced.
- [Manual allocation](#) can be performed to allocate [priority](#) customers.
- Batch sourcing can be used to allocate the remainder.
- Print pick notes allocates the lots.
- Confirm despatch is carried out with previously allocated lots.

2. Force allocate with lots identified when pick lists printed

No stock is held and new [orders](#) taken are force allocated, so that pick lists can be prepared. Pick lists printed before stock [receipts](#) cannot identify lots but indicate the expiry date of lots required. The day's production is receipted and any pick lists now printed will automatically allocate appropriate lots. Confirm despatch may require the entry of manually chosen lots.

- [Order](#) Capture uses the Force Allocate supply rule.
- Pick notes are printed, but no lots are identified.
- Stock is received.
- Confirm despatch is carried out and you enter manually picked lots.

3. Stock available at point of [order](#) entry

Stock is available at the point of [order](#) taking, so new [orders](#) are allocated as they are entered, and, where appropriate, lots are allocated automatically. When the pick lists are printed, they identify these previously allocated lots, which are therefore likely to be the lots simply confirmed at despatch.

- [Order](#) Capture uses the Allocate supply rule and allocates available lots, leaving [balances outstanding](#).
- Amendment of [orders](#) adjusts lot allocations.
- You can perform [manual allocation](#) of [balances](#) where appropriate.
- Pick notes show allocated lots.
- Confirm despatch is performed with previously allocated lots.

4. EDI [Order](#) Receiving and Batch Sourcing

[Orders](#) are received in batch via the AI interface, likely to be via EDI. These [orders](#) are initially un-sourced and therefore no lots are identified. Batch Sourcing is used to allocate stock and automatically allocate lots, where appropriate. When pick notes are printed, they identify the previously allocated lots.

- You receive [orders](#) via the AI interface. [Orders](#) are created unallocated.
- [Order](#) Capture Batch Sourcing uses the Allocate supply rule and allocates lots, leaving [balances outstanding](#).
- Pick notes show allocated lots.
- Confirm despatch is carried out with previously allocated lots.

Order Processing Cycle

Sales [Order](#) Processing has five main procedures:

- Entry of [order](#) details
- Stock allocation
- Pricing, discounting and credit checking
- Picking of [items](#) from stock and despatch
- Raising of invoice

Each one of these procedures is made up a number of tasks, each with a large number of options.

Entry Order Details

The Sales [Order](#) Processing application provides two major types of [order](#) entry. The first is designed for rapid data entry where there is no dialogue with the customer at the time of entry. This would typically be used where [orders](#) have previously been entered on an [order](#) pad, and a high customer service level means that most [items](#) will be allocated. Therefore, few overrides are required (e.g. changing [stockrooms](#)).

To complement this, [conversational order entry](#) is designed to support a dialogue with the customer, so that alternatives can be offered in a short stock situation and price and discount changes can be agreed.

Both types of [order](#) have three phases:

- [Order](#) header
- [Order](#) lines
- [Extra charges](#)

Order Header

The customer is identified and the standard defaults, such as pricing, allocation rules, currency, supplying [depot](#) and trading terms, are retrieved. The currency of an [order](#) can be changed to any currency specified in the General Ledger if the customer is able to place multi-currency [orders](#). The [payment terms](#) for the customer can be overridden on this level, including cash and [staged discounts](#).

Order Lines

For [transcriptional order entry](#), a data entry form is displayed to allow high-speed entry of many [order](#) lines. Validation is performed when the entry is complete. Pricing is normally automatic, although overrides are possible. Stock allocation is performed in a batch run when all of the [order](#) lines due for despatch are matched against [available stock](#).

Conversational [orders](#) are entered one [item](#) at a time, with the opportunity to discuss availability and offer alternatives. In this instance, stock allocation is normally interactive, taking into account the required due date for the [order](#) line.

Extra Charges

Standard [extra charges](#) are held in the Inventory [Descriptions file](#). These can be viewed and added to an [order](#) during the closing procedure. The actual charge value can be retrieved from the file or entered specifically for the [order](#).

Order Acknowledgement

As a way to inform customers that their [orders](#) are being processed, you have the option to print out acknowledgements.

Stock Allocation

When an [order](#) line is considered for allocation, whether interactively or in batch, the due date is compared with the allocation [time fence](#) for the [depot](#) (the number of days required to prepare and

deliver [orders](#) to the customer). Thus stock is allocated as late as practical and maximum flexibility is retained.

During [batch allocation](#), it is necessary to sequence [order](#) lines for allocation to enable high [priority orders](#) to be met. The [priority](#) of an [order](#) can be taken from the customer or entered at [order](#) time. If low [priority orders](#) are not satisfied, their [priority](#) can be increased automatically. This means that at some time their [priority](#) becomes the highest and they take precedence.

During stock allocation, you may find stock shortages, so it is possible to identify alternatives.

[Alternative items](#) and [kit](#) lists are used within the Sales [Order](#) Processing application, but are set up and maintained in Inventory Management. If you do set up alternatives, it is important to decide whether a relationship is reversible. Where [kits](#) are used, the issues relating to the update of Sales Analysis need to be addressed: should details of the whole [kit](#), parent only or components only be passed? The indicator governing this update is maintained within the [item](#) definition in Inventory Management.

Credit Checking

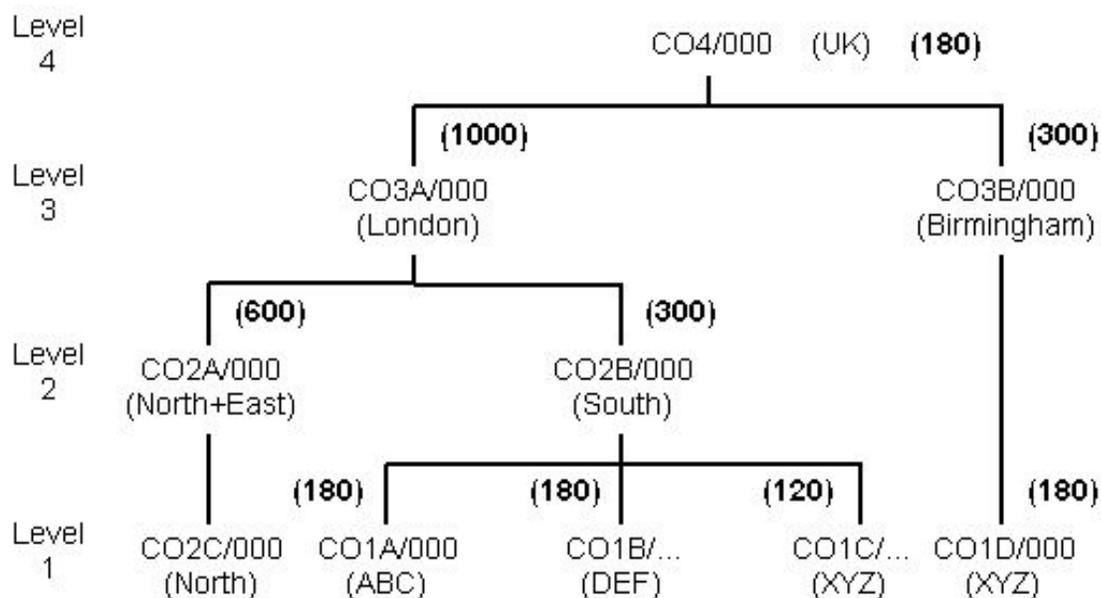
Credit checking does not prevent the entry of an [order](#) into the application. However, [orders](#) that fail a credit check are suspended, i.e. are ignored by stock allocation and have to be released. Credit checking is performed when:

- The [order](#) is entered, in which case the [outstanding](#) debt is compared with the credit limit and the credit stop flag is checked
- Allocation takes place, when the [outstanding](#) debt and the current [outstanding](#) allocations are both considered
- This is checked by calculating the:
 - Allocated value of the [order](#) + credit commitment
 - where the credit commitment is the sum of the current [balance](#), the value of [outstanding orders](#), the value of goods despatched not yet invoiced, plus the value of any bills accepted or at risk

The application provides for the storage of two credit limits: commercial and insured. The commercial value is used for credit checking purposes. [Orders](#) for customers who have exceeded their credit limit are suspended with the code CL and [order](#) for customers who have been placed on credit stop are suspended with the code CS.

Hierarchy Credit Checking

The credit check and account summary [balance](#) update functions within Sales [Order](#) Processing take account of any payment hierarchies in which the customer is defined. Consider the following hierarchical relationship:



Key: Credit limits in bold

When the credit checking process takes place, it is performed at each level. (Refer to the diagram whilst following the example).

Example 1:

ABC place an [order](#) for £180: CO1A/, CO2B/, CO3A/ and CO4/ credit limits are checked. If the credit check is passed, stock allocation takes place and the credit commitment is increased.

ABC place another [order](#) for £50: the first [order](#) is not yet cleared, therefore the available credit is currently at £0.00. CO1A/ fails the credit check. The [order](#) is suspended and reason code **HL** is assigned to it.

DEF place an [order](#) for £180: CO1B/ credit limit is checked and passed. However, when CO2B/ credit limit is checked the [order](#) is suspended, with code **HL**.

The reason for this is that the available credit for CO2B/ has been reduced to £70 after ABC placed their [order](#) (the account is still [outstanding](#)).

The credit checking process will also examine the [status](#) of the customer's account. The account may be flagged to indicate it is on hold for a number of reasons, e.g. too many [outstanding](#) debts, legal proceedings in progress. If this is the case higher up in the hierarchy, it will affect the customers that are defined in the lower levels.

Example 2:

Account CO3A/ is stopped and ABC place an [order](#) for £50: CO1A/ and CO2B/ accounts pass the credit checking process. However, the [order](#) is still suspended, as the higher account CO3A/ is on hold. This will be indicated by the suspension code **HS**.

Or

Account CO4/ is being taken to court and ABC place an [order](#) for £50: accounts CO1A/ CO2B/ and CO3A/ all pass the credit checks. However, the [order](#) is again suspended, as the higher account CO4/ has been flagged as [status L](#). At [order](#) entry, the suspension code **HT** will be assigned to the [order](#).

Note: The suspension codes are held in the Inventory [Descriptions file](#), under major type SUSP.

Refer to the Hierarchy Accounts section for more details on the hierarchical customer structure.

Hierarchy Accounts

The hierarchical account structure is a new feature incorporated within Sales [Order](#) Processing. It is an expansion of the two-level structure, whereby you can have a parent account with a lower level of [ordering](#) customers.

For example, XYZ HQ is the parent customer and the XYZ retail shops are the second level of customers.

The system will allow you to have up to 4 different levels of customers:

Level 4:

This is the highest level. It can be used to identify a parent establishment, which is likely to receive summaries of lower level tasks, e.g. UK HQ. However, it is not a mandatory account and you are not permitted to assign any [orders](#) to it.

Note: You can have vertical and horizontal branches of level 4 attached to existing level 4 accounts.

Level 3:

Although no [orders](#) can be assigned to this account level, this is a mandatory account, e.g. London Office. It is used for financial account posting into the General Ledger, using the Accounts Receivable [balance](#).

Note: You cannot have vertical branches of level 3. However, you can have horizontal accounts of level 3 attached to a level 4 account.

Level 2:

This is an optional account, e.g. South London Office. No [orders](#) can be assigned to it. Its purpose is purely financial for cash allocation. Refer to the Accounts Receivable Cash Allocation chapter of the Accounts Receivable product guide for more information.

Note: You can have both vertical and horizontal branches of level 2 attached to level 2 or 3 accounts.

Level 1:

This is the lowest level of account possible. All [orders](#) are assigned to customers of this level, e.g. ABC. It is mandatory for the Sales [Order](#) Processing application. The Accounts Receivable ledger will be updated with postings from these accounts, through invoicing. Refer to the Invoicing section in the Processing chapter of the Accounts Receivable product guide for more details on invoicing.

Note: You cannot have vertical branches of level 1. However, you can have horizontal accounts of level 1 attached to level 2 or 3 accounts.

To set up and maintain hierarchy accounts, refer to the Maintenance chapter of the Accounts Receivable product guide. The main impact of hierarchy accounts for Sales [Order](#) Processing is credit checking. This takes place at [order](#) entry and allocation, and is affected by all the levels of accounts for that customer.

Picking and Despatching

Selection is provided to ensure that only the picking documents required are actually printed. This selection can be for a number of days, a range of [order numbers](#) or a particular [depot](#). This allows documents associated with allocated [orders](#) to be printed only when action is required. This is particularly useful in dealing with large export consignments.

When a [picking note](#) is printed, all allocations, irrespective of when they were made, are included. This prevents documents from being produced unnecessarily. If the Warehousing application is installed, it must be used to despatch [orders](#) from [warehouses](#) in a similar manner. It is then possible to print consolidated picking lists sequenced by location.

When the [order](#) has been physically despatched, the application needs updating. A number of options and facilities are provided.

- A number of despatches can be confirmed together, provided that the despatch method and the despatch date are common and the [order](#) details require no changes.
- An [order](#) can be confirmed on its own. This enables additional charges to be added.
- An individual despatch can be displayed, amended where necessary and then confirmed.

For lot-controlled, batch-controlled and serial-controlled [items](#), details of lots or batches must be specified to the despatch lines. This provides the system with information for stock management and [item](#) traceability. These features are useful to locate the source of an [item](#) sent out to customers.

For example, if a damaged batch of wallpaper has been delivered to a customer, instead of freezing all stocked wallpaper, it would be more effective to identify the wallpaper's batch or lot source and freeze only those from that particular batch or lot. [Orders](#) can be altered so that another [stockroom](#) or [depot](#) can be used for despatch [items](#).

Invoicing

There are a number of ways to request an invoice. You can:

- Confirm the despatch of an [order](#).
- Request a miscellaneous invoice, with stock update.
- Request a miscellaneous invoice, without stock update.

There are also requests for credit notes that operate in an identical fashion to these requests for miscellaneous invoices.

When an invoice or credit note is generated in the system, prices and discounts are either taken from the [order](#), as in the case of a confirmed despatch, or created during entry using standard rules. There is a special facility to produce a credit note that is based on an invoice. This can be used to reverse a previous invoice that was perhaps raised in error.

When the invoice or credit note has been produced, a procedure is run to post the transactions to Accounts Receivable and to the General Ledger and to print documents. Invoices and credit notes are printed as two separate documents.

An invoice will be raised and printed in the prime currency of the customer's account. Postings will be in both the prime currency and the base currency of Accounts Receivable. The data that is passed to the Sales Analysis application will be in the base currency of the company.

Invoices can be presented to customers as:

- One invoice per despatch
- One invoice per day
- One invoice per week
- One invoice per period

The level of consolidation is defined for each customer delivery account.

This means that numerous despatches to a single [delivery address](#) can be consolidated on to a single invoice. Each despatch is detailed on the invoice at line level with charges as applied.

Invoices can only be produced for a single currency; therefore multiple invoices can be processed for an invoice account within the consolidation period, for multi-currencies.

[Orders](#) raised with an [invoice address](#) override are not consolidated and will produce an invoice for each despatch.

Credits and sundry invoices are not consolidated and a separate document is produced for each one raised.

The system determines when an open invoice is to be closed, posted to Accounts Receivable and printed during the invoice print procedure. The decision is made as follows:

One Invoice per Despatch (and Sundry Invoices and Credits)

Processed during the invoice print following creation

One Invoice per Day

Processed during the first invoice print after the date of consolidation

One Invoice per Week

Processed during the first invoice print after the Inventory week-end date for the week of consolidation

One Invoice per Period

Processed during the first invoice print after the Inventory period-end date for the period of consolidation

Bills of Exchange

Bills of Exchange can be created by the Sales [Order](#) Processing application as part of the invoice run, one proposed bill of exchange being sent to the customer for each invoice.

This bill of exchange can be signed by the customer and returned, or they can issue their own bill of exchange, possibly to cover several invoices. This is then registered on the Cash

Management application and can be allocated against invoices in the normal way. The exposure is monitored until the Bill of Exchange is cleared.

Enquiries

A significant part of the work done in a busy sales office is answering queries. The most common queries are related to:

- The [status](#) of an [order](#)
- The prices being charged and discounts given
- The date on which a delivery can be expected

The system provides a comprehensive range of invoice or credit note enquiries as follows:

Orders By

- [Order](#)
- Customer
- [Item](#)
- Cross-reference (customer reference)
- Despatch notes

Invoices By

- Invoice
- [Order](#)
- Customer
- [Item](#)

Stock Availability

- Time-phased [expected stock](#) position

Stock Position

- Stock holding at each [depot](#)

As well as these day-to-day enquiries, the following application reference data can be displayed:

- Customers
- [Items](#)
- [Price lists](#)
- [Discount lists](#)

Reports

Reports can be grouped into reference data, [status](#), exception and action reports.

Reference Data

- Customers
- [Items](#)
- [Price lists](#)
- [Discount lists](#)

Status

- [Outstanding orders](#)
- [Back orders](#)
- Stock versus [outstanding orders](#)
- List of [orders](#)

Exception

- Unconfirmed [picking notes](#)
- [Suspended orders](#)
- [Orders](#) with zero price
- [Gross margin](#) exceptions
- Selling price overrides
- Zero value invoice lines

Action

- Pick lists

Pricing, Discounting and Credit Checking – Standard pricing

In [order](#) to get the full benefit from computerised Sales [Order](#) Processing, pricing and discounting should be performed by the system. This means that it must have a fundamentally flexible approach to pricing and discounting. The actual price and discounts charged are a function of the trading relationship with the customer and, therefore, the trading currency is assumed to be the prime currency of the customer's account. Similarly, the [price list](#) to be used and the discounts to be given are taken from the 'deliver to' account of the customer. This information is part of the additional data held for customers.

If a price is not found for the nominated list, the optional default [price list](#) will be used. This is conditioned by customer. If a discount is not found for the nominated [discount list](#), the default [discount list](#) (ALL) is checked.

It is normal for the prices charged on the invoice to be dependent on the date on which the [order](#) is received. There are a small number of instances where the price and discount is determined at the time of despatch. The Sales [Order](#) Processing system provides for these decisions to be made for the company in general, or specifically for the [order](#). Prices and discounts are defined as follows:

Price

This is in the prime currency of the customer account. It is taken from a [price list](#) at [order](#) entry or despatch.

It is entered and fixed at [order](#) entry and expressed in the selling units of the [order](#) (multiplied by a conversion factor on the [price list](#) if required).

Discount 1

This is a percentage determined as either:

- A discount for the [item](#) as given on the [discount list](#), depending upon the quantity or value of the [item](#) sold.

Or

- A discount for the [item](#) group given on the [discount list](#), depending upon the quantity or value of the [item](#) sold.

Discount 2

This is a percentage determined as a discount for the whole [order](#) as given on the [discount list](#), depending upon the value of the whole [orders](#).

Prior to A3.0 the price entered on a Standard pricing [order](#) was calculated as follows:

- Fixed price override
- [Price list](#) override on line
- [Price list](#) from [order](#) or invoice
- Default [price list](#) for [order](#)/invoice currency

However the [Price list](#) taken from customer additional details will not necessarily have to be the same currency as the customer.

Therefore the above hierarchy is changed to:

- Fixed price override
- [Price list](#) override on line
- [Price list](#) from [order](#) or invoice
- Default [price list](#) for [order](#)/invoice [price list](#) currency
- Default [price list](#) for [order](#) currency
- Default [price list](#) for the company currency
- Default [price list](#) for the company as established by the Inventory Description SPDP (can be any currency).

Caution: Only one default price list will be established for an order/invoice in pricing following the above hierarchy.

Thus, although the [price list](#) may be in a different currency, the price retrieved will be in the customer/[order](#)/invoice currency.

Net Units and Currency Rounding

It is possible to establish the units or number of decimal places that price and discount values are calculated to by the Standard Pricing Module. The units or number of decimal places may differ to those established in the General Ledger for the same currency code.

Example:

The currency South Korean Won (KRW)

→ 1 Won = 100 joen

The jeon is used for currency exchanges rate and therefore the Won (KRW) will be defined in the General Ledger as 2 decimal places.

However the jeon is no longer used for business transactions and hence prices and discounts must be calculated to a single Won (0 decimal places).

- Values are rounded to the required units or decimal places with a half adjust.
- Supported values for units are 10 and 100
- Supported values for decimal places are 0, 1 or 2.

Values are still rounded to the required accuracy as defined in the General Ledger to preserve data integrity. This will only be an issue where the accuracy as defined in the General Ledger is less than that defined by pricing.

A line discount will be applied to an individual [order](#) or invoice line if for that line a [discount list](#) or percentage is established.

Example Price Calculation

In standard pricing where nett unit price calculation is established, the pricing will calculate discounts for a unit rather than for the line value. This is for both line percentage discounts and whole [order](#) percentage discounts.

Example:

Unit list price = 31.77 with Discount = 10%

→ Discount per unit = 3.18 and Net unit price = 28.59

[Order](#) quantity of 10

→ 28.59*10 = 285.90

To achieve the above, the General Ledger or Standard Pricing currency must be configured for 2 decimal places

Establish Pricing Currency Code Rounding

To establish a different number units or decimal places for a currency, add the currency code (as defined in the General Ledger) to the Inventory Description SPCC. The limit value defines the number of units or decimal places.

Major Type Code	Description	Limit	Tax	P/V	Rate
SPCC	Note1	Note1			Note2

Note1 - Code/description

Currency code as defined in the General Ledger.

Note2 – Limit Value

For 2 decimal places enter a value of 2

For 1 decimal place enter a value of 1

For whole units/0 decimal places enter a value of 0

For units of 10 enter a value of 10

For units of 100 enter a value of 100

In the following example, the currency GBP is defined with 2 decimal places, the currency KRW with 0 decimal places and the currency USD is defined in units of 100:

Major Type Code	Description	Limit	Tax	P/V	Rate
SPCC	GBP	Pound Sterling	2		
	KRW	South Korean Won	0		
	USD	US Dollar	100		

Establish Nett Unit Price Calculation

Major Type Code	Description	Limit	Tax	P/V	Rate
DFLT	SPNC	Std Pricing Nett Price code	0		

Limit Values:

0/blanks (Default) Nett price calculation not active.

1 Nett Price active.

Whole Order Discounts

A whole [order](#) percentage discount can be established in Advanced [Order](#) Entry and [Order](#) Capture. 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.

Standard Pricing Currency Code Rounding

It is possible to establish the units or number of decimal places that price and discount values are calculated to by the Standard Pricing Module. The units or number of decimal places may differ to those established in the General Ledger for the same currency code.

Establish Pricing Currency Code Rounding

To establish a different number units or decimal places for a currency, add the currency code (as defined in the General Ledger) to the Inventory Description SPCC. The limit value defines the number of units or decimal places.

Major Type Code	Description	Limit	Tax	P/V	Rate
SPCC	Note1	Note1			Note2

Note1 - Code/description

Currency code as defined in the General Ledger.

Note2 – Limit Value

For 2 decimal places enter a value of 2

For 1 decimal place enter a value of 1

For whole units/0 decimal places enter a value of 0

For units of 10 enter a value of 10

For units of 100 enter a value of 100

In the following example, the currency GBP is defined with 2 decimal places, the currency KRW with 0 decimal places and the currency USD is defined in units of 100:

Major Type Code	Description	Limit	Tax	P/V	Rate
SPCC	GBP	Pound Sterling			2
	KRW	South Korean Won			0
	USD	US Dollar			100

Example:

The currency South Korean Won (KRW)

→ 1 Won = 100 joen

The jeon is used for currency exchanges rate and therefore the Won (KRW) will be defined in the General Ledger as 2 decimal places.

However the jeon is no longer used for business transactions and hence prices and discounts must be calculated to a single Won (0 decimal places).

- Values are rounded to the required units or decimal places with a half adjust.
- Supported values for units are 10 and 100
- Supported values for decimal places are 0, 1 or 2.

Values are still rounded to the required accuracy as defined in the General Ledger to preserve data integrity. This will only be an issue where the accuracy as defined in the General Ledger is less than that defined by pricing.

Multiple Delivery Addresses/Ship to

For a single sales [order](#), multiple [delivery addresses](#) per [order](#) can be established from Receive EDI [order](#), [Order](#) Capture or an ION inbound sales [order](#) message. For a sales [order](#) line, a single [delivery address](#) can be established, line level [delivery addresses](#) are optional. An [order](#) header [delivery address](#) is mandatory. All [delivery address](#) must have common:

- Statement account, this gives common credit management and [payment terms](#)
- Currency

The following [order](#) header attributes apply to all [order](#) lines regardless of the line [delivery address](#):

- [Payment terms](#) and overrides
- Pricing header overrides
- Currency overrides
- [Order](#) pricing time
- Document processing overrides
- Despatch information overrides
- Customer attribute overrides
- Sales details overrides
- Customer/[order](#) charges
- Print/EDI [order](#) acknowledgement
- Customer [order](#) reference optional/mandatory/unique
- Cash with [order/proforma](#) invoice/Prepayment
- Booking In control
- Promotion processing

The following [order](#) header attributes apply to [order](#) lines where no line [delivery address](#) is established, i.e. where the [order](#) header and lines have a common [delivery address](#):

- [Delivery address](#) override
- [Invoice address](#) override

The following [order](#) line attributes are established from line [delivery address](#):

- Document processing defaults
- Despatch information defaults
- Customer attribute defaults
- Sales details defaults
- Customer [item](#) pricing
- Customer [item](#) tax
- [Stockroom](#) or Supply Point
- Line allocation [priority](#)
- Service level
- Line due date established from working days and delivery profile
- [Order](#) sourcing
- Customer restrictions
- US customer licensing
- Us state profile and violation rules
- Sales restrictions
- Customer container profiles
- Bonded customer requirements and validation

Order Fulfilment

The sales [order](#) picking request will create a separate pick note for each [delivery address](#) and [stockroom](#) on the [order](#).

Transport Planning will plan for each customer delivery profile.

The invoice consolidation processes will establish the consolidation attributes based on the sales [order](#) pick note customer [delivery address](#), all invoice consolidation types are support.

Note: For a single [order](#) it is possible to consolidate multiple picking instructions back to a single invoice where all [delivery address](#) are established with an invoice consolidation type of [Order](#).

Initial Data Take-On

Once all the basic data has been set up, you are ready to use the application to process sales [orders](#). You may wish to convert [outstanding](#) sales [orders](#) from another application. This can be done by specially written programs.

Alternatively, you may decide to continue to process existing [orders](#) on your old application and enter new [orders](#), from a given date, into the new application. By this method, you can gradually run down [orders](#) on the old application and build the [order](#) bank on the new, but great care must be exercised over the updating of the inventory figures.

Operational Considerations

This section describes some operational considerations.

Roles/Responsibilities

- Integration of OE with other applications
- Day-to-day supervision of the running of OE
- System maintenance
- Utilities work
- [Order](#) entry and processing

User Profiles

- Should some users be given limited access?

Interfacing to Other Applications

- Sales Ledger
- Inventory Management
- Telesales
- Advanced [Order](#) Entry
- Warehousing
- Sales Analysis
- [Order](#) Capture
- Enterprise

Conversion

- Existing customers - additional details need to be set up and search paths need to be established
- Existing [items](#) - search paths need to be established
- Existing [back orders](#) - leave on the old system or re-enter on the new?

Company Profile Set Up

- What fields are going to be used for customer search?
- What operational defaults need to be provided?

Processing Orders

- What type of [order](#) entry is to be used?

- What are the company standards over the use of internal and external text?
- If [transcriptional order entry](#) is used, what type of allocation is to be used?
- Will you use dual-purpose picking/despatch notes or separate ones?
- Are manual pick lists going to be used?
- What type of confirmation of despatch is to be used?
- How often should the documentation tasks be run?
- How often should the batch jobs be run?

Reports

- Which reports should be run?
- How often?

User Notes

- Essential

Utilities

- When should validations be run?

File Maintenance Summary

When you are [setting up](#) your system it is important that you carry out file maintenance in the right [order](#). Points to bear in mind are:

- Company profiles must be set up first.
- The Inventory [Descriptions file](#) must contain the necessary codes before customers and [items](#) are set up.
- [Discount list](#) profiles, [price list](#) profiles and [depot](#) profiles must exist before customers are set up.

Selecting the tasks in the following [order](#) would work well:

- Maintain Company Profiles
- Descriptions Maintenance
- [Depot](#) Profiles Maintenance
- Price/Discount Profiles Maintenance
- Customers Maintenance
- [Price Lists](#) Maintenance
- [Discount Lists](#) Maintenance

Chapter 2 Maintenance

Introduction to Proof of Delivery

You can use Proof of Delivery (POD) to reduce the volume of disputed invoices by delaying the creation of the invoice until the delivery of goods has been confirmed. There are four main benefits to this:

- Lower administration costs for both the supplier and the customer
- Improved cash flow for the supplier
- Fewer credit checking issues caused by the value of any disputed invoices
- Improved customer and supplier relationships

Key Points

- POD is optional: it is enabled by customer delivery point.
- The despatch confirmation tasks do not raise invoices. Goods are despatched Awaiting POD.
- The customer informs the supplier of any discrepancies.
- Once all the details for a pick note have been collected, the supplier can apply any under-delivery or over-delivery adjustments (or both) to raise the invoice.
- Delivery adjustments can:
 - Apply stock adjustments
 - Reinstate under-deliveries on the [order](#)
 - Include [items](#) that were not on the pick note
- The links between an [order](#), the corresponding pick notes and their invoices are retained.

Business Implications

- The supplier retains the title to all goods until they are invoiced. Goods that are awaiting POD must be visible and accounted for within the system in three ways:
 - The Goods Despatched but Not Invoiced [balance](#) in Accounts Receivable is increased when the goods are despatched and updated by the difference between the despatched and delivered values when the goods are confirmed by POD.
 - You can use enquiries and reports to view stock [balances](#) awaiting POD.
 - The inventory cost of the stock awaiting POD is included in the stock's valuation.
- Discrepancies have to be processed.

- Adjustments are priced in the same way that over-despatches or under-despatches are currently priced; that is, the sales value of the [order](#) line is apportioned to the delivered [balance](#).
- If you add a new [item](#), the [order](#) is re-priced in full as at the original pricing date. Revised [order](#) discounts may be applied as a consequence.
- You can reinstate under-deliveries onto the original [order](#). These can be scrapped or returned to the [stockroom](#) from which they were despatched.
- Over-deliveries always reduce the stock of the despatching [stockroom](#).
- To separate stock awaiting POD, POD confirmation adjustments and customer [order](#) issues, two new Inventory stock movement types have been created, which are:
 - Awaiting POD (V)
 - Delivery Adjustment (E)

Operational Control

- POD is customer-specific and enabled by delivery point.
- The overdue [time fence](#) means that the supplier can chase the customer for POD confirmation details.
- An automatic confirmation [time fence](#) means that:
 - The supplier can automatically confirm a despatch in full.
 - The customer only needs to notify the supplier of delivery exceptions.
- The customer's POD date, time, reference and signatory details are included on the invoice.
- When POD is disabled for a delivery point (or company), all [picking notes](#) awaiting POD can still be processed.

Implementation

To implement POD you must:

- Enable the OE company.
 - Set the company's default customer delivery point POD parameters.
 - Set the range for the internal POD reference number (PODCONREF).
- Enable the customer delivery points.
 - Set the delivery point's POD parameters.

The next [picking note](#) that is despatched for this delivery point will be Awaiting POD.

Functional Detail

Proof of Delivery is integrated into the following applications:

- [Order](#) Entry
- Warehousing
- Inventory
- Document Processing
- Transport Planning

It also supports:

- Location Control
- [Catchweight](#)

Stock Movement Logic

Stock movements that are generated during the POD process must satisfy the following requirements:

- You must account for the [balance](#) and value of the goods awaiting POD.
- You must distinguish between issues awaiting POD, issues to customers and delivery adjustments.
- You should only update the FIFO [balances](#), usage statistics and date last issued when stock actually moves into or out of a [stockroom](#).
- You should update the [physical stock balances](#) so that the resulting [balance](#) on each stock movement is correct.

To do this, POD uses two stock movement types, V (Awaiting POD) and E (Delivery Adjustment).

Both types are considered to be issues. The way that these stock movement types affect movements can be summarised as follows:

- Confirming despatch for a POD pick note
- The awaiting POD movement replaces the usual customer [order](#) issue movement. Apart from the movement's details, all other aspects of the stock [balance](#) update process are the same.
- POD confirmation without amendment
- This creates two movements. The first reverses the awaiting POD movement created by the confirm despatch, the second is the customer [order](#) issue for the delivered [balance](#). The first increases the stock and the second immediately reduces it. Neither transaction updates the FIFO [balances](#), date of last issue and usage statistics, as these changes were recorded when the goods were despatched.
- POD confirmation with an under-delivery or over-delivery (or both)
- In these cases, you need to enter the delivered [balance](#) and the required delivery adjustments to account for the difference between the despatched and delivered [balances](#).

The movement logic generates more movements than you might expect, but it means that each delivery adjustment code can use one processing profile rather than two.

Interaction between POD Confirmation, Delivery Adjustment Reason Code and the Inventory Stock Update Processor

Proof of Delivery (POD) supports four types of under-delivery adjustment and one over-delivery adjustment.

Therefore, under-deliveries can be returned to stock or reinstated, or both, onto the original [order](#) and over-deliveries always consume stock from the same [stockroom](#) as the [picking note](#).

Each delivery adjustment has an associated Inventory stock update processing profile, and these new profiles control the creation of Inventory movements and subsequent stock updates. These profiles are:

- **046** - POD return as available

- **047** - POD over-delivery
- **048** - POD under-delivery

At POD confirmation:

- Each movement is generated by a single call to the Inventory stock update processor.
- Awaiting POD reversal and customer [order](#) issue movements are generated unconditionally.
- Balancing transactions are only generated when there is a difference to account for.

As each company's requirements will differ, the system does not include a means to analyse delivery adjustments.

To produce a more detailed analysis via AFI (or another analysis tool), consider these options:

- You need to create the delivery adjustment reason codes that correspond to your company's requirements.
- Add a movement reason code or movement reference type to the processing profiles associated with a delivery adjustment reason code. You create these codes using the Descriptions Maintenance task and then the Processing Profiles task. Both of these tasks are within Inventory Management.

Caution: It is strongly recommended that you do not amend the other fields included in the Inventory processing profile.

Charges

You can review and amend any charges that are associated with a pick note during POD confirmation. These changes do not update the charges on the [order](#), so any subsequent pick notes are unaffected.

When you amend these charges during despatch confirmation, these charges do update those included on the [order](#).

EDI POD

This is a three-stage process that is submitted using a single task. Please refer to the Application Interface chapter of this product guide for further details.

Maintain Descriptions [1/OEM]

The Inventory [Descriptions file](#) is primarily used to set up codes with standard descriptions. The codes are used throughout the set up, maintenance and processing tasks. When they are validated against the file, the descriptions are displayed.

The Inventory [Descriptions file](#) is set up in Inventory Management because that is the base application for both Distribution and Manufacturing applications. However, it can be maintained from most applications, including Sales [Order](#) Processing.

For more information on this task, please refer to the Inventory Maintenance chapter of the Inventory Management product guide.

Maintain Customers [2/OEM, 2/SAM]

Use this task to maintain your customer database. It makes sure that invoices, statements and acknowledgements, as well as the goods, are sent to the correct address.

You must make sure the correct analysis codes are applied to sales [orders](#) so that accurate analysis can be performed. You need to identify the following:

- Where statements are sent and the location from which payments will be received
- The delivery points
- The addresses to which invoices are sent
- Trading terms and analysis codes

The account code used as a unique identifier for a customer is eight characters long, with a suffix of three characters. Statement and invoice accounts always have a suffix of **000**. You cannot have both a statement and an invoice account. A statement account can have a number of delivery points. Normally an invoice is sent to the delivery point or to the [statement address](#); however, it can be sent to another address if necessary.

You set up the statement account in Accounts Receivable. You can set up sales data for each delivery point to control Sales Analysis coding, pricing and trading rules.

For information on how to set up the statement account, see the Accounts Receivable product guide.

You identify each [delivery address](#) by the [statement address](#) customer account code and a delivery sequence number other than **000**.

If the [invoice address](#) is *not* the [statement address](#) or delivery point, you can identify it by a unique customer account code, which is different from the statement customer number, and a delivery sequence number of **000**.

Customer Sales Information

You need to set up a sales profile for each customer delivery point. This customer sales information defaults through to each customer [order](#), and includes the [stockroom](#) that usually supplies the customer, the price and [discount list](#) to use, the allocation [priority](#) and so on.

You can also determine whether a selected customer delivery point uses POD (Proof of Delivery) or not.

The profile also holds customer data used by Sales Analysis.

For more information about how POD works, see the Introduction to Proof of Delivery section.

Customer Maintenance Selection Window

To display this window, select the Maintain Customers task.

Use this window to select the customer you want to maintain.

Fields

Customer

Enter a [customer code](#).

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

These codes are set up in Accounts Receivable.

You cannot create [delivery addresses](#), account sales details, sales tax details, or trade details for a deleted or inactive account.

Sequence No.

If necessary, you can enter a delivery sequence number.

Detail Required

Select one of the following to specify what you want to maintain:

[Invoice Address](#) - no sequence number required (1)

[Delivery Address](#) - sequence number mandatory (2)

Sales Details - sequence number mandatory (3)

Sales Tax Details - sequence number mandatory (4)

Trade Details - sequence number mandatory (5)

Note: The Sales Tax Details option is applicable for trading partners in the United States only. The defaults set up here can be overridden at various points throughout the [order](#) entry process. For further details, refer to the US Sales Tax product guide.

Note: The Trade Details option is only applicable if you are using World Trade. The Maintain Customer Trade Details pop-up is displayed. For further details, refer to the World Trade product guide.

Note: The next window displayed depends on the value selected in the Detail Required field. However, when you set up a new customer, you do not need to do this, because the windows are displayed automatically in sequence when you press Enter.

Press Enter to display the next window.

Customer Scan Pop-up

To display this pop-up, use the prompt facility on the [Customer Code](#) field on the Customer Maintenance Selection window.

Use this pop-up to enter the search values.

Fields

Customer Name

Enter the first character or first few characters of any word in the customer's name to find all customers that match that value.

Second and Third Scan Fields

Two further search fields are displayed if they have been established on the Sales [Order Processing Company Profile Maintenance Alpha Search](#) window.

You may search on all three fields (the Customer Name and your two additional fields), on any one of these or any combination of these.

Exclude

Checked – For any of these fields to indicate the [statuses](#) that you wish to exclude from the displayed customer list.

Initially, these will default to the settings established in the Sales [Order Processing company profile](#).

Enter the search values and then press Enter to display the Select Customer pop-up.

Select Customer Pop-up

To display this pop-up, enter the search values and then press Enter on the Customer Scan pop-up.

This shows a list of all customers that match selection criteria.

Fields

Customer

This field displays the customer's account code.

Seq (Sequence)

This field displays customer's account delivery sequence code.

Name and Address

This field displays the name and address of the customer's account or [delivery address](#).

Options

Select (1)

Use this to select the customer required.

Functions

Expand (F13)

Use this to expand the pop-up to show up to sixteen customers at a time.

Select a customer using **Select (1)** to return to the original selection window with the chosen customer.

Invoice Name and Address Maintenance Window

To display this window, enter or select a customer, select [Invoice Address](#) in the Detail Required field and then press Enter on the Customer Maintenance Selection window.

Note: You only need to define an [invoice address](#) if it is not the statement or the [delivery address](#). The [customer code](#) must be different from the one used for the [statement address](#).

Use this window to enter and maintain the details for the [invoice address](#).

Fields

Address Details Tab

Name

Enter the customer invoice name, using up to 35 characters.

Address 1-5

Enter up to five lines of [invoice address](#).

Post Code

Enter the postcode, using up to five characters for each half.

Contact

Enter the customer contact, using up to 8 characters.

Alternatively, use the prompt facility to select from the Contact Details pop-up.

Phone No

Enter the customer telephone number, using up to 20 characters.

Fax No

Enter the customer fax number, using up to 20 characters.

Accounting Details Tab

Currency Customer Flag

Use this checkbox as follows:

Unchecked - If this customer is only a base currency customer

Checked - If this customer is a multi-currency customer

Currency Code

If you process the account in a currency other than your base currency, enter the currency associated with the customer. The default is the base currency.

You can use the prompt facility on this field to select from the Select Currency pop-up.

Cash Basis Tax

Use this checkbox as follows:

Unchecked - If this customer does not use cash basis tax

Checked - If this customer uses cash basis tax

Language Code

Enter the language to use for all descriptions and text printed on documents. This language must have been defined to Application Manager.

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

Invoice Consolidation

You set up the default for this field in the company profile.

Select one of the following:

Despatch Note (no consolidation) (0)

Daily (by date) (1)

Weekly (by week number) (2)

Monthly (by period) (3)

Daily (by Customer [Order](#) Ref) (4)

Weekly (by Customer [Order](#) Ref) (5)

Monthly (by Customer [Order](#) Ref) (5)

Daily (by [Order](#) Nbr) (7)

Weekly (by [Order](#) Nbr) (8)

Monthly (by [Order](#) Nbr) (9)

By [order](#) (A) – To print one invoice per [order number](#) once the [order](#) is manually flagged as complete.

Prompt to view available consolidation types from the Inventory Description CONI (Consolidation Invoice Types).

Note: *Invoices for any delivery points for this address are consolidated together.*

Group 1-4

Enter up to four financial analysis codes. These codes determine by what means the data is analysed. You set up the analysis codes in the General Ledger, under parameter type CGP1.

You can use the prompt facility on this field to select from the Parameter Codes pop-up.

AR Region

Enter a region code for Accounts Receivable. This must be defined to the General Ledger.

Alternatively, use the prompt facility to select from the Parameter Codes pop-up.

AR Salesman

Enter a salesman code for Accounts Receivable. This must be defined to the General Ledger.

Alternatively, use the prompt facility to select from the Parameter Codes pop-up.

Remarks

Enter any comments, using up to 50 characters.

Functions

Contacts (F13)

Use this to enter and maintain contacts.

Fixed Format Address (F15)

Use this to create or maintain the fixed format address for the invoice.

ION Name (F16)

Name ION extension can optionally be established, the extension consists of Name 64 characters and Description 256 characters.

Press Enter. If you are using World Trade, the Customer Trade Details window is displayed. Otherwise the Customer Maintenance Selection window is re-displayed.

Delivery Name and Address Maintenance Window

To display this window, enter or select a customer, enter a sequence number, select [Delivery Address](#) in the Detail Required field and then press Enter on the Customer Maintenance Selection window.

Use this window to enter the delivery point details for the customer. For each delivery point you can set up trading and commercial conditions; for example, pricing, discounts, default supplying [depot](#), salesman and regions.

Fields

Address Details Tab

Name

Enter the delivery name, using up to 35 alphanumeric characters.

Address 1-5

Enter up to five lines of [delivery address](#).

Post Code

Enter the postcode, using up to five characters for each half.

Contact

Enter a contact for this address.

Alternatively, use the prompt facility to select from the Contact Details pop-up.

Phone No

Enter the customer's telephone number, using up to 20 characters.

Fax No

Enter the customer's fax number, using a maximum of 20 characters.

Accounting Details Tab**Currency Customer Flag**

Use this checkbox as follows:

Unchecked - If this customer is only a base currency customer

Checked - If this customer is a multi-currency customer

Currency Code

To process the account in a currency other than your base currency, enter the customer's currency. This field defaults to the base currency.

You can use the prompt facility on this field to select from the Select Currency pop-up.

Tax Code

Enter the [tax code](#) if it is different from that set up in Accounts Receivable. The default value for [orders](#) is taken from the [delivery address](#).

You can use the prompt facility on this field to select from the [Tax Code](#) Selection pop-up.

Cash Basis Tax

Use this checkbox as follows:

Unchecked - If this customer does not use cash basis tax

Checked - If this customer uses cash basis tax

St. Addr

Enter the address to which to send the statement. This defaults to the [statement address](#) for the customer number.

Language Code

Enter the language to use for all descriptions and text printed on documents. This is also the default code for the overrides windows and the Confirmation of Despatch Detail window.

In. Addr

Enter the [invoice address](#), if you do not send the invoice to this [delivery address](#).

Tax Calc Basis

Select one of the following:

Exempt from tax (1) - If the Customer is exempt from tax

In this case, the [tax code](#) should have a rate value of **0**.

Customer override tax (2) - To use the [tax code](#) assigned to the customer account

[Item](#) tax (3) - To use the [tax code](#) assigned to the [items](#)

Group 1-4

You can enter up to four financial analysis codes. You set up the financial codes in Parameters Maintenance in the General Ledger. This field is optional and is usually used in Sales Analysis.

You can use the prompt facility on this field to select from the Parameter Codes pop-up.

AR Region

Enter a region for Accounts Receivable. This must be defined to the General Ledger.

Alternatively, use the prompt facility to select from the Parameter Codes pop-up.

Activity

Select one of the following:

Live Account (Blank) - For a normal active [delivery address](#)

Suspended (S) - If the [delivery address](#) is temporarily suspended, perhaps awaiting a [credit control](#) check

Deleted (D) - To recommend for deletion

The deletion is not performed immediately; the [delivery address](#) will be purged from the database and historical data archived when the month end utilities are run.

Uncertain (U) - If it is possible that the customer's debt may not be paid

Legal (L) - If the customer's affairs are in legal hands and any debt is unlikely to be collected

For normal live records, this field should be left blank.

Note: *This field is not displayed for new accounts.*

Note: *Your settings selected here have no effect upon processing within the Accounts Receivable application, but are used by other applications, such as Sales [Order](#) Processing.*

You can use the prompt facility on this field to select from the Activity prompt.

Inactive (I) - If a [delivery address](#) is inactive but cannot be deleted, as the historical data needs to remain accessible

AR Salesman

Enter a salesman for Accounts Receivable. This must be defined to the General Ledger.

Alternatively, use the prompt facility to select from the Parameter Codes pop-up.

Remarks

Enter any comments, using up to 50 characters.

Functions

Additional Details (F10)

Use this to display the Extra Rate Tax field. **Check** this if you do charge extra using the defined [tax codes](#).

Contacts (F13)

Use this to enter and maintain contacts.

Fixed Format Address (F15)

Use this to create or maintain the fixed format address for the invoice.

Note: *If you change any search entry fields, a window is automatically displayed, on which you can maintain the information used to create the search criteria for this customer.*

Press Enter to save any changes and re-display the Customer Maintenance Selection window.

Fixed Format Address Type Selection Pop-up

For new master file details, this pop-up is automatically displayed. To display this pop-up for existing master file details, select **Fixed Format Address (F15)** on the master file Name and Address window.

Use this pop-up to define whether the address is fixed or free format.

Function**Address Type**

Enter the address type for the address you wish to add or maintain.

Alternately, use the prompt facility to select address types from the L1 Description ADDF.

Functions**No Fixed Format (F7)**

Use this to create/maintain a free format address.

Note: *The Address Type must be blank to use a free format address*

Caution: If an address with a fixed format is amended and this option is selected, the previously existing fixed format details are deleted.

Update (F8)

Use this to create/maintain a fixed format address in the Address Mapping Maintenance window.

Previous (F12)

Use this to return to the previous screen.

Note: *This option is only available once the address details have been created.*

Select a function to continue to the address details, or **Previous (F12)** to return to the previous window.

Address Mapping Maintenance window

To display this window, select **Update (F8)** on the Fixed Format Address Type Selection Pop-up.

Use this window to define the address in fixed format according to the format specified in **Map Addresses** [20/L1M].

Functions

Update (F8)

Use this to update the details and continue to the Name and Address Window

Change Address Type (F9)

Use this to return to the Fixed Format Address Type Selection Pop-up to select a new address type.

Check Address (F15)

Use this to view the entered address in the free format fields.

Select a function to continue to the next window.

Free Format Address Preview Pop-up

To display this pop-up, select **Check Address (F15)** on the Address Mapping Maintenance window.

Use this pop-up to view the free-format address. This is the format that will be used in existing System21 functions.

Select **Previous (F12)** to return to the Address Mapping Maintenance window.

Customer Sales Information Window

To display this window, enter or select a customer, enter a sequence number, select Sales Details in the Detail Required field and then press Enter on the Customer Maintenance Selection window.

Use this window to maintain the customer data used to control the processing of sales [orders](#) and for Sales Analysis.

Fields

Stockroom

Enter the [depot](#) to be used as the default.

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

Price List Code

Enter the [price list](#) to be used as the default.

Alternatively, use the prompt facility to select from the Select [Price List](#) pop-up.

Note: If the descriptions entry DFLT/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.

Trade Price Type

Enter a valid Advanced Pricing price type.

This can be used as an [Order](#) Capture promotion constraint.

You can use the prompt facility on this field to select from the Pricing Type Select pop-up.

If entered, this is also used to retrieve the following special value:

- For taxable freeloaders, this price type is searched to determine the value upon which tax is calculated for the freeloader award [item](#).

Note: This field is only displayed if you use Advanced Pricing.

Discount List Code

Enter the [discount list](#) to be used as the default.

Alternatively, use the prompt facility to select from the Select [Discount List](#) pop-up.

The [Discount list](#) code must be for the customer's currency or for all currencies

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

Promotion Discount Type

Enter a valid Advanced Pricing discount type.

This can be used as an [Order](#) Capture promotions constraint for Standard Promotions.

You can use the prompt facility on this field to select from the Pricing Type Select pop-up.

Note: This field is only displayed if you use Advanced Pricing.

Cash Discount Code

Enter the [cash discount](#), defined as a percentage or value, to apply to [orders](#) for this customer.

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

Note: All the following fields default from the company profile.

Default Price List

Use this checkbox as follows:

Unchecked - If you do not use the default [price list](#) when the [item](#) is not on the customer's [price list](#)

Checked - To use the default [price list](#) if an [item](#) is not on the customer's [price list](#)

Allocation Priority

Enter the allocation [priority](#) for [orders](#). This is used for the [batch allocation](#) of stock to [orders](#).

Currency Rate Code

Enter the default rate used to convert prime currency [orders](#) into base currency. This field is only displayed for a multi-currency company with the Currency Customer flag **checked**.

You can use the prompt facility on this field to select from the Select Currency Rate Code pop-up.

Invoice Consolidation

Select one of the following from the CONI [descriptions file](#) prompt:

Despatch Note (no consolidation) (0)

Daily (by date) (1)

Weekly (by week number) (2)

Monthly (by period) (3)

Daily (by [order](#) reference) (4)

Weekly (by [order](#) reference) (5)

Monthly (by [order](#) reference) (5)

Daily (by [order](#)) (7)

Monthly (by [order](#)) (8)

Period Control (by [order](#)) (9)

By [order](#) (A) – To print one invoice per [order number](#) once the [order](#) is manually flagged as complete.

Prompt to view available consolidation types from the Inventory Description CONI (Consolidation Invoice Types).

Priced at

This will default from the corresponding field on the OE company profile.

Select one of the following:

[Order](#) (1)

Despatch (2)

Price Policy

This will default to 0.

The options are

Price at despatch (0)

Price at due or despatch (1)

If customer is set to Price at Despatch (0) and the Price Policy flag is set to 1 then the following will happen:

- If the goods are delivered early despatch date before [order](#) line due date then price at despatch will use today's date.
- If the goods are delivered late then the [order](#) line due date will be used as the pricing date.
- If the goods are delivered on time then the current function will apply.

Note: *Only Sales Analysis uses the following fields.*

Division

Enter the customer division.

Alternatively, use the prompt facility to select from the DN Customer Division pop-up.

Sub-Division

Enter the customer sub-division.

Alternatively, use the prompt facility to select from the SV Customer Sub Division 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 customer state.

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

Territory

Enter the customer territory.

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

Salesman

Enter the salesman.

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

Customer Class

Enter the customer class.

Alternatively, use the prompt facility to select from the CCCC Customer Class pop-up.

Corporation

If the customer is part of a larger organisation, enter the corporation.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

Consolidation Addr.

Use this checkbox as follows:

Unchecked - if the consolidation level is not set.

Checked - to signify that the invoice print should use the 000 account address as the invoice print address, even if the consolidation point is the [delivery address](#).

Back Orders

Use this checkbox as follows:

Unchecked - If the customer does not accept [back orders](#)

Checked - If the customer does accept [back orders](#), for example, if there is a stock shortage

Part Delivery

Use this checkbox as follows:

Unchecked - If the customer does not accept part delivery of [order](#) lines

Checked - If the customer does accept part delivery of [order](#) lines, for example, if there is a stock shortage

Note: The information that you specify in the [Back Orders](#) and [Part Delivery](#) fields is only considered during [Batch Allocation](#) and during [Interactive Confirm Despatch](#). For more information, see the [Interactive Confirm Despatch](#) section in the [Processing](#) chapter of this product guide.

Manual Pick List

The manual pick list is a list of the stock allocations and their associated [stockrooms](#), which can be produced before the actual [picking note](#). It can be used to adjust despatch quantities before the [orders](#) are printed on the pick note and sent out.

Use this checkbox as follows:

Unchecked - Not to print manual pick lists

Checked - To print manual pick lists

Carriage Charged

Use this checkbox as follows:

Unchecked - If you do not charge this customer for carriage

Checked - If you charge this customer for carriage

Small Order Charge

Use this checkbox as follows:

Unchecked - If you do not charge this customer for [orders](#) under a specified value

Checked - If you charge this customer for [orders](#) under a specified value

Cash with Order

This field indicates whether a cash payment is required prior to shipment of an [order](#). It defaults to the value in the company profile.

Use this checkbox as follows:

0 - If no cash payment is required

- 1 - If cash payment is required prior to despatch of the goods
- 2 – If prepayment processing is required.

At [Order](#) Entry, [orders](#) requiring cash payment are suspended (with code **CW**). Once cash has been received, the [order](#) can be released and processed.

At [Order](#) Entry, [orders](#) requiring prepayment processing are suspended (with code **PP**) and the prepayment process is followed.

Note: If it is a requirement that [orders](#) requiring cash payment be shipped in full, the Ship Control Flag field should be set accordingly via **Additional Details (F10)**.

Print Config. Options

This field is only displayed if Configurator is installed and active.

Use this checkbox as follows:

Unchecked - To print only parent [items](#)

Checked - To print both parent and component [items](#) on the external text

Special Customer

Use this checkbox as follows:

Unchecked - If the customer is not one of your special customers

Checked - If the customer is a special customer, by your own definition

Acknowledgement

Use this checkbox as follows:

Unchecked - If you do not print an acknowledgement for each [order](#)

Checked - If you print an acknowledgement for each [order](#)

Order Reference

Select one of the following:

Not Required (0) - If you do not need to enter an [order](#) reference during [order](#) entry

Mandatory and Unique (1) - If you need to enter an [order](#) reference during [order](#) entry and it must be unique for the customer

Mandatory and not Unique (2) - If a customer's [order](#) reference is mandatory at [order](#) entry but it need not be unique for the customer

C of C to be Used

This field is used for Advanced [Order](#) Entry.

Enter one of the following:

0 - If you do not produce a Certificate of Conformance

1 - If you do use the Certificate of Conformance features

A Certificate of Conformance requires an [item](#) to have certain characteristics, which meet defined values.

Service Branch

This field is only displayed if you use Service Management or Equipment Servicing. Enter the Service or EQ branch for this customer. For further details, see the Service Management and Equipment Servicing product guides.

Print Discounts

This field is only displayed if you are using Advanced Pricing.

Select one of the following:

Gross price and discount specified on company profile (blank)

Net price only (1)

Gross price and total line discount (2)

Gross price and total [item](#) discount (3)

Gross price and all discounts (5)

Gross price minus non-presentable discounts and total line discount (6)

Gross price minus non-presentable discounts and total [item](#) discount (7)

Gross price minus non-presentable discounts and all presentable discounts (8)

Functions

Additional Details (F10)

Use this to display the Customer Maintenance Additional Details pop-up.

Additional Attributes (F14)

Use this to display the Customer Maintenance Additional Attributes pop-up.

Note: This function is only available when the Additional Attribute Pop-up Display field is set to Manual in the SOP company profile.

Default Pricing Types (F16)

This function is only available with Advanced Pricing. Use this to display the Pricing Type Restrictions pop-up. If you enter types on this pop-up, it restricts pricing to prices from these types only.

POD (F17)

Use this to display the Customer Proof of Delivery Parameters pop-up for your selected customer delivery point.

Pricing Groups (F19)

This field is only available with Advanced Pricing. Use this to display the Customer Pricing Groups pop-up. You can attach customers in a particular customer group to a specific pricing type.

Extended Attributes (F23)

Use this function to display Extended Attributes for Amendment. See **Extended Attribute Data [11/L1M]** task details for more details on this function.

Note: *If another user is currently maintaining any Extended Attribute record for the same Customer and Delivery Sequence, even if it is for a different Category, then a message stating that the record is currently in use will be displayed.*

More Keys (F24)

Use this to change the list of available functions on the window.

Press Enter to save the information and re-display the Customer Maintenance Selection window.

Customer Maintenance Additional Details Pop-up

To display this pop-up, select **Additional Details (F10)** on the Customer Sales Information window.

Use this pop-up to enter document processing, despatch parameters and sales details. The default type of despatch note that will be printed at customer level can be maintained via this pop-up.

Fields

Document Processing

Priced Despatch Notes

Use this checkbox as follows:

Unchecked - Not to print prices on despatch notes

Checked - To print prices on despatch notes

Type of Despatch Note

Select one of the following:

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

Note: *You must select Separate despatch note & invoice in this field if POD (Proof of Delivery) is enabled.*

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

Consolidated despatch note & separate invoice (3) - To consolidate documents within the Document Processing application

Note: *If you select this value, Centralised Delivery Documents must be activated in the Inventory Management company profile. If this feature is not active, an error message will be displayed.*

Generate Invoice Number at Picking

Use this checkbox as follows:

Unchecked - Not to generate the invoice number with the pick list

Checked - To generate the invoice number with the pick list

Price at Delivery Address Level

This field is only displayed at the 000 customer account sequence level.

It indicates which customer pricing and discounts types will be considered when pricing an [order](#).

Use this checkbox as follows:

Unchecked - To use only customer account sequence 000 prices and discounts

Checked - To use delivery point prices and discounts, and also, if necessary, customer account sequence 000 prices and discounts

Note: *If delivery level price or discount groups are defined when this indicator says they are not necessary, they will be ignored during the pricing process.*

Despatch Information

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 TMTM Transport Method 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 World Trade is active, this field defaults to the value specified on the Customer Maintenance Trade Details window.*

Ship Control Flag

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

Enter one of the following:

Blank - If pick notes are printed based on the total quantity allocated to each [order](#) line

10 - If an [order](#) line will only appear on a pick note if the total line quantity has been allocated (partial shipment is permitted at [order](#) level but not at line level)

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

30 - If pick notes are only produced when all lines on an [order](#) have been fully allocated

Note: *The valid values for this customer attribute are defined in the Inventory [Descriptions file](#) under major type SCTL. You must ensure that the above values are established in all companies that wish to implement this facility.*

Note: Depending on the settings of the [Back Orders Allowed](#) and [Part Deliveries Allowed](#) fields for a delivery point, [Batch Allocation](#) can automatically cancel [outstanding order](#) quantities, entire [order](#) lines, or even entire [orders](#).

Note: The [Ship Control Flag](#) setting for a delivery point does not affect the decision making process within [Batch Allocation](#). These decisions are based on the settings of the [Back Orders Allowed](#) and [Part Deliveries Allowed](#) flags for a delivery point.

Note: For the above levels of shipment control to function, it must be possible to retain allocations against an [order](#) line until the appropriate level of stock allocation has been attained, thus allowing the shipment of an [order](#) line, or indeed an entire [order](#), to the customer.

Note: The only way to guarantee such a process is to set [Back Orders Allowed](#) and [Part Deliveries Allowed](#) for any delivery point subject to shipment control.

Note: Therefore, a suitable warning message is issued if the [Shipment Control Flag](#) field is set to any non-blank value and neither [Back Orders](#) or [Part Deliveries](#) has been allowed for a delivery point.

Carrier

Enter the default carrier.

Alternatively, use the prompt facility to select from the Name and Address Selection pop-up.

This field is validated as follows:

- 1 If Advanced Shipping is live and the processing company is active with Sales Order Processing, the carrier defaults to that defined via Shipping Customer Defaults.
- 2 If you enter a new code, it is validated against the Shipping Names and Address file
- 3 If Transport Planning is live, and the processing company is active within Sales Order Processing, the carrier defaults to the carrier defined in the Transport Planning delivery profile.
- 4 If you enter a new code, it is validated against the Transport Planning Carrier file.
- 5 If Advanced Shipping and Transport Planning are not live, the default is blank. The carrier must be defined in the Inventory Descriptions file under major type CARR.

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

Note: The carrier code is transferred to the pick note and can be used to fleet pick notes during POD confirmation.

Booking-in Control

This field indicates whether booking-in details are required on a sales [order](#).

Select one of the following:

Not required (0) - If booking-in details will not be required

This is the default when you are adding new customer details.

Required (1) - If booking-in control is in effect for all [orders](#) placed by this customer

In this case, booking-in details will need to be recorded before the [order](#) can be released for despatch.

Sales Details

Agent

Enter the default agent.

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

Sub Agent

Enter the default sub-agent.

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

Select **Update (F8)** to save any changes and to return to the Customer Sales Information window.

Customer Maintenance Additional Attributes Pop-up

To display this pop-up, if the Additional Attribute Pop-up Display field is set to Manual in the SOP company profile, select **Additional Attributes (F14)** on the Customer Sales Information window.

Alternatively, if the Additional Attribute Pop-up Display field is set to **Automatic** in the SOP company profile, press Enter on the Customer Sales Information window.

Use this pop-up to maintain additional sales attributes of a customer delivery point.

Note: *To ensure that this pop-up is always displayed in Customer Maintenance, the Additional Attribute Pop-up Display field should be set to Automatic in the SOP company profile. (If it is set to Manual, you have to select **Additional Attributes (F14)** on the Customer Sales Information window.)*

Fields

Buying Group

Enter a buying group code.

Alternatively, use the prompt facility to select from the GRPC Buying Group pop-up.

Customers Own Reference

Enter a fifteen-character code to represent the customers own reference number.

Customers Own Group

Enter a customers own group code

Alternatively, use the prompt facility to select from the COGP Customers Own Group pop-up.

Note: *The major type CGRP was used to define valid Customer Own Groups in System21 Drinks.*

Outlet Code

Enter any five-character code to represent the outlet code.

Large Drop Discount

Use this checkbox as follows:

Unchecked - If there is no large drop discount

Checked - If large drop discount may be given

Trade Key

Enter a trade key code.

Alternatively, use the prompt facility to select from the TRAD Trade Key pop-up.

Sales Stream

Enter a sales stream code.

Alternatively, use the prompt facility to select from the SSTR Sales Stream pop-up.

Taxation State

Enter a taxation state code.

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

This code is mandatory if State Profile is active.

This code is not displayed unless State Profile is active.

This code is used, in conjunction with the flag that determines whether the customer accepts [items](#) that are not on their buying list, in [order](#) to restrict the [items](#) that a customer can [order](#).

City Code

Enter a city code.

Alternatively, use the prompt facility to select from the CITY City pop-up.

This code is mandatory if State Profile is active.

This code is not displayed unless State Profile is active.

Buying List

Enter a valid standard buying list defined within [Order](#) Capture.

This code is mandatory if State Profile is active.

This code is not displayed unless State Profile is active.

Tax Group

Enter a tax group code.

Alternatively, use the prompt facility to select from the TXGP Tax Group pop-up.

This code is mandatory if State Profile is active.

This code is not displayed unless State Profile is active.

Caution: For Advanced Shipping (AS) customers, consignment stockrooms and self-billing must not be specified here; they are defined within AS Customer/Contract maintenance. However, Auto Receipt of Transfers may be selected here for these customers.

Consignment Stock

Use this checkbox as follows:

Unchecked - If the customer does not hold consignment stock

Checked - If the customer holds consignment stock

Consignment Stockroom

Enter a valid consignment [stockroom](#) to hold the customer's consignment stock.

A customer delivery location can only have a single consignment [stockroom](#).

If the customer's company is an Enterprise [Orders](#) company, the consignment [stockroom](#)(s) may exist in one or more Enterprise Supply companies. In this case the consignment [stockroom](#) may be left blank.

You can use the prompt facility on this field to select from the [Stockroom](#) Selection pop-up.

Auto Receipt of Transfers

Use this checkbox as follows:

Unchecked - If a separate shipment confirmation option will have to be run to confirm that the consignment stock has arrived at the customer site

Checked - If, once the consignment stock has been despatched from the stocking company, the goods are deemed to have arrived at the customer premises

This also applies to Advanced Shipping consignment stock transfers.

Replenish From

This field displays the default location from which consignments for this customer are replenished.

If DRP is not installed, it is not possible to make an entry in this field.

The [stockroom](#) entered must exist within DRP with a valid [stockroom](#)/customer. Therefore, if DRP is not installed, you can only replenish via Purchase [Ordering](#) and then only if [Order Capture](#) sourcing is switched on.

You can use the prompt facility on this field to select from the [Stockroom](#) Selection pop-up.

Self Bill Usage

Use this checkbox as follows:

Unchecked - If the customer will not use the self-billing options

When details of consumption are received, an invoice with stock update transactions will be generated.

Checked - If the customer will use self-billing

(This is only allowed if the customer uses consignment stock.)

Consumption will create GNI records for subsequent self-billing.

Functions

Licensing (F14)

Use this to display the Customer License Details Pop-up, for entry of the license information for a customer.

Note: This function is only available if Customer Licensing in Use is set **ON** for the sales [order processing company](#).

Self Billing (F15)

Use this to display the Customer Self Billing Defaults pop-up, for entry of the parameters that affect self-bill invoice matching.

Enterprise Consignment Stockrooms (F16)

Use this to display the Enterprise Consignment [Stockrooms](#) Maintenance window, for the selection of consignment [stockrooms](#) for any related supply companies.

Select **Update (F8)** to save any changes and return to the Customer Sales Information window.

Customer License Details Pop-up

To display this pop-up, select **Licensing (F14)** on the Customer Maintenance Additional Attributes pop-up.

Use this pop-up to define the following customer licensing attributes for a customer, if Customer Licensing in Use is set **ON** for the sales [order processing company](#):

- License Number
- Expiry Date

In addition, a list of the available product license types defined in the sales company is displayed from which those license types that identify the products that the customer is permitted, by law, to buy and sell can be selected.

Options

Licensed (1)

Select all license types that the customer is permitted, by law, to buy and sell.

Fields

License Number

Enter the license number, granted by the appropriate authority, that permits the customer to buy and sell alcoholic products.

Note: The field is for memo purposes only.

Expiry Date

Enter the date when the customers' license to buy and sell alcoholic products expires.

Note: The expiry date must not be earlier than the current date.

Note: This field is only shown if Customer Licensing in Use is set on the sales [order](#) processing company profile.

Note: If the customer attempts to [order](#) a product for which they hold an expired license the user placing the [order](#) will be warned of this fact and

If the expiry date of a license is changed the sales restrictions that exist for the customer are updated with the new expiry date.

Functions

All (F15)

Use this to select all of the displayed product license types.

Select **Update (F8)** to save the entered information and return to the Customer Sales Information window.

Self Billing Default Parameters Pop-up

To display this pop-up, select **Self Billing (F15)** on the Customer Maintenance Additional Attributes pop-up.

This is only applicable if the Self Bill Usage field is **checked** on the Customer Maintenance Additional Attributes pop-up. It allows definition of the method and tolerances applicable to the Self-bill Invoice Matching process for this customer. The defaults may be overridden at delivery sequence level unless the Allow Multiple [Delivery Address](#) field is **checked**.

Fields

Allow Multiple Delivery Address

Use this checkbox as follows:

Unchecked (default) - If separate self-bill invoices are to be supplied for each of a customer's delivery points

Checked - If one self-bill invoice is to be supplied for all of a customer's delivery points

In this case, each invoice line will normally quote the delivery point or plant to which the delivery was made.

Note: If a customer only has a single delivery point, leave this field unchecked.

Invoice Line Value Tolerance

Enter the maximum percentage variance in value between the customer invoice and the value of Goods Despatched Not Yet Invoiced that you are prepared to accept when matching the self-bill invoice.

Invoice Quantity Tolerance

Enter the maximum percentage variance in quantity between the customer invoice and the value of Goods Despatched Not Yet Invoiced that you are prepared to accept when matching the self-bill invoice.

Invoice Matching Rule

Enter the invoice matching rule that you want to use. These rules are defined in the Inventory [Descriptions file](#), under major type SBMR.

You can enter one of the following:

- 100 - To match invoices by System21 consignment number
- 200 - To match invoices by customer's delivery reference
- 300 - To match invoices by Call Off/RAN reference

You can use the prompt facility to select from the SBMR Self-bill Matching Rule pop-up.

Caution: Matching rule 000 (Manual Match) should not be used.

Manual Match GNI Sequence by Item

This field determines the [order](#) in which Goods Despatched but Not Invoiced lines are displayed when you are manually matching self-bill invoices in [Order](#) Entry. You should choose the sequence that matches the [order](#) in which lines are displayed on the customer's self-bill invoice.

Use this checkbox as follows:

Unchecked (default) - To display invoice lines in customer delivery point/delivery reference/customer [item](#) number sequence

Checked - To display the lines in customer delivery point/customer [item](#) number/delivery reference sequence

Functions

Default (F13)

Use this to toggle to maintain the defaults at customer level. These will apply when the defaults are not defined for the specific customer delivery sequence.

Del. Seq (F13)

Use this to toggle to show the defaults applicable to a specific customer delivery sequence.

Select **Update (F8)** to update and return to the Customer Maintenance Additional Attributes pop-up.

Supply Company Consignment Stockroom Window

To display this window, select **Enterprise Consignment [Stockrooms](#) (F16)** on the Customer Maintenance Additional Attributes pop-up.

This window displays a list of supply companies with which the customer company has a valid enterprise relationship and allows entry of a consignment [stockroom](#) in each of those supply companies. Entry is not mandatory but if present the [stockroom](#) must be a consignment [stockroom](#).

If no entries are made and the consignment [stockroom](#) on the Customer Maintenance Additional Attributes pop-up has been left blank, an error message will be presented and update will not be possible until at least one consignment [stockroom](#) (demand or supply company) is defined.

To remove a consignment [stockroom](#) record, blank out the [Stockroom](#) field.

Select **Update (F8)** to update and return to the Customer Maintenance Additional Attributes pop-up.

Pricing Type Restrictions Selection Pop-up

To display this pop-up, select **Default Pricing Types (F16)** on the Customer Sales Information window.

Note: *This pop-up is only available if you are using Advanced Pricing.*

Use this pop-up to select the pricing type for the restrictions.

Fields

Pricing Function

Enter one of the following:

- 1 - If the pricing function is discount
- 2 - If this is a price
- 5 - If this is a whole [order](#) discount
- 6 - If this is a retrospective discount
- 7 - If this is a special allowance discount

Alternatively, use the prompt facility to select from the PRTP Pricing Functions pop-up.

Press Enter to display the Pricing Type Restrictions Details pop-up.

Pricing Type Restrictions Details Pop-up

To display this pop-up, select a pricing function or enter a pricing function and then press Enter on the Pricing Type Restrictions Selection pop-up.

Use this pop-up to enter a series of restrictions. If you enter price types, these are the only ones that the customer can use.

Note: To add a type, enter a new sequence number and pricing type.

Fields

Sequence

Enter a sequence number to specify the [order](#) in which to search the restrictions to find a price.

Type

Enter a pricing type restriction that is valid for the pricing function specified.

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

Position To

Enter a sequence number at which to start the display.

Options

Amend

Use this to change the sequence number of the restriction

Delete

Use this to delete the restriction. Confirm the deletion by selecting **Confirm Delete (F11)**.

Select **Update (F8)** to save the information and to return to the Customer Sales Information window.

Customer Proof of Delivery Parameters Pop-up

To display this pop-up, select **POD (F17)** on the Customer Sales Information window.

Use this pop-up to enable or disable the POD (Proof of Delivery) function for your selected customer delivery point and to also set its default POD parameters.

The system distinguishes between delivery points whose POD parameters have never been set and those that have been set but are currently disabled. If you are enabling POD for a new (or existing) delivery point, the system uses the company default POD parameters as the initial defaults.

If you re-enable POD for a delivery point, the existing POD parameters are used; disabling POD does not re-set the other parameters.

Fields

Enabled

Use this checkbox as follows:

Unchecked - To disable the POD function for the selected customer delivery point

Note: If you disable POD for a customer delivery point that has been using the function, this will prevent further despatches from being despatched as Awaiting POD. You can, however, still confirm any [outstanding](#) despatches Awaiting POD.

Checked - To enable the POD function for the selected customer delivery point

Caution: You should only enable POD for domestic delivery points. Exported goods need to be invoiced before they leave the country.

Note: Use the next four fields to define default values for your delivery points.

Reference Required

Use this checkbox as follows:

Unchecked - To make the entry of a reference optional during interactive POD confirmation

Checked - To make the entry of a reference mandatory during interactive POD confirmation

Signatory Required

Use this checkbox as follows:

Unchecked - To make the entry of a signatory optional during interactive POD confirmation

Checked - To make the entry of a signatory mandatory during interactive POD confirmation

Auto-accept After

Enter **0** if you do not want the system to confirm a pick note automatically, regardless of the elapsed lead-time.

Enter a value greater than **0** to determine the lead-time in days after which you want the system to confirm a pick note awaiting POD automatically.

Overdue Date

Enter **0** if you do not want the system to determine when POD is usually overdue.

Enter a value greater than **0** to determine the lead-time in days after which you want the system to determine that POD is usually overdue.

Note: This value must be less than the value specified in the Auto-accept After field.

Press Enter to confirm your selection and re-display the Customer Sales Information window.

Customer Pricing Groups Pop-up

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

Note: This pop-up is only available if you are using Advanced Pricing.

Use this pop-up to link customers to specific customer groups for particular price types. You can set up groups for both price and discount price types.

Fields

Sequence

Enter a sequence number. This specifies the [order](#) in which to search the restrictions to find a price.

Type

Enter a price type restriction.

Alternatively, use the prompt facility to select from the [Item](#) Price Types pop-up.

Group

Enter the customer group for the price type

Alternatively, use the prompt facility to select from the Customer Price Groups pop-up.

You can amend or delete group details.

Position To

Enter the sequence number at which to start the display.

Options**Amend**

Use this to change the sequence number of the restriction.

Delete

Use this to delete the restriction. Confirm the deletion by selecting **Confirm Delete (F11)**.

Select **Update (F8)** to save the information and return to the Customer Sales Information window.

Customer Indian Detail Pop-up

To display this pop-up, press **Enter** on the Delivery Name and Address Maintenance window.

This pop-up will be displayed if India is active in the General Ledger parameters (070).

Fields**VAT Number**

You must enter a VAT identifier.

CST Number

You must enter a Central Sales tax identifier.

Service Tax Number

Enter a Service Tax Number if required.

Excise Tax Number

Enter an Excise Tax Number if required.

PAN Number (000 address only)

Enter a Pan Number if required.

MSME Number (000 address only)

Enter a MSME Number if required.

India Customer Group 1

Enter a Customer Group 1

Alternatively, use the prompt facility to select from the GL description ICG1 India Customer Group 1 pop-up.

India Customer Group 2

Enter a Customer Group 2

Alternatively, use the prompt facility to select from the GL description ICG2 India Customer Group 2 pop-up.

India Customer Group 3

Enter a Customer Group 3

Alternatively, use the prompt facility to select from the GL description ICG3 India Customer Group 3 pop-up.

Select **Update (F8)** to update the data and return to the Delivery Name and Address Maintenance Window.

Customer Tax Pop-up

To display this window, press **Enter** on the Maintain [Delivery Addresses](#).

This pop-up will be displayed if Nota Fiscals are active in the General Ledger parameters (65).

Fields

Tax ID

Enter the Tax Identifier used in the Brazil tax ID on the company address.

Fiscal Code

Enter the code to be used as the Fiscal Complement of this address.

Customer Maintenance Russian Detail Pop-up

To display this pop-up, press **Enter** on the Delivery Name and Address Maintenance window.

This window will only be displayed if GL Country Specific parameter 069 Russian Function is active.

Fields

KPP

Enter the KPP code which accompanies the INN if required

OKPO

Enter the OKPO code if required

OKVED

Enter the OKVED code if required

OKATO

Enter the OKATO code if required

OKOPF

Enter the OKOPF code if required

OKFS

Enter the OKFS code if required

OKPD

Enter the OKPD code if required

Select **Update (F8)** to update the data and return to the Customer Maintenance Selection Window.

India Details – GST Classification

This function is displayed after all other maintenance panels if the India function is active and the customer being maintained does not currently have a GST Classification defined.

Fields

GST Classification

Enter a valid GST Classification (GSTC table in 2/L1M) for the selected Customer.

Use ENTER to confirm and display the main India details panel.

India Details

If the GST classification for the customer is flagged as not registered for GST a warning message will be displayed. In this case PAN and GSTIN are not mandatory, but if entered, will be validated.

If an incorrect state code is entered in the state component of the GSTIN an error message will be returned indicating the correct state code. This is dependent on the Country Sub-division held on the customers address. If no appropriate state code is found (i.e. fixed format address does not exist or country sub-division is not defined) the error message will specify state not found.

If the PAN component of the GSTIN is incorrect the error message will indicate that that is the issue. Use of F12 from this panel will allow the user to change the GST classification.

Ref. L104P99

Fields

Customer Group 1

Enter the Customer Groups for this customer; or use the prompt facility to display the ICG1-ICG3 parameters defined in General Ledger Parameters

Note. Customer group 1 will be validated against the CESS parameter (in L1 Generic Function) to ensure GST registered customers do not use the group defined for CESS customers only.

Turkish Details

This window is displayed when the Turkish function is active, to allow the entry of e-commerce details for a non-000 [delivery address](#).

Note. This window will only be valid when Sales Details have already been maintained as the Customer Class (CCCC) needs to be known for the correct screen to display

Where the customer is a distributor (i.e. the Customer Class is defined as a distributor in the IN parameter CCCC) the Turkish Details – Distributor will be displayed instead

Ref. L106B02

Fields

Alias?

Use this field to enter the invoice/despatch email address for the customer.

This is optional but if entered must be taken from the Turkey e-invoice file.

A prompt is available.

Functions

Audit (F7)

Use this function key to display the Turkish Details Audit pop-up

Update (F8)

Use this to update the details for the customer

Press ENTER to validate the details and Update (F8) to update the details and return to the customer selection panel

Turkish Details - Distributor

This window is displayed when the Turkish function is active, to allow entry of the e-commerce details for a non-000 customer [delivery address](#), where the sales details identify the customer as being a distributor (using the customer classification code)

Note. This window will only be valid when Sales Details have already been maintained as the Customer Class (CCCC) needs to be known for the correct screen to display

Where the customer is not a distributor (i.e. the Customer Class is not defined as a distributor in the IN parameter CCCC) the Turkish Details will be displayed instead

Ref. L106C02

Fields

Tax ID

Use this field to enter the tax id for the [delivery address](#) customer

This will default to blank and will be mandatory

Tax Office Name

Enter the name used by the tax office for this customer

This is mandatory

Despatch Alias?

Use this field to enter the despatch email address for the customer

This is optional but if entered it must be taken from the Turkey e-despatch file.

A prompt is available.

Functions

Audit (F7)

Use this function key to display the Turkish Details Audit pop-up

Update (F8)

Use this to update the details for the customer

Press ENTER to validate the details and Update (F8) to update the details and return to the customer selection panel

Maintain Depot Profiles [3/OEM]

A [depot](#) is a [stockroom](#) that can have sales [orders](#) raised on it. Use this task to maintain the control parameters for a [depot](#).

Note: You must set up [depot](#) profiles before you set up customer sales details.

Depot Profile Maintenance Selection Window

To display this window, select the Maintain [Depot](#) Profiles task.

Use this window to select the [depot](#) you want to maintain, or to enter a new [depot](#).

Fields

Select Depot Code

Enter the [depot](#) you want to maintain, or enter a new [depot](#) using two alphanumeric characters.

Functions

Delete (F11)

Use this to delete the selected profile.

Press Enter to display the [Depot](#) Profile Maintenance Details window.

For new [depot](#) profile addresses if fixed format address active GL Country Specific parameter 068 the Fixed Format Address Type Selection Pop-up is displayed prior to the [Depot](#) Maintenance Details Window.

Depot Profile Maintenance Details Window

To display this window, enter a [depot](#) and then press Enter on the [Depot](#) Profile Maintenance Selection window.

Use this window to enter the details for the [depot](#).

Fields

Name

Enter the name of the [depot](#).

Address

Enter up to five lines of address for the [depot](#).

Post Code

Enter the postcode of the [depot](#).

Telephone No

Enter the telephone number of the [depot](#).

Telex Number

Enter the telex or fax number of the [depot](#).

Contact

Enter the name of the contact at this [depot](#).

Stockholding

This field is not used at present.

Allocation**Priority**

Enter the [priority](#) for automatic stock allocation. For example, if you enter **99**, this will always force stock allocation. **00** is for manual stock allocation.

Time Fence

Enter the number of days before the [order](#) due date that you allocate [orders](#) in this [depot](#).

Acknowledgement**Minimum Value**

This field is not used at present.

Time Fence

This field is not used at present.

Press Enter to save the information and re-display the [Depot](#) Profile Maintenance Selection window.

Function**Fixed Format Address (F15)**

Use this to create or maintain the fixed format address for the [depot](#).

Maintain Price/Discount Profiles [21/OEM]

Pricing Structure

You can set up and maintain any number of [price lists](#). You can specify a default [price list](#) for each company. The customer sales information for each delivery point holds:

- The [price list](#) normally used for the customer delivery point, which must be in the customer's trading currency.
- A flag to show whether the default [price list](#) is available for this delivery point

When you enter an [order](#) for this delivery point, the [Order](#) Header window shows the normal [price list](#) set up in the additional details. Each [order](#) line picks up the [price list](#) specified on the [order](#) header. You can change both of these [price lists](#).

[Price list](#) possibilities include:

- Every [order](#) line priced from the normal delivery point [price list](#)
- Every [order](#) line priced from the same [price list](#), but not the normal delivery point list
- Different [order](#) lines priced from different [price lists](#)

You can override the price for a particular line with a fixed price; however, this means the [order](#) is suspended.

If you cannot price a line from the designated [price list](#), either the [order](#) is suspended or, if you are using the default [price list](#), this is used instead.

Discounting Structure

You can set up and maintain any number of [discount lists](#). The additional details for each delivery point optionally hold the [discount list](#) normally used for the customer delivery point.

This [discount list](#) must be in the customer's trading currency. When you enter an [order](#) for this delivery point, the [Order](#) Header window shows the normal [discount list](#) set up in the additional details. Each [order](#) line picks up the [discount list](#) code specified on the [order](#) header. You can change both of these lists.

[Discount list](#) possibilities are:

- Every [order](#) line discounted from the normal delivery point [discount list](#)
- Every [order](#) line discounted from the same [price list](#), but not the normal delivery point list
- Different [order](#) lines discounted from different [discount lists](#)

For a particular line, you can override the [discount list](#) with a fixed discount.

Price and Discount Profiles

To set up a [price list](#) or [discount list](#), you need to:

- 1 Set up the list profile.
- 2 Maintain the list.

The profile contains the ID of the user who has authority to maintain the list.

Free of Charge Orders and Order Lines

If you have whole [orders](#) or [order](#) lines which are free of charge, you must set up a [price list](#) profile for a [price list](#) called FOC.

Price/Discount Profile Maintenance Selection Window

To display this window, select the Maintain Price/Discount Profiles task.

Use this window to select the list to maintain.

Fields

List Code

Enter the list code you want to create or maintain.

Alternatively, use the prompt facility. If you leave the Type field blank on this window, the Select Price/[Discount List](#) pop-up is displayed. If you then select **Discount**, the Select [Discount List](#) pop-up is displayed. If however, you select **Price**, the Select [Price List](#) pop-up is displayed. If you select a value in the Type field on this window, the relevant selection pop-up will be displayed straight away.

Type

Select one of the following:

Discount (1)

[Price List](#) (2)

Cost List

When you are creating a new list, use this field to specify whether it is a Configurator cost list.

Use this checkbox as follows:

Unchecked - If it is not a Configurator cost list

Checked - If it is a Configurator cost list

Press Enter to display the Price/Discount Profile Detail window.

Price/Discount Profile Detail Window

To display this window, enter a list and type or select a list and then press Enter on the Price/Discount Profile Maintenance Selection window.

Use this window to create or maintain price and discount profiles.

Fields

Authority

Enter the ID of the user who has the authority for this discount or [price list](#).

Note: *If you want to transfer authority to a different user, the user with the authority must make the change.*

Currency

If this is a [discount list](#) applies to a specific currency or is a value discount, Enter the currency code.

Alternately use the prompt facility to select the currency.

Leave the currency code blank, if the [discount list](#) is a percentage discount and applies to all customer currencies.

Caution: The list cannot change from a currency-specific list to an all-currency list once it has been created.

Note: Currency details are only maintainable if the Multi-currency field in the Accounts Receivable company profile is checked.

Text

Enter up to 30 characters of text.

Nett price

Enter a **1** to establish the [price list](#) as a net [price list](#).
The default is **0**

Default List

Use this checkbox as follows:

Unchecked - If this is not the default [price list](#) for this company

Checked - If this is the default [price list](#) for this company

You can only specify one [price list](#) per company as a default list.

Note: This field is only displayed when you are maintaining [price lists](#) (that is, you have selected [Price List](#) in the Type field).

Press Enter to save the information and to return to the Price/Discount Profile Maintenance Selection window.

Maintain Price Lists [22/OEM]

Use this task to maintain the sales [order price lists](#).

A [price list](#) can be used throughout the company or for an individual customer. [Price lists](#) are identified by a code that is held as part of the customer additional information. The product entries within a [price list](#) have an effectivity start date, so you can enter price changes before you introduce them. You can only carry out [price list](#) maintenance if you are the authorised owner set up in the [price list](#) profile.

Price List Maintenance Selection Window

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

Use this window to select the [price list](#), effectivity date and [item](#) for which you want to maintain price details. You can only maintain a [price list](#) if you are its current owner, as defined by the user authority in the [price list](#) profile.

You can also enter details to create a new [price list](#).

Fields

Price List Code

Enter the [price list](#) profile.

Alternatively, use the prompt facility to select from the Select [Price List](#) pop-up.

Effective Date

Enter or select the date from which the price of the new [item](#) is effective. If you leave this field as zeroes, it defaults to the current date.

To review the current [price list](#), leave this field as zeroes.

Item

Enter the [item](#) to maintain or add to the [price list](#).

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

If you leave this field blank, full details of the [price list](#) are displayed, showing the price effective at the date entered.

To view all [items](#) on a [price list](#) for a specific date, enter or select the date and leave this field blank.

Press Enter to display the [Price List](#) Maintenance [Item](#) Detail window.

Price List Maintenance Item Detail Window

To display this window, enter or select a [price list](#) and an [item](#) and then press Enter on the [Price List](#) Maintenance Selection window.

Use this window to enter the price for the [item](#).

Fields

List Price

Enter the undiscounted price in the currency of the [price list](#).

UoM

Enter a [unit of measure](#) for the price of this [item](#).

Alternatively, use the prompt facility to select from the UNIT Unit Description pop-up.

If this field is left blank, the default issue UoM is used.

UOM Factor

Enter the factor by which the sales [order](#) quantity is to be divided to calculate the [order](#) line value.

Press Enter to save the information and to return to the [Price List](#) Maintenance Selection window.

Price List Maintenance Detail Window

To display this window, enter a [price list](#) but no [item](#) and then press Enter on the [Price List Maintenance Selection](#) window.

Use this window to maintain existing prices on the [price list](#).

Fields

Ref

Enter the reference number for the [item](#) you want to maintain.

You can then amend the list price, UoM and UoM Factor.

Functions

Delete (F11)

Use this to delete an [item](#) from the [price list](#). You need to enter the line reference number, select **Delete (F11)** and then select **Confirm Deletion (F11)**.

Press Enter to save any changes and then select **Exit (F3)** to leave the task.

Maintain Discount Lists [23/OEM]

Use this task to maintain the [discount lists](#) you use in [Order Entry](#). A [discount list](#) can be applied throughout a company or to an individual code. You can base a discount on quantity or value breaks either as a percentage or an amount. You can allocate a discount to an individual [item](#), or give the same discount to all [items](#) in a discount group. A discount group is an attribute of an [item](#), which you set up in [Item Maintenance](#), to group related [items](#) together for discounting purposes. You can only maintain a [discount list](#) if you are authorised to it in the discount profile.

You can apply a discount to:

- Lines - this is referred to as discount 1 in enquiries and reports.
- Whole [order](#) - this is referred to as discount 2 in enquiries and reports.

When applying discounts, Sales [Order Processing](#) follows this procedure for each [order](#) line:

- It checks whether the [item](#) has an individual [item](#) discount. If it finds one, it is applied.
- If the [item](#) does not have an individual discount set up, it checks whether the [item](#) belongs to a discount group. If it does, the group discount is applied.
- If neither of the above produces a discount, the default [discount list](#) ALL is used.

When each line has been checked for a discount, Sales [Order Processing](#) checks to see whether the whole [order](#) should receive a discount.

Discount List Maintenance Selection Window

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

Use this window to select the [discount list](#) you want to maintain. You can only maintain a [discount list](#) if you are its current owner, as defined by the user authority in the discount profile.

Fields

Discount List Code

Enter the [discount list](#) you want to maintain.

Alternatively, use the prompt facility to select from the Select [Discount List](#) pop-up.

Note: Only enter one of the next three fields.

Item Discount Group

Enter the [item](#) discount group as held on the [Item](#) Master file.

Alternatively, use the prompt facility to select from the PGR [Item](#) Discount Group pop-up.

Item

Enter an [item](#).

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

Order Discount

Use this checkbox as follows:

Unchecked - If this is not a whole [order](#) discount

Checked - If this is a whole [order](#) discount

Effective Date

Enter or select the date from which the [discount list](#) is to be used. If you leave this field as zeroes, the current date will be used.

Press Enter to display the [Discount List](#) Maintenance Details window.

Discount List Maintenance Details Window

To display this window, press Enter on the [Discount List](#) Maintenance Selection window.

Use this window to enter the details for the [discount list](#).

If the [discount list](#) is an all currencies list, the Percentage/Value option is defaulted to **Percent (1)** and is the only permitted value.

Fields

UoM Code

Enter the [unit of measure](#) in which you want the quantity limits to be expressed. If you leave this field blank, the [unit of measure](#) specified during [Order](#) Entry is used.

UoM Factor

Enter the UoM factor to use to convert the [order](#) UoM to the discount UoM, if they are different. Once the conversion is performed, the discount is performed automatically.

Note: *UoM Code and UoM Factor cannot be updated if you checked the [Order](#) Discount field on the [Discount List](#) Maintenance Selection window.*

Percent/Value

Select one of the following:

Percent (1) - To express discounts in percentages

Value (2) - To express discounts as values

Note: *If the [discount list](#) is an all currencies list, then **Percent (1)** is the only permitted value*

Based On

Select one of the following:

Quantity (1) - If qualifying limits are by quantity

Value (2) - If qualifying limits are by value

Note: *Whole [order](#) discounts are always expressed in percentages and are based [on order values](#).*

Caution: If a discount list is all currencies, the discount list can be based on value. If this is the case, the value is assumed to be in the prime currency at the time of taking the order.

Currency Code

Enter the currency for the list.

Note: *Currency details are only maintainable if the Multi-currency field in the Accounts Receivable company profile is checked.*

Qual. Limits

Enter the quantity or value limit that has to be reached to qualify for a discount. The last limit must be 999999999999.99. The type of entry in this field, either value or quantity, is governed by the value of the Based On field.

Rates

Enter the rate of discount earned by the corresponding qualifying limit. You must enter a rate for the maximum qualifying limit. The type of entry in this field, either percentage or value, is governed by the value of the Percent/Value field.

Press Enter to save the information and return to the [Discount List](#) Maintenance Selection window.

Create New Price List [24/OEM]

Use this task to:

- Update an existing [price list](#)
- You can adjust all of the prices in a list by a defined percentage. A positive value will increase all prices in the list. A negative value will decrease the prices.
- Create a new [price list](#)
- This can be generated as a direct copy of an existing [price list](#) or a defined variation of an existing list.

A batch job is submitted to create the [price lists](#).

Create a New Price List Window

To display this window, select the Create New [Price List](#) task.

If a new [price list](#) has been created before, the details are displayed. To create a new list, override the existing information.

Fields

Price List Details

New List

Enter the name of the new list. To update an existing list, enter the name of an existing list.

Effectivity Date

Enter or select the date from which the prices on the [price list](#) are to be effective.

New Authority

If you are creating a new list, enter the user profile of the person who is to have authority for the list.

Old List

Enter the code of the [price list](#) to be updated or to use as a base for the new one.

Alternatively, use the prompt facility to select from the Select [Price List](#) pop-up.

Effectivity Date

Enter or select the effectivity date of the old list.

Note: If you want to create a based-on [price list](#), and want this new [price list](#) to be effective from the current date, enter the date before the current date in the first Effectivity Date field and the current date in the second Effectivity Date field.

Factor (%)

Enter the percentage by which the prices on the old list are to be decreased or increased.

For a percentage decrease, enter - (minus) after the percentage.

Number of Decimals

The prices calculated for the new list cannot be whole numbers. Use this field to enter the number of decimal places to which to calculate.

For example, if the current price is 27.37, applying a factor of 8% gives a calculated price of 29.55960. One decimal place would give a price of 29.6 and two decimal places would give a price of 29.56

Update Prices

Use this checkbox as follows:

Unchecked - Not to update the prices but produce an audit report to show the effect of the price update

Checked - To update the [price list](#) when you submit it from this task

Nett price

Enter a **1** to establish the [price list](#) as a net [price list](#).
The default is **0**

Multi-currency Details

Currency

Enter the currency for the new [price list](#).

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

Currency Rate Code

Enter the currency rate code used to define the exchange rates.

Currency Rate

Enter the currency rate to use when converting old prices to the new prices.

Select one of the following in the untitled field:

Multiply (1) - To multiply the transaction value by the currency rate

Divide (2) - To divide the transaction value by the currency rate

Note: *You must enter either a currency rate or a currency rate code.*

Functions

Currency (F19)

Use this to display the Override Conversion Parameters window. Enter either the rate code or the rate, and whether it is to be multiplied or divided. Press Enter to return to this window.

Press Enter. A warning message is displayed if you are updating an existing list. Press Enter to clear it. Then press Enter a second time to display the Create a New [Price List](#) Details window.

Create a New Price List Details Window

To display this window, press Enter twice on the Create a New [Price List](#) window.

Use this window to select specific attributes for the new [price list](#). You can select a range of [items](#) by [item](#) code, or by [item](#) attribute.

Fields

Select the range required on the [price list](#) by entering a From and To value. You can enter a range for one or more of the following:

- [Item](#)
- [Item](#) type
- [Item](#) class
- [Item](#) group major and minor
- Division
- Sub-division
- Discount group
- Inventory source
- [Price list](#) sequence code
- EEC Tariff Code
- Tariff reference
- Search family

A prompt facility is available on all fields apart from the Tariff Reference fields.

Note: Only eight-character tariff codes are permitted in companies defined within the World Trade application. This ensures that the tariff code definition within Inventory Management remains compatible with the definition of the first portion of an [item's](#) commodity code within the World Trade application (which is still restricted to eight characters).

Select **Submit (F8)** to submit the batch job to create the new [price list](#).

Create New Discount List [25/OEM]

Use this task to create a new [discount list](#). This can be generated as a direct copy of an existing [discount list](#) or a defined variation of an existing list.

A batch job is submitted to create the [discount lists](#).

Create New Discount List Window

To display this window, select the Create New [Discount List](#) task.

If a new [discount list](#) has been created before, the details are displayed. To create a new list, override the existing information.

Fields

Discount List Details

New List

You must enter the name of the new list or, to update an existing list, enter the name of an existing list.

Effectivity Date

You must enter or select the date from which the discounts on the [discount list](#) are to be effective.

New Authority

If you are creating a new list, you must enter the user profile of the person who is to have authority for the list.

Old List

You must enter the code of the [discount list](#) to be updated or to use as a base for the new one.

Effectivity Date

You must enter or select the effectivity date of the old list.

Note: *If you want to create a based-on [discount list](#), and want this new [discount list](#) to be effective from the current date, enter the date before the current date in the first Effectivity Date field, and the current date in the second Effectivity Date field.*

Number of Decimals

The discounts calculated for the new list may not be whole numbers. Use this field to enter the number of decimal places to which to calculate.

Update Discounts

Use this checkbox as follows:

Unchecked - Not to update the discount but produce an audit report to show the effect of the discount update

Checked - To update the [discount list](#) when you submit it from this task

Multi-currency Details

Currency

Enter the currency for the new [discount list](#).

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

Currency Rate Code

Enter the currency rate code used to define the exchange rates.

Currency Rate

Enter the currency rate to use when converting old discounts to the new discounts.

Enter one of the following in the untitled field:

Multiply (1) - To multiply the transaction value by the currency rate

Divide (2) - To divide the transaction value by the currency rate

Note: *You must enter either a currency rate or a currency rate code.*

Functions

Currency (F19)

Use this to display the Override Conversion Parameters window. Enter either the rate code or the rate, and whether it is to be multiplied or divided. Press Enter to return to this window.

Select **Submit (F8)** to submit the background job for processing and leave the task.

Forms Length Overrides [4/OEM]

Use this task to override the default settings for the printing area on [picking notes](#), despatch notes and shipping notes.

You can also apply borders to this documentation.

Maintain Print File Override Selection Window

To display this window, select the Forms Length Overrides task.

Use this window to select the print function to maintain.

Fields

Print Function

Enter the print function.

Alternatively, use the prompt facility to select from the DOCT Document Types pop-up.

Press Enter to display the Maintain Print File Override Detail window.

Maintain Print File Override Detail Window

To display this window, press Enter on the Maintain Print File Override Selection window.

Use this window to specify overrides to the print function.

Fields

Page Length

Enter the page length. This must be greater than 45. The default is 66 lines per page.

Overflow Line Number

Enter the line number after which printing starts on a new page. This must be less than or equal to the page length specified. The default is 60.

Print Borders

Use this checkbox as follows:

Unchecked (default) - Not to print borders on the documentation

Checked - To print borders on the documentation

Note: This updates the same file as the *Print Borders on Documentation* fields in the [Sales Order Company Profile](#) task.

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

Maintain Delivery Adjustment Reason Codes [5/OEM]

Use this task to maintain the delivery adjustment reason codes that you use for the Proof of Delivery function. These codes help to break down delivery details into a more appropriate reporting structure since there may be several reasons for not returning undelivered stock. For example, it could be broken, stolen or expired.

For more information about how POD works, see the Introduction to Proof of Delivery section.

POD Adjustment Reason Code Maintenance Selection Window

To display this window, select the Maintain Delivery Adj. Reason Codes task.

Use this window to create, maintain or delete reason codes.

Fields

Adjustment Reason

This field displays the reason code and its description.

Processing Profile Description

This field display the processing profile's description.

Reinstate Short Delivery

This determines whether or not the [outstanding order](#) line [balance](#) is increased by the short delivery quantity.

One of the following is displayed:

0 - If the [outstanding order](#) line [balance](#) is not increased by the short delivery quantity

1 - If the [outstanding order](#) line [balance](#) is increased by the short delivery quantity

In this case, the quantity on [back order](#) is also increased if the due date is within the [depot's](#) allocation [time fence](#).

+/-

This determines the sign of the adjustment, where + is an over-delivery and - is an under-delivery.

Upd Stk (Update Stock)

This controls the update of stock.

One of the following is displayed:

0 - For no update of stock

1 - To update stock

Options

Amend

Use this to display the POD Adjustment Reason Code Maintenance Update pop-up.

Delete

Use this to display the POD Confirm Deletion pop-up.

Functions

Add (F6)

Use this to add a new POD adjustment reason code. The window that is displayed is the same as the POD Adjustment Reason Code Maintenance Update pop-up, but the title is changed to reflect the fact that it is an addition.

Select an option or function.

Alternatively, select **Exit (F3)** to leave the task without making changes.

POD Adjustment Reason Code Maintenance Update Pop-up

To display this pop-up, select Amend against a line on the POD Adjustment Reason Code Maintenance Selection window.

Use this pop-up to amend the details of an existing reason code.

Note: *The fields on this pop-up are the same as those on the POD Adjustment Reason Code Maintenance Add pop-up, with the exception that there are no details included in the fields when you select **Add (F6)** to create a new code.*

Fields

Reason Code

This field displays the reason code.

Description (Untitled)

This field displays the description assigned to an existing reason code. You can change it if necessary. If you are creating a new code, enter up to 32 alphanumerical characters to describe the code.

Processing Profile

This field displays the processing profile associated with this code.

You can use the prompt facility to display a list of valid profiles.

Caution: It is recommended that you use the processing profiles that are supplied as standard when you create or amend reason codes.

Reinstate Short Delivery

Use this field to determine whether the [outstanding order](#) line [balance](#) is increased by the short delivery quantity.

Use this checkbox as follows:

Unchecked - If the [outstanding order](#) line [balance](#) is not increased by the short delivery quantity

Checked - If the [outstanding order](#) line [balance](#) is increased by the short delivery quantity

In this case, the quantity on [back order](#) is also increased if the due date is within the [depot's](#) allocation [time fence](#).

Note: *Over-deliveries and re-instatements are mutually exclusive.*

Under or Over Deliver

Select one of the following to determine the sign of the adjustment associated with this reason code:

Over (+) - To associate an over-delivery of goods with this reason code

Under (-) - To associate an under-delivery of goods with this reason code

Update Stock

Use this field to control the update of stock associated with this reason code.

Use this checkbox as follows:

Unchecked - If no update of stock is required

Checked - If stock update is required

Note: If you selected Over in the Under or Over Deliver field, you must check this field to update stock.

Press Enter to confirm your changes and re-display the POD Adjustment Reason Code Maintenance Selection window.

POD Confirm Deletion Pop-up

To display this pop-up, select Delete on the POD Adjustment Reason Code Maintenance Selection window.

Use this pop-up to confirm the deletion of a POD adjustment reason code. You cannot delete a reason code if it is being used on unprocessed delivery adjustments, for example when there is a delivery adjustment on a [picking note](#) that is still in the process of being confirmed.

Select **Confirm (F11)** to delete the selected reason code and re-display the POD Adjustment Reason Code Maintenance Selection window.

Alternatively, select **Previous (F12)** to re-display the POD Adjustment Reason Code Maintenance Selection window.

Maintain Sales Restrictions [6/OEM]

Maintenance of the locks for, and the keys to, [items](#) is accomplished via this task. It is possible to place locks against, and provide customer keys to, [items](#) at any of the following levels:

- Customer/[Item](#)
- Customer Group/[Item](#)
- Customer/[Item](#) Group
- Customer Group/[Item](#) Group

The same function is used to establish:

- The access levels against which locks and keys can be maintained
- The details of the actual locks and keys themselves

Sales Restrictions Selection Window

To display this window, select the Maintain Sales Restrictions task.

Use this window to select the level to maintain.

Note: The number of maintenance levels available for selection from this window is dependent on whether an [item](#) and/or customer attribute has been entered on the Sales Restriction Delimiters pop-up.

Fields

Select the Level to Maintain

Customer/Item

Enter **1** in this field to maintain lock and key information at customer/[item](#) level.

Customer Group/Item

Enter a **1** in this field to maintain lock and key information at customer group/[item](#) level.

Note: A customer attribute must have been selected on the Sales Restriction Delimiters pop-up to enable lock and key maintenance at this level.

Customer/Item Type

Enter **1** in this field to maintain lock and key information at customer/[item](#) group level.

Note: An [item](#) attribute must have been selected on the Sales Restriction Delimiters pop-up to enable lock and key maintenance at this level.

Customer Group/Item Group

Enter **1** in this field to maintain lock and key information at customer group/[item](#) group level.

Note: Both a customer and an [item](#) attribute must have been selected on the Sales Restriction Delimiters pop-up to enable lock and key maintenance at this level.

Functions

Print Report (F8)

Use this to leave the task and submit a request to produce a report listing all sales restrictions currently in place for the demand company.

Company Delimiters (F10)

Use this to display the Sales Restriction Delimiters pop-up, on which you can select the customer and [item](#) attributes to be used as the "grouping" criteria for placing locks on, and granting keys to, [items](#).

To enable locks and keys to be provided by [item](#) type and/or customer class, the appropriate [item](#) attribute and/or customer attribute to be used for grouping [items](#) and customers must be established.

Note: Only one each of the available [item](#) and customer attributes can be chosen per demand company, although it is possible to choose different [item](#) and/or customer attributes within different demand companies.

Item Analysis (F15)

Use this to display the Sales Restriction Analysis window.

Press Enter to validate the selections made and pass control to the next level of maintenance.

Sales Restriction Delimiters Pop-up

To display this pop-up, select **Company Delimiters (F10)** on the Sales Restrictions Selection window.

Use this pop-up to set the restriction levels for customers and [items](#).

Fields

Customers Restricted By

Enter one of the following:

CCCC - Customer Class

DN - Customer Division

SV - Customer Sub-division

Alternatively, use the prompt facility to select from the CGRP Customer Groups pop-up.

Leave this field blank if you do not wish to select a customer attribute.

The description of the chosen attribute value is displayed for verification purposes.

Caution: If this field is left blank, it will not be possible to provide keys to items by customer group.

Items Restricted By

Enter one of the following:

DIVN - [Item](#) Division

INSC - Inventory Source

PCLS - [Item](#) Class

PGMJ - [Item](#) Group Major

PGMN - [Item](#) Group Minor

PTYP - [Item](#) Type

SDIV - [Item](#) Sub-division

Alternatively, use the prompt facility to select from the IGRP [Item](#) Groups pop-up.

Leave this field blank if you do not want to select an [item](#) attribute.

The description of the chosen attribute value is displayed for verification purposes.

Caution: If this entry is left blank, it will not be possible to set locks against items by item group.

Functions

Add/Update (F8)

Use this to return to the Sales Restrictions Selection window retaining any entries made.

Delete (F11)

Use this to delete a restriction. The Deletion Confirmation Request pop-up is displayed.

Note: This function is only available when a restricted sales delimiter has already been established in the demand company.

Note: When you delete the sales restriction access level definition it will no longer be possible to place locks against groups of [items](#) or to grant keys to a group of customers.

Sales Restrictions Analysis Window

To display this window, select [Item Analysis \(F15\)](#) on the Sales Restrictions Selection window.

Use this window to select a locked [item](#) code.

Fields

Item

Enter a locked [item](#) code for which a list of the customers with a valid key to that [item](#) is required.

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

Enter or select a locked [item](#) code and then press Enter to re-display the Sales Restrictions [Item](#) Analysis window.

Sales Restrictions Customer/Item Access Level Maintenance Window

To display this window, enter 1 against Customer/[Item](#) and then press Enter on the Sales Restrictions Selection window.

Use this window to place locks on [items](#) and grant customers keys to those [items](#).

Note: A lock is placed on an [item](#) as soon as a key to that [item](#) has been granted to a customer or customer group. To remove a lock from an [item](#), all keys to that [item](#) at customer and customer group level must be removed.

Options

Customer Enquiry

Use this to invoke the Customer Enquiry for the specified customer.

Item Enquiry

Use this to invoke the [Item/Stockroom](#) Enquiry for the specified [item](#).

Delete

Use this to delete the specified customer/[item](#) combination from the Sales Restriction database.

Functions

Add (F10)

Use this to display the Add a Customer/[Item](#) Record pop-up to grant a key to an [item](#) at customer level.

Select **Add (F10)** to display the Add a Customer/[Item](#) Record pop-up.

Add a Customer/Item Record Pop-up

To display this pop-up, select **Add (F10)** on the Sales Restrictions Customer/[Item](#) Access Level Maintenance window.

Use this pop-up to grant keys to an [item](#) to a specific customer delivery point.

Fields

Item

Enter the locked [item](#) code for which a key is to be granted. The value entered is validated against the [Item](#) Master file.

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

The description of the chosen [item](#) is displayed for verification purposes.

Customer\Delivery Sequence

Enter the customer and delivery sequence being granted a key to the locked [item](#). The value entered is validated against the Customer Master file.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

The name of the chosen customer is displayed for verification purposes.

Note: *If the delivery sequence 000 is specified, all delivery points associated with the customer are granted a key to the [item](#).*

Select **Update (F8)** to add the specified customer/[item](#) combination to the Sales Restriction database and return to the Sales Restrictions Customer/[Item](#) Access Level Maintenance window.

Sales Restrictions Customer Group/Item Access Level Maintenance Window

To display this window, enter **1** against Customer Group/[Item](#) and then press Enter on the Sales Restrictions Selection window.

Use this window to place locks on [items](#) and grant all customers in a group keys to those [items](#).

Note: *A lock is placed on an [item](#) as soon as a key to that [item](#) has been granted to a customer or customer group. To remove a lock from an [item](#), all keys to that [item](#) at customer and customer group level must be removed.*

Fields

Access Level

The access level description is dependent upon the customer attribute chosen on the Sales Restriction Delimiters pop-up.

Options

Customer Group List

Use this to display the Customer Group Listing pop-up for the selected customer group.

Item Enquiry

Use this to invoke the [Item/Stockroom](#) Enquiry for the selected [item](#).

Delete

Use this to delete the selected customer group/[item](#) combination from the Sales Restriction database.

Functions

Add (F10)

Use this to display the Add a Customer Group/[Item](#) Record pop-up to grant a key to an [item](#) at customer group level.

Select **Add (F10)** to display the Add a Customer Group/[Item](#) Record pop-up.

Add a Customer Group/Item Record Pop-up

To display this pop-up, select **Add (F10)** on the Sales Restrictions Customer Group/[Item](#) Access Level Maintenance window.

Use this pop-up to grant keys to an [item](#) to a group of customers.

Fields

Item

Enter the locked [item](#) code for which a key is to be granted. The value entered is validated against the [Item](#) Master file.

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

The description of the chosen [item](#) is displayed for verification purposes.

Customer Group

Enter the customer group being granted a key to the locked [item](#). The value entered is validated against the Inventory [Descriptions file](#).

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

The parameter type used is dependent upon the customer attribute chosen on the Sales Restriction Delimiters pop-up.

The description of the customer group is displayed for verification purposes.

Select **Update (F8)** to add the specified customer group/[item](#) combination to the Sales Restriction database and return to the Sales Restrictions Customer/[item](#) Access Level Maintenance window.

Sales Restrictions Customer/Item Group Access Level Maintenance Window

To display this window enter 1 against Customer/[item](#) Group level and then press Enter on the Sales Restrictions Selection window.

Use this window to place locks on groups of [items](#) and grant specific customers a key to all those [items](#) in the group.

Fields

Access Level

The access level description is dependent upon the [item](#) attribute chosen on the Sales Restriction Delimiters pop-up.

Options

Customer Enquiry

Use this to invoke the Customer Enquiry for the selected customer.

Item Group List

Use this to display the [items](#) in Group Listing pop-up for the selected [item](#) group.

Delete

Use this to delete the specified customer/[item](#) group combination from the Sales Restriction database.

Functions

Add (F10)

Use this to display the Add a Customer/[item](#) Group Record pop-up to grant a key to a group of [items](#) at customer level.

Select **Add (F10)** to display the Add a Customer/[item](#) Group Record pop-up.

Add a Customer Group/Item Record Pop-up

To display this pop-up, select **Add (F10)** on the Sales Restrictions Customer/[Item](#) Group Access Level Maintenance window.

Use this pop-up to grant a key to a group of [items](#) to a specific customer delivery point.

Fields

Item Group

Enter the [item](#) group code (for which locks are placed on each [item](#) within the group) to which a key is to be granted to a specific customer. The value entered is validated against the Inventory [Descriptions file](#).

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

The parameter type used is dependent on the [item](#) attribute chosen on the Sales Restriction Delimiters pop-up.

The description of the [item](#) group is displayed for verification purposes.

Customer/Delivery Sequence

Enter the customer and delivery sequence being granted a key to the locked [items](#) in the [item](#) group.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

The value entered is validated against the Customer Master file. The name of the customer is displayed for verification purposes.

Note: *If the delivery sequence 000 is specified, all delivery points associated with the customer are granted keys to all locked [items](#) in the [item](#) group.*

Select **Update (F8)** to add the specified customer/[item](#) group combination to the Sales Restriction database and return to the Sales Restrictions Customer/[Item](#) Group Access Level Maintenance window.

Sales Restrictions Customer Group/Item Group Access Level Maintenance Window

To display this window, enter 1 against Customer Group/[Item](#) Group and then press Enter on the Sales Restriction Maintenance Selection window.

Use this window to place locks on groups of [items](#) and grant keys to the [items](#) in those groups to a group of customers.

Fields

Access Level

The access level description is dependent upon the customer and [item](#) attributes chosen on the Sales Restriction Delimiters pop-up.

Options

Customer Group List

Use this to display the Customer Group Listing pop-up for the selected customer group.

Item Group List

Use this to display the [Items](#) in Group Listing pop-up for the selected [item](#) group.

Delete

Use this to delete the specified customer group/[item](#) group combination from the Sales Restriction database.

Functions

Add (F10)

Use this to display the Add a Customer Group/[Item](#) Group Record pop-up to grant keys to a group of [items](#) at customer group level.

Select **Add (F10)** to display the Add a Customer Group/[Item](#) Group Record pop-up.

Add a Customer Group/Item Group Record Pop-up

To display this pop-up, select **Add (F10)** on the Sales Restrictions Customer Group/[Item](#) Group Access Level Maintenance window.

Use this pop-up to grant keys to a group of [items](#) to all customers in a group.

Fields

Item Group

Enter the [item](#) group code (for which locks are placed on each [item](#) within the group) to which a key is to be granted to a group of customers. The value entered is validated against the Inventory [Descriptions file](#).

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

The parameter type used is dependent on the [item](#) attribute chosen on the Sales Restriction Delimiters pop-up.

The description of the [item](#) group is displayed for verification purposes.

Customer Group

Enter the customer group being granted keys to the locked [items](#) in the [item](#) group. The value entered is validated against the Inventory [Descriptions file](#).

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

The parameter type used is dependent upon the customer attribute chosen on the Sales Restriction Delimiters pop-up.

The description of the customer group is displayed for verification purposes.

Select **Update (F8)** to add the specified customer group/[item](#) group combination to the Sales Restriction database and return to the Sales Restrictions Customer Group/[item](#) Group Access Level Maintenance window.

Customer Group Listing Pop-up

To display this pop-up, select Customer Group List against a record on either the Sales Restrictions Customer Group/[item](#) Access Level Maintenance window or the Sales Restrictions Customer Group/[item](#) Group Access Level Maintenance window.

A list of customers in the selected customer group is displayed.

Select **Previous (F12)** to return to the Sales Restrictions Customer Group/[item](#) Access Level Maintenance window or the Sales Restrictions Customer Group/[item](#) Group Access Level Maintenance window.

Items in Group Listing Pop-up

To display this pop-up, select [item](#) Group List against one of the records on either the Sales Restrictions Customer/[item](#) Group Access Level Maintenance window or the Sales Restrictions Customer Group/[item](#) Group Access Level Maintenance window.

A list of [items](#) in the selected [item](#) group is displayed.

Select **Previous (F12)** to return to the Sales Restrictions Customer/[item](#) Group Access Level Maintenance window or the Sales Restrictions Customer Group/[item](#) Group Access Level Maintenance window.

Maintain Pick List Sequence [7/OEM]

Use this task to pre-configure a sequence so that [picking notes](#) can be in a more logical [order](#). The functionality is optional and in the event of no sequence being specified, [picking notes](#) will be produced in [order](#) line (as entered) sequence.

This applies only to sales [picking notes](#) for normal [stockroom depots](#) (i.e. not [warehouses](#)). This is because Warehousing already has its own sequencing and location picking functions. Pick notes for production (Manufacturing) are excluded.

This task uses the Pick Sequence field in the [Picking Note](#) Details file (INP57).

The Pick Sequence field (PCSQ57) is populated as part of the [picking note](#) creation process, based on details obtained from tables. [Picking note items](#) that do not have an identifiable sequence code will default to the entered ([order](#) line) sequence and will be positioned after any deliberately sequenced products, if any exist.

Note: The sequence code is not printed on the [picking note](#).

Sequence Details

The 20-character sequence code is a concatenation of up to 4 data elements.

The elements are positioned in [priority order](#) and are optional.

The [priority](#) is as follows:

1. Break Point Code

This is a 2-character code (equivalent to the old System21 Drinks sequence number).

This break point code is of primary use for bulk pick notes, where it is used to group bulk [items](#) onto bulk pick notes and break documents down. In SOP pick note use, it is used as the primary key but it does not cause a pick note break.

Similar [item](#) types would normally have the same break point code.

2. Sequence Number

This can be up to 6 digits.

Use this to specify a sequence within break point code. Sequences need not be unique.

3. Bin Number 1 (if one exists)

This can be up to 6 characters (Bin number 1 - BN0160).

4. Bin Number 2 (if one exists)

This can be up to 6 characters (Bin number 2 - BIN260).

Therefore, by concatenating these fields we have a structure of 2+6+6+6 = 20 characters, where blanks replace absent data with the relative field positions fixed.

Note: For Location Control users wishing to sequence by default location, it is proposed that Location Control be modified to store the default location (12 alphanumeric characters) in the Bin Number fields in INP60.

The sequencing logic (creation of picking instructions) precedes the actual assignment of one or more actual locations to a picking instruction. Therefore it is not practicable to use actual locations for sequencing the picking instructions.

A set of user-maintained tables that can be defined at different levels drives the function.

Pick List Sequence Maintenance Selection Window

To display this window, select the Maintain Pick List Sequence task.

Use this window to select the level to maintain.

The configurable levels of sequence data are:

Level 1 - Product attribute matrix for all [stockrooms](#) ([depots](#))

Level 2 - Product attribute matrix at [stockroom](#) level

Level 3 - [Item](#) level override for all [stockrooms](#)

Level 4 - [Item](#) level override at [stockroom](#) level

The sequence code assigned from the lowest level detected will be the one that is used on the [picking note](#) and hence the Confirmation of Despatch window (i.e. level 4 first).

If [items](#) have the same sequence code and bin number, the entered ([order](#)) sequence will be used as the final arbiter.

Fields

Depot

Enter a [depot](#). This is mandatory for the [Stockroom Item](#) Attributes or [Stockroom Item](#) Sequence Override options but must be left blank for the Company [Item](#) Attributes or Company [Item](#) Sequence Override options.

You can use the prompt facility on this field to select from the [Stockroom](#) Selection pop-up.

Option

Select one of the following:

Company [Item](#) attributes (1)

[Stockroom item](#) attributes (2)

Company [Item](#) sequence override (3)

[Stockroom item](#) sequence override (4)

Select Company [Item](#) Attributes or select a [depot](#) and [Stockroom Item](#) Attributes and then press Enter to display the Pick List Sequence Maintenance (Attributes) window.

Alternatively, select Company [Item](#) Sequence Override or select a [depot](#) and [Stockroom Item](#) Sequence Override and then press Enter to display the Pick List Sequence Maintenance ([Items](#)) window.

Pick List Sequence Maintenance (Attributes) Window

To display this window, select Company [Item](#) Attributes or [Stockroom Item](#) Attributes and then press Enter on the Pick List Sequence Maintenance Selection window.

Use this window to select the combination of attribute codes for which you want to update the sequence code.

Note: If you selected Company [Item](#) Attributes, the window heading will be *Picking List Sequence Maintenance - Company*. Alternatively, if you selected Company [Item](#) Attributes, the heading will be *Picking List Sequence Maintenance - [Stockroom](#)*.

[Item](#) attribute criteria can be specified as any combination of any two of the [item](#) attribute fields (company setting) in any [order](#). The [item](#) groups are defined in the Inventory [Descriptions file](#), under major type IGRP.

Once these are chosen, the task will build a list of combinations and allow you to assign a sequence code to each combination at this level. The user-assigned sequence can be the same or different.

Note: Where there is existing data, it is flagged by an asterisk in the *Exists (*)* field.

Fields

Position To

Enter attribute codes to position to them within the list.

Options

Select

Use this to select a line for maintenance.

Select a line to display the Pick List Sequence Maintenance Details (Attributes) window.

Pick List Sequence Maintenance Details (Attributes) Window

To display this window, select a line on the Pick List Sequence Maintenance (Attributes) window.

Use this window to define the sequence codes against the selected combination of attribute codes. These can apply at company or [stockroom](#) level.

It is possible that not all stores will conform to the same attribute rules.

For this reason, it is possible to specify overrides for a specific [stockroom](#).

The attribute values themselves cannot be modified by [stockroom](#) but the sequences and bulk pick flags and break point codes can.

You can change these sequences and any changes will take effect when new [picking notes](#) are generated. The sequence is encrypted onto the pick note records and therefore any existing notes will retain their original sequence for the duration of the process. Cancellation of a pick note and re-creation will therefore use any new values immediately.

Fields

Sequence

Enter a sequence number.

Break Point

Enter a 2-character code (equivalent to the old System21 Drinks sequence number).

This break point code is of primary use for bulk pick notes, where it is used to group bulk [items](#) onto bulk pick notes and break documents down. In SOP pick note use, this is used as the primary key but it does not cause a pick note break.

Similar [item](#) types would normally have the same break point code.

Bulk Item

Enter one of the following:

0 - If this is not a bulk [item](#)

1 - If this is a bulk [item](#)

Select **Update (F8)** to save the changes and return to the Pick List Sequence Maintenance (Attributes) window.

Pick List Sequence Maintenance (Items) Window

To display this window, select Company [Item](#) Sequence Override or [Stockroom Item](#) Sequence Override and then press Enter on the Pick List Sequence Maintenance Selection window.

Use this window to define the sequence codes. This will produce a product attribute matrix.

Note: *If you selected Company [Item](#) Sequence Override, the window heading will be Picking List Sequence Maintenance Details - Company. Alternatively, if you selected [Stockroom Item](#) Sequence Override, the heading will be Picking List Sequence Maintenance Details - [Stockroom](#).*

Although there is already flexibility in the choices of [item](#) attributes, it is still likely that some [items](#) may not conform to the same rules as all of the other [items](#) in a particular category. There is, therefore, the additional option of adding an [item](#) sequence override at [item](#) or [item depot](#) ([stockroom](#)) level. If a sequence definition exists at this level, this will take precedence.

If necessary, you can specify all sequence criteria in this manner and not use the [item](#) attribute criteria at all.

With this level of flexibility it should be possible to cater for all needs.

Note: *Where there is existing data, it is flagged by an asterisk in the Exists (*) field.*

Fields

Position to Item

Enter an [item](#) code to position to it within the list.

Options

Select

Use this to select an [item](#) for maintenance.

Select an [item](#) to display the Pick List Sequence Maintenance Details ([Items](#)) window.

Pick List Sequence Maintenance Details (Items) Window

To display this window, select an [item](#) on the Pick List Sequence Maintenance ([Items](#)) window.

Use this window to define the sequence codes against the selected combination of attribute codes. These can apply at company or [stockroom](#) level.

It is possible that not all stores will conform to the same attribute rules.

For this reason, it is possible to specify overrides for a specific [stockroom](#).

The attribute values themselves cannot be modified by [stockroom](#) but the sequences and bulk pick flags and break point codes can.

You can change these sequences and any changes will take effect when new [picking notes](#) are generated. The sequence is encrypted onto the pick note records and therefore any existing notes will retain their original sequence for the duration of the process. Cancellation of a pick note and re-creation will therefore use any new values immediately.

Fields

Sequence

Enter the sequence number.

Break Point

Enter a 2-character code (equivalent to the old System21 Drinks sequence number).

This break point code is of primary use for bulk pick notes, where it is used to group bulk [items](#) onto bulk pick notes and break documents down. In SOP pick note use, this is used as the primary key but it does not cause a pick note break.

Similar [item](#) types would normally have the same break point code.

Bulk Item

Enter one of the following:

0 - If this is not a bulk [item](#)

1 - If this is a bulk [item](#)

Select **Update (F8)** to save the changes and return to the Pick List Sequence Maintenance ([Items](#)) window.

Maintain Customer Items [8/OEM]

This task allows for the creation and maintenance of customer/[item](#) profiles.

Note: For further information on customer shelf life, refer to the Customer Shelf Life section in the Module Overview chapter of this product guide.

Maintain Customer Item Selection Window

To display this window, select the Maintain Customer [Items](#) task.

Use this window to select an existing customer/[item](#) profile or to define a new customer/[item](#) profile.

Fields

Customer

Enter a customer account code and delivery sequence.

You can use the prompt facility on the first part of this field to select from the Customer Scan pop-up.

Item

Enter an internal [item](#) code. This must be defined to Inventory Management in this company, and cannot be a container [item](#).

You can use the prompt facility on this field to select from the [Item](#) Master Scan pop-up.

Functions

Item List (F16)

Use this in conjunction with an entered customer to show all existing [item](#) profiles for that customer on the Select Customer [Item](#) window.

Press Enter to display the Customer [Item](#) Details window.

Select Customer Item Window

To display this window, select [Item List \(F16\)](#) on the Maintain Customer [Item](#) Selection window.

Use this window to show a list of existing customer [item](#) profiles for a customer.

Fields

Customer

These fields display the account code, delivery sequence and name of the customer being maintained.

Position To Item

Enter an [item](#) code to position to that [item](#) within the list.

Item/Description

These fields display the [item](#) code and description for [items](#) that currently have a profile for this customer. The [items](#) are listed in ascending [item](#) code sequence.

Options

Select

Use this to select an [item](#) for which you wish amend the customer/[item](#) profile.

Select an [item](#) to display the Customer [Item](#) Details window for the selected [item](#).

Customer Item Details Window

To display this window, enter a customer and [item](#) on the Maintain Customer [Item](#) Selection window.

Alternatively, enter a customer on the Maintain Customer [Item](#) Selection window, select [Item List \(F16\)](#) and then select an [item](#) on the Select Customer [Item](#) window.

Use this window to create or maintain a customer's [item](#) details.

The window title indicates whether you are about to create or maintain a customer/[item](#) profile.

Fields

Customer

These fields display the account code, delivery sequence and name of the customer being maintained.

Item

These fields display the code and description of the [item](#) being maintained.

Default Stockroom

Enter [stockroom](#).

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

ASN Details

Note: *These ASN details are only required for a customer to whom you send ASNs.*

Trading UoM

Enter the trading [unit of measure](#) for the [item](#).

Alternatively, use the prompt facility to select from the UNIT Unit Description pop-up.

This field defaults to the [item's](#) issue unit.

Trading Conversion

Enter a factor for conversion between the trading [unit of measure](#) and the [item's](#) issue [unit of measure](#).

Consumer UoM

Enter the consumer [unit of measure](#) for the [item](#).

Alternatively, use the prompt facility to select from the UNIT Unit Description pop-up.

This field defaults to the [item's](#) issue unit.

Consumer Conversion

Enter a factor for conversion between the consumer [unit of measure](#) and the [item's](#) issue [unit of measure](#).

Weight per Unit

Enter a weight per unit.

Shelf Life

Caution: The presence of a customer-specific shelf life changes the way in which lots will be allocated. Refer to the Customer Shelf Life section in the Module Overview chapter of this product guide for further information.

Shelf Life Unit

This field displays the shelf life unit for the [item](#).

Note: If the [item's](#) unit has changed since this customer/[item](#) profile was created or last amended, a reminder message will be displayed to ensure that you specify the customer's specific shelf life in the correct units.

Item's Shelf Life

This field displays the [item's](#) standard shelf life.

Item's Customer Shelf Life

This field displays the [item's](#) default customer shelf life. This is used when calculating a lot's default last availability date.

Customer Specific Shelf Life

You can optionally enter an override shelf life for this specific customer. This is used to determine an earlier last availability date for lots of this [item](#) when allocating lots to this customer.

If no value is defined, the [item's](#) default customer shelf life still applies when allocating lots.

This value cannot be shorter than the [item's](#) customer shelf life.

If the shelf life unit is **5** (Unlimited), a customer-specific shelf life is not appropriate.

Percentage of Shelf Life

As an alternative to entering a discrete value in the Customer Specific Shelf Life field, you can define a remaining percentage of total shelf life for the lot.

Functions

Delete (F11)

Use this to delete an existing customer/[item](#) profile.

You cannot delete a customer/[item](#) profile once there are [outstanding](#) sales [orders](#) for that customer and [item](#) combination.

If the deletion is permissible, you will be asked for confirmation that the entry should be deleted.

Select **Update (F8)** to save the information and return to the Maintain Customer [Item](#) Selection window.

Freight Charges [9/OEM]

This is a new task, which will allow you to enter the freight charges that will be used within the [order](#) taking processes to calculate if additional charges should be automatically added to the [orders](#).

Freight Charges Selection Window

To display this window, select the **Freight Charges** task.

There are three combinations of data that can be entered:

Customer, Transport method and Terms of Delivery

Or

Transport Method and Terms of Delivery

Or

Default

Fields

Transport Method

Enter a valid transport method.

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

If Transport Method is entered than Terms of Delivery must also be entered.

Terms of Delivery

Enter a valid Terms of Delivery.

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

If Terms of Delivery are entered then Transport Method must also be entered.

If the Terms of Delivery has a **1** in the limit of its TDEL [descriptions file](#) entry it is assumed to be ex-works and no freight charge is added.

Customer

Enter a valid customer/delivery sequence.

Alternatively, use the prompt facility to select from the Customer pop-up

This can be entered if Transport Method and Terms of Delivery are entered. All three entries must be present together.

Default

If this is checked then none of the other entries must be present.

Press Enter to continue to the Freight Charge Maintenance Detail Window. If Freight charges are not active a message will show. To activate Freight charges maintain as follows:

Inventory Descriptions:

Major Type Code	Description	Limit	Rate	P/V	Tax Code
FRCH	Freight Charges				
ACTIVE	Freight Charges Active				
DEFAULT	Default Charge				

Freight Charge Maintenance Detail Window

To display this window, enter the selection information on the Freight Charge Selection window.

Use this window to add the freight charges that apply to the various weights of [orders](#).

There are 5 possible break points available to the program.

They all work in 'up to' mode.

For example, if the following is set up:

Weight	Charge
5	5
10	8
15	25
50	50
100	100

the charge would be.....

Weight	Charge
Weight = 3	Charge would be 5
Weight = 11	Charge would be 25

Charge Level	Weight	Charge
Customer= 12345678/000 Transport Method = AA Terms of Delivery = AAA	5	5
Transport Method = AA Terms of Delivery = AAA	5	6
Transport Method = AA Terms of Delivery = AAA	10	12
Default	10	15
Default	9999999	100**

The following charges will apply:

Search Data	Weight	Charge
Customer= 12345678/002 Transport Method = AA Terms of Delivery = AAA	3	5
Customer= 12345678/000 Transport Method = AA Terms of Delivery = AAA	8	12
Customer = 23456789/001 Transport Method = BB Terms of Delivery = AAA	9	15
Customer = 23456789/001 Transport Method = BB Terms of Delivery = BBB	45	100

Customer Charges [10/OEM]

Establish varying charge percentages or values per [delivery address](#), e.g. charge code 01 'Carriage Charge' will have a different charge percentage for different [delivery addresses](#).

All charge codes are established by the Inventory Description type **SUNC**. A percentage charge can be established with a **PV** (percentage or value) of **P**, a value charge with a **PV** of **blank** or **V**. The parameter limit identifies the company default percentage or value.

Note: values are expressed in the company base currency

Note: when used with [Order Capture](#), the [Order Capture Charge Rules](#) establish the company defaults.

Each customer [delivery address](#) can establish up to three charge codes to apply and the percentage or value that is to be applied for that customer [delivery address](#):

Customer

Enter the customer [delivery address](#) to establish and maintain charge details.

A customer prompt is available.

Press **Enter** to proceed.

Enter up to three charge codes that are established to the Inventory Description **SUNC**.

Charge Code

Enter a charge code established to Inventory Description **SUNC**.

A prompt is available.

To remove an established code for the customer [delivery address](#), blank the charge code.

Description

For the entered charge code the charge description is shown from the Inventory Description **SUNC**.

P/V

The charge percentage or value indicator established for the Inventory Description **SUNC** is shown, this is non-maintainable.

A **P** identifies a percentage charge is to be applied.

A **blank** or **V** identifies a value charge is to be applied.

Percentage/Value

Establish the percentage or value to apply for this [delivery address](#).

Values are expressed in the prime invoice currency, that is the currency the sales [order](#) is raised in (it is anticipated this currency is the customer [delivery address](#) currency).

Press **Enter** to update.

Enquire on Descriptions [1/OEME]

Use this enquiry to display details of the codes held in the Inventory [Descriptions file](#), for example:

- Major type
- Description code
- Description limit
- Tax
- PV Rate

Descriptions Enquiry Selection Window

To display this window, select the Enquire on Descriptions task.

Use this window to select the major type on which you want to enquire.

Fields

Major Type

Enter the major type for which you want to display the details.

Description Code

This field displays the description code for the selected major type when you press Enter.

Description Limit

This field is only displayed when you enter a major type and press Enter.

Functions

Description Code Details (F15)

Use this to display a list of all the codes and descriptions held under the selected major type.

Enter a major type and then press Enter to display the description and limit. Select **Exit (F3)** to leave the enquiry.

Enquire on Customers [2/OEME]

Use this enquiry to display customer details, for example:

- [Invoice address](#)
- [Delivery addresses](#)
- Sales details
- Trade details, for those using World Trade

Customer Enquiry Selection Window

To display this window, select the Enquire on Customers task.

Use this window to select the customer and the detail required for the enquiry.

Fields

Customer

Enter the customer.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

Sequence No

Enter the address sequence number. If you are enquiring on the [invoice address](#), you do not need to enter a sequence.

Detail Required

Select one of the following to specify the information you wish to display:

[Invoice Address](#) - no sequence number required (1)

[Delivery Address](#) - sequence number mandatory (2)

Sales Details - sequence number mandatory (3)

Sales Tax Details - sequence number mandatory (4)

Trade Details - sequence number mandatory (5)

Note: The Trade Details option is only applicable if you are using World Trade. The Customer Trade Details Enquiry pop-up is displayed. For further details, refer to the World Trade product guide.

Note: The Sales Tax Details option is applicable for trading partners in the United States only. The defaults displayed here can be overridden at various points throughout the [order](#) entry process. For further details, refer to the US Sales Tax product guide.

Note: The next window displayed depends on the selection made in the Detail Required field. The enquiry windows are the same windows as those displayed in the Maintain Customers task, but the fields are not maintainable. For further information on the fields displayed on the windows, see the Maintain Customers section.

Select [Invoice Address](#) in the Detail Required field and then press Enter to display the Customer Enquiry Invoice Name and Address window.

Customer Enquiry Invoice Name and Address Window

To display this window, select [Invoice Address](#) in the Detail Required field and then press Enter on the Customer Enquiry Selection window.

Use this window to view the name and address details of the location to which the invoices for the customer are to be sent.

Functions

Contacts (F13)

Use this to display the contacts for the customer on the Trading Partner Contacts pop-up.

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

Customer Enquiry Delivery Name and Address Window

To display this window, select [Delivery Address](#) in the Detail Required field and then press Enter on the Customer Enquiry Selection window.

Use this window to view details of the name and address of the delivery point specified on the Customer Enquiry Selection window.

Contacts (F13)

Use this to display the contacts for the customer on the Trading Partner Contacts pop-up.

Turkish Details (F17)

This function key is displayed when the Turkish function is active, to allow the display of e-commerce details for a non-000 [delivery address](#).

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

Customer Enquiry Sales Details Window

To display this window, select Sales Details in the Detail Required field and then press Enter on the Customer Enquiry Selection window.

Use this window to view the sales details for the selected customer. This includes:

- Pricing and discounting details
- Additional charge details
- Allocation and pick details
- Sales Analysis codes

Functions

Additional Details (F10)

Use this to display the Customer Enquiry Additional Details pop-up.

Additional Attributes (F14)

Use this to display the Customer Enquiry Additional Attributes pop-up

Default Pricing Types (F16)

Use this to display the Customer Enquiry Pricing Type Restrictions pop-up.

POD (F17)

Use this to display the Customer Enquiry Proof of Delivery Parameters pop-up

Pricing Groups (F19)

Use this to display the Customer Enquiry Pricing Groups pop-up.

Text (F21)

Use this to display the Text pop-up.

Extended Attributes (F23)

Use this function to display Extended Attributes details. See **Extended Attribute Data [11/L1M]** task details for more details on this function.

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

Customer Enquiry Additional Details Pop-up

To display this pop-up, select **Additional Details (F10)** on the Customer Enquiry Sales Details window.

Use this pop-up to view despatch details for the customer.

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

Customer Enquiry Pricing Type Restrictions Selection Pop-up

To display this pop-up, select **Default Pricing Types (F16)** on the Customer Enquiry Sales Details window.

Use this pop-up to select a pricing function.

Fields**Pricing Function**

Enter the pricing function on which you wish to enquire.

Alternatively, use the prompt facility to select from the PRTP Pricing Functions pop-up.

Select a pricing function or enter a pricing function and then press Enter to display the Customer Enquiry Pricing Type Restriction pop-up.

Alternatively, select **Previous (F12)** to return to the Customer Enquiry Sales Details window.

Customer Enquiry Pricing Type Restrictions Pop-up

To display this pop-up, select a pricing function or enter a pricing function and then press Enter on the Customer Enquiry Pricing Type Restrictions Selection pop-up.

Use this pop-up to display any pricing type restrictions.

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

Customer Enquiry Proof of Delivery Parameters Pop-up

To display this pop-up, select **POD (F17)** on the Customer Enquiry Sales Details window.

Use this pop-up to display the proof of delivery parameters for the customer.

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

Customer Enquiry Sales Details Pricing Groups Pop-up

To display this pop-up, select **Pricing Groups (F19)** on the Customer Enquiry Sales Details window.

Use this pop-up to display the pricing groups for the customer.

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

Customer Trade Details Enquiry Pop-up

To display this window, select Trade Details in the Detail Required field and then press Enter on the Customer Enquiry Selection window.

Use this window to view the trade details for customers using the World Trade application.

Functions

Export Details (F13)

Use this to display the Export Details Enquiry pop-up.

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

India details

Use F17=India data to display India related master data for the selected customer.

Fields

GST Classification

The GST Classification indicating whether the customer is GST registered or not.

Enquire on Depot Profiles [3/OEME]

Use this enquiry to view details of the company's sales [depots](#), for example:

- Name and address
- Contact names
- Allocation [time fence](#) and [priority](#)

Depot Profile Enquiry Selection Window

To display this window, select the Enquire on [Depot](#) Profiles task.

Use this window to select the [depot](#) on which you want to enquire.

Fields

Select Depot Code

Enter the [depot](#) on which you want to enquire.

Enter a [depot](#) profile and then press Enter to display the [Depot](#) Profile Enquiry Detail window.

Depot Profile Enquiry Detail Window

To display this window, enter a [depot](#) profile and then press Enter on the [Depot](#) Profile Enquiry Selection window.

Use this window to view details of the name and address of the [depot](#) and the allocation [time fence](#) and [priority](#).

Select **Previous (F12)** to return to the [Depot](#) Profile Enquiry Selection window or select **Exit (F3)** to leave the enquiry.

Enquire on Price/Discount Profiles [4/OEME]

Use this enquiry to view the profile details of price and [discount lists](#), for example:

- The authority code of the person who can maintain the price/discount profile
- Price/[discount list](#) currency
- Whether it is the default price/[discount list](#)
- Any associated text

Price/Discount Profile Selection Window

To display this window, select the Enquire on Price/Discount Profiles task.

Use this window to select the profile on which you want to enquire.

Fields

List Code

Enter the list code for the price or [discount list](#) profile on which you want to enquire.

Alternatively, use the prompt facility. If you leave the Type field blank on this window, the Select Price/[Discount List](#) pop-up is displayed. If you then select **Discount**, the Select [Discount List](#) pop-up is displayed. If however, you select **Price**, the Select [Price List](#) pop-up is displayed. If you select a value in the Type field on this window, the relevant selection pop-up will be displayed straight away.

Type

Select one of the following:

Discount (1) - To run the enquiry on a [discount list](#) profile

Price (2) - To run the enquiry on a [price list](#) profile

Press Enter to display the Price/Discount Profile Detail window.

Price/Discount Profile Detail Window

To display this window, enter or select a list code and type and then press Enter on the Price/Discount Profile Selection window.

Use this window to view the selected profile details.

Select **Exit (F3)** to leave the enquiry.

Enquire on Price Lists [5/OEME]

Use this enquiry to view details of the company's [price lists](#). These include:

- Effectivity date
- [Item](#) codes and descriptions
- [Item](#) prices
- [Unit of measure](#)
- [Unit of measure](#) conversion factor
- Currency

Price List Enquiry Selection Window

To display this window, select the Enquire on [Price Lists](#) task.

Use this window to select the list on which you want to enquire.

Fields

Price List Code

Enter the code for the [price list](#) on which you want to enquire.

Alternatively, use the prompt facility to select from the Select [Price List](#) pop-up.

Effective Date

Enter or select an effectivity date to restrict scope of the enquiry.

Item

Enter an [item](#) to restrict the scope of the enquiry.

You can use the prompt facility on this field to select from the [Item](#) Master Scan pop-up.

Press Enter to display the [Price List](#) Enquiry Detail window.

Price List Enquiry Detail Window

To display this window, enter or select a [price list](#) code and optionally an effective date and [item](#) and then press Enter on the [Price List](#) Enquiry Selection window.

Use this window to view the details of the selected [price list](#).

Select **Exit (F3)** to leave the enquiry.

Enquire on Discount Lists [6/OEME]

Use this enquiry to view details of the company's [discount lists](#). These include:

- Effectivity date
- [Item](#) codes and descriptions
- Whether it is an [order](#) discount
- [Unit of measure](#)
- [Unit of measure](#) conversion factor
- Currency
- Qualifying limits and rates

Discount List Enquiry Selection Window

To display this window, select the Enquire on [Discount Lists](#) task.

Use this window to select the [discount list](#) on which you want to enquire.

Fields

Discount List Code

Enter the code for the [discount list](#) on which you want to enquire.

Alternatively, use the prompt facility to select from the Select [Discount List](#) pop-up.

Item Discount Group

Enter the discount group on which to run the enquiry.

Alternatively, use the prompt facility to select from the PGR [Item](#) Discount Group pop-up.

Item

You can optionally enter an [item](#) to restrict the scope of the enquiry.

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

Order Discount

Use this checkbox as follows:

Unchecked - For discounts not applied to a whole [order](#)

Checked - For whole [order](#) discounts

Effective Date

You can optionally enter or select an effectivity date to restrict the enquiry further.

Press Enter to display the [Discount List](#) Enquiry Detail window.

Discount List Enquiry Detail Window

To display this window, enter or select a [discount list](#) and other selection criteria as required and then press Enter on the [Discount List](#) Enquiry Selection window.

Use this window to view details of the selected discount type.

Select **Exit (F3)** to leave the enquiry.

Enquire on Pick List Sequence [7/OEME]

Use this task to enquire on pick list sequences, which can optionally be set up so that [picking notes](#) can be in a more logical [order](#). In the event of no sequence being specified, [picking notes](#) will be produced in [order](#) line (as entered) sequence.

This applies only to sales [picking notes](#) for normal [stockroom depots](#) (i.e. not [warehouses](#)). This is because Warehousing already has its own sequencing and location picking functions. Pick notes for production (Manufacturing) are excluded.

The Pick Sequence field (PCSQ57) in the [Picking Note](#) Details file (INP57) is populated as part of the [picking note](#) creation process, based on details obtained from tables. [Picking note items](#) that do not have an identifiable sequence code will default to the entered ([order](#) line) sequence and will be positioned after any deliberately sequenced products, if any exist.

Note: The sequence code is not printed on the [picking note](#).

Pick List Sequence Enquiry Selection Window

To display this window, select the Enquire on Pick List Sequence task.

Use this window to select the level on which to enquire.

The levels of sequence data are:

Level 1 - Product attribute matrix for all [stockrooms](#) ([depots](#))

Level 2 - Product attribute matrix at [stockroom](#) level

Level 3 - [Item](#) level override for all [stockrooms](#)

Level 4 - [Item](#) level override at [stockroom](#) level

The sequence code assigned from the lowest level detected will be the one that is used on the [picking note](#) and hence the Confirmation of Despatch window (i.e. level 4 first).

If [items](#) have the same sequence code and bin number, the entered ([order](#)) sequence will be used as the final arbiter.

Fields

Depot

Enter a [depot](#). This is mandatory for the [Stockroom Item](#) Attributes or [Stockroom Item](#) Sequence Override options but must be left blank for the Company [Item](#) Attributes or Company [Item](#) Sequence Override options.

You can use the prompt facility on this field to select from the [Stockroom](#) Selection pop-up.

Option

Select one of the following:

Company [item](#) attributes (1)

[Stockroom item](#) attributes (2)

Company [item](#) sequence override (3)

[Stockroom item](#) sequence override (4)

Select Company [Item](#) Attributes or select a [depot](#) and [Stockroom Item](#) Attributes and then press Enter to display the Pick List Sequence Enquiry (Attributes) window.

Alternatively, select Company [Item](#) Sequence Override or select a [depot](#) and [Stockroom Item](#) Sequence Override and then press Enter to display the Pick List Sequence Enquiry ([Items](#)) window.

Pick List Sequence Enquiry (Attributes) Window

To display this window, select Company [Item](#) Attributes or [Stockroom Item](#) Attributes and then press Enter on the Pick List Sequence Enquiry Selection window.

Use this window to select the combination of attribute codes on which you want to enquire.

Note: If you selected Company [Item](#) Attributes, the window heading will be *Picking List Sequence Enquiry - Company*. Alternatively, if you selected Company [Item](#) Attributes, the heading will be *Picking List Sequence Enquiry - [Stockroom](#)*.

[Item](#) attribute criteria can be specified as any combination of any two of the [item](#) attribute fields (company setting) in any [order](#). The [item](#) groups are defined in the Inventory [Descriptions file](#), under major type IGRP.

Note: Where there is existing data, it is flagged by an asterisk in the *Exists (*)* field.

Fields

Position To

Enter attribute codes to position to them within the list.

Options

Select

Use this to select a line for enquiry.

Select a line to display the Pick List Sequence Enquiry Details (Attributes) window.

Pick List Sequence Enquiry Details (Attributes) Window

To display this window, select a line on the Pick List Sequence Enquiry (Attributes) window.

Use this window to enquire on the sequence codes against the selected combination of attribute codes. These can apply at company or [stockroom](#) level.

It is possible that not all stores will conform to the same attribute rules.

For this reason, it is possible to specify overrides for a specific [stockroom](#).

The attribute values themselves cannot be modified by [stockroom](#) but the sequences and bulk pick flags and break point codes can.

Select **Previous (F12)** to return to the Pick List Sequence Enquiry (Attributes) window.

Pick List Sequence Enquiry (Items) Window

To display this window, select Company [Item](#) Sequence Override or [Stockroom Item](#) Sequence Override and then press Enter on the Pick List Sequence Enquiry Selection window.

Use this window to enquire on the sequence codes.

Note: If you selected Company [Item](#) Sequence Override, the window heading will be *Picking List Sequence Enquiry Details - Company*. Alternatively, if you selected [Stockroom Item](#) Sequence Override, the heading will be *Picking List Sequence Enquiry Details - [Stockroom](#)*.

Although there is already flexibility in the choices of [item](#) attributes, it is still likely that some [items](#) may not conform to the same rules as all of the other [items](#) in a particular category. There is, therefore, the additional option of adding an [item](#) sequence override at [item](#) or [item depot \(stockroom\)](#) level. If a sequence definition exists at this level, this will take precedence.

If necessary, you can specify all sequence criteria in this manner and not use the [item](#) attribute criteria at all.

With this level of flexibility it should be possible to cater for all needs.

Note: Where there is existing data, it is flagged by an asterisk in the *Exists (*)* field.

Fields

Position to Item

Enter an [item](#) code to position to it within the list.

Options

Select

Use this to select an [item](#) for enquiry.

Select an [item](#) to display the Pick List Sequence Enquiry Details ([Items](#)) window.

Pick List Sequence Enquiry Details (Items) Window

To display this window, select an [item](#) on the Pick List Sequence Enquiry ([Items](#)) window.

Use this window to enquire on the sequence codes against the selected combination of attribute codes. These can apply at company or [stockroom](#) level.

It is possible that not all stores will conform to the same attribute rules.

For this reason, it is possible to specify overrides for a specific [stockroom](#).

The attribute values themselves cannot be modified by [stockroom](#) but the sequences and bulk pick flags and break point codes can.

Select **Previous (F12)** to return to the Pick List Sequence Enquiry ([Items](#)) window.

Customer Freight Charge Enquiry [8/OEME]

This new enquiry allows you to see the charge that would be applied for a customer/delivery point for a specific weight of goods.

It is possible to select different Transport Methods and Terms of Delivery for these theoretical [orders](#) although if left the customer defaults will be assumed.

Customer Freight Charge Invite

To display this window, select the **Customer Freight Charge** task.

Fields

Customer

Select a customer and [delivery address](#) that the theoretical [order](#) is going to.

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

Weight

Enter the weight of the theoretical [order](#).

Transport Method

Enter an override transport method to be used for this enquiry.

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

This replaces the customer Transport Method when searching for the charges.

Terms of Delivery

Enter an override Terms of Delivery to be used for this enquiry.

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

This replaces the customer Terms of Delivery when searching for the charges.

Press Enter to view the Customer Freight Charge Enquiry Detail window.

Customer Freight Charge Enquiry Detail Window

To display this window, enter the selection information on the Customer Freight Charge Enquiry Selection window.

Use this window to view the freight charge that applies to the details and weight selected.

Use **Previous (F12)** to return to the Selection window.

Freight Charges Enquiry [9/OEME]

This is a new task, which allows you to display Freight charges.

Freight Charges Selection Window

To display this window, select the **Freight Charges Enquiry** task

There are three combinations of data that can be entered:

Customer, Transport method and Terms of Delivery

Or

Transport Method and terms of delivery

Or

Default

Fields

Transport Method

Enter a valid transport method.

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

If Transport Method is entered than Terms of Delivery must also be entered.

Terms of Delivery

Enter a valid Terms of Delivery.

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

If Terms of Delivery are entered then Transport Method must also be entered.

Customer

Enter a valid customer/delivery sequence. A prompt is available.

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

This can be entered if Transport Method and Terms of Delivery are entered. All three entries must be present together.

Default

If this is checked then none of the other entries must be present.

Press Enter to continue to the Freight Charge Detail Window

Freight Charge Enquiry Detail Window

To display this window, enter the selection information on the Freight Charge Selection window.

Use this window to view the freight charges that apply to the various weights of [orders](#).

Use **Previous (F12)** to return to the Selection window.

Enquire on Delivery Adjustment Reason Codes [10/OEME]

Use this task to view all existing delivery adjustment reason codes used by the POD function. The window displays the adjustment reason code and its associated description, the processing profile description, whether the reason code re-instates the short delivery [balance](#) to the [outstanding order](#) line and whether the adjustment updates stock [balances](#).

POD Adjustment Reason Codes Enquiry Window

To display this window, select the Enquire on Delivery Adj. Reason Codes task.

Use this window to view reason codes.

Select **Exit (F3)** to leave the enquiry.

Enquire on Sales Restrictions [11/OEME]

Use this task to enquire on restrictions set up via the Maintain Sales Restrictions task.

It is possible to place locks against, and provide customer keys to, [items](#) at any of the following levels:

- Customer/[Item](#)

- Customer Group/[Item](#)
- Customer/[Item](#) Group
- Customer Group/[Item](#) Group

The same function is used to establish:

- The access levels against which locks and keys can be maintained
- The details of the actual locks and keys themselves

Sales Restrictions Enquiry Selection Window

To display this window, select the Enquire on Sales Restrictions task.

Use this window to select the level on which to enquire.

Fields

Select the Level to Maintain

Customer/Item

Enter **1** in this field to enquire on lock and key information at customer/[item](#) level.

Customer Group/Item

Enter a **1** in this field to enquire on lock and key information at customer group/[item](#) level.

Customer/Item Type

Enter **1** in this field to enquire on lock and key information at customer/[item](#) group level.

Customer Group/Item Group

Enter **1** in this field to enquire on lock and key information at customer group/[item](#) group level.

Functions

Print Report (F8)

Use this to leave the task and submit a request to produce a report listing all sales restrictions currently in place for the demand company.

Item Analysis (F15)

Use this to display the Sales Restriction Analysis window.

Press Enter to display the next window.

Sales Restrictions Enquiry Analysis Window

To display this window, select [Item Analysis \(F15\)](#) on the Sales Restrictions Enquiry Selection window.

Use this window to select a locked [item](#) code.

Fields

Item

Enter a locked [item](#) code.

Alternatively, use the prompt facility to select from the [item](#) Master Scan pop-up.

Enter or select a locked [item](#) code and then press Enter to re-display the Sales Restrictions Enquiry [Item](#) Analysis window.

Sales Restrictions Enquiry Customer/Item Access Level Window

To display this window, enter 1 against Customer/[Item](#) and then press Enter on the Sales Restrictions Enquiry Selection window.

Use this window to view locks on [items](#) and customer keys to those [items](#).

Note: A lock is placed on an [item](#) as soon as a key to that [item](#) has been granted to a customer or customer group. To remove a lock from an [item](#), all keys to that [item](#) at customer and customer group level must be removed.

Options

Customer Enquiry

Use this to invoke the Customer Enquiry for the specified customer.

Item Enquiry

Use this to invoke the [Item/Stockroom](#) Enquiry for the specified [item](#).

Select **Previous (F12)** to return to the Sales Restrictions Enquiry Selection window.

Sales Restrictions Enquiry Customer Group/Item Access Level Window

To display this window, enter 1 against Customer Group/[Item](#) and then press Enter on the Sales Restrictions Enquiry Selection window.

Use this window to enquire on locks on [items](#) and keys to those [items](#) for all customers in a group.

Note: A lock is placed on an [item](#) as soon as a key to that [item](#) has been granted to a customer or customer group. To remove a lock from an [item](#), all keys to that [item](#) at customer and customer group level must be removed.

Fields

Access Level

The access level description is dependent upon the customer attribute chosen on the Sales Restriction Delimiters pop-up in the Maintain Sales Restrictions task.

Options

Customer Group List

Use this to display the Customer Group Listing pop-up for the selected customer group.

Item Enquiry

Use this to invoke the [Item/Stockroom](#) Enquiry for the selected [item](#).

Select **Previous (F12)** to return to the Sales Restrictions Enquiry Selection window.

Sales Restrictions Enquiry Customer/Item Group Access Level Window

To display this window enter **1** against Customer/[Item](#) Group level and then press Enter on the Sales Restrictions Enquiry Selection window.

Use this window to enquire on locks on groups of [items](#) and specific customers with a key to all those [items](#) in the group.

Fields

Access Level

The access level description is dependent upon the [item](#) attribute chosen on the Sales Restriction Delimiters pop-up in the Maintain Sales Restrictions task.

Options

Customer Enquiry

Use this to invoke the Customer Enquiry for the selected customer.

Item Group List

Use this to display the [items](#) in Group Listing pop-up for the selected [item](#) group.

Select **Previous (F12)** to return to the Sales Restrictions Enquiry Selection window.

Sales Restrictions Enquiry Customer Group/Item Group Access Level Window

To display this window, enter **1** against Customer Group/[Item](#) Group and then press Enter on the Sales Restriction Selection window.

Use this window to enquire on locks on groups of [items](#) and keys to the [items](#) in those groups for a group of customers.

Fields

Access Level

The access level description is dependent upon the customer and [item](#) attributes chosen on the Sales Restriction Delimiters pop-up in the Maintain Sales Restrictions task.

Options

Customer Group List

Use this to display the Customer Group Listing pop-up for the selected customer group.

Item Group List

Use this to display the [items](#) in Group Listing pop-up for the selected [item](#) group.

Select **Previous (F12)** to return to the Sales Restrictions Enquiry Selection window.

Customer Group Listing Pop-up

To display this pop-up, Customer Group List against a record on either the Sales Restrictions Enquiry Customer Group/[Item](#) Access Level window or the Sales Restrictions Enquiry Customer Group/[Item](#) Group Access Level window.

A list of customers in the selected customer group is displayed.

Select **Previous (F12)** to return to the Sales Restrictions Enquiry Customer Group/[Item](#) Access Level window or the Sales Restrictions Enquiry Customer Group/[Item](#) Group Access Level window.

Items in Group Listing Pop-up

To display this pop-up, select [Item](#) Group List against one of the records on either the Sales Restrictions Enquiry Customer/[Item](#) Group Access Level window or the Sales Restrictions Enquiry Customer Group/[Item](#) Group Access Level window.

A list of [items](#) in the selected [item](#) group is displayed.#

Select **Previous (F12)** to return to the Sales Restrictions Enquiry Customer/[Item](#) Group Access Level window or the Sales Restrictions Enquiry Customer Group/[Item](#) Group Access Level window.

Customer Charges [12/OEME]

An enquiry option of Customer Charges [10/OEM].

State Profile Maintenance [31/OEM]

Use this task to create and maintain State Profiles. State profiles are used to calculate any excise taxes due on shipments made to customers within the United States of America.

State Profile Maintenance Selection Window

To display this window, select the **State Profile Maintenance** task.

Fields

State Code

Enter a valid state code.

Alternatively, use the prompt facility to select the state code from the list of taxation state codes already defined.

Enter a valid State Code and press Enter to proceed to the State Profile Maintenance Static Details Window.

State Profile Maintenance Details Window

To display this window, enter a valid State Code and press Enter on the State Profile Maintenance Select window.

Use this window to enter the following information for the selected state code:

- A - The name, address and other relevant contact information for the tax collection authority
- B - A buying list code that identifies the list of products that may be sold into the state territory
- C - Indicate whether excise taxes are to be paid when goods are sold into the state territory and the list of tax groups for which those excise taxes are to be paid
- D - The day of the month upon which returns are to be submitted to the tax collection authority
- E - Any bailment charge imposed by the state in lieu of unpaid excise taxes
- F - The number of the state issued document allowing your organisation to sell alcohol into the state

Fields

Open / Control Flag

Use this checkbox as follows:

Unchecked – If the state profile is open

Checked – If the state profile is closed

Address / Post Code

Enter the full address and post code for the tax collecting authority.

Telephone

Enter the telephone number for the tax collecting authority.

Fax number

Enter the fax number for the tax collecting authority.

Reporting day

Enter the day of the month that returns must be made to the tax collecting authority.

Buying list

Enter a valid buying list to be associated with the selected state code. This will be used for state violation tests for restricted customers.

Note: The buying list must not be associated with another state code.

Pay taxes

Use this checkbox as follows:

Unchecked – If this is the default

Checked – If taxes are to be paid for the tax groups specified on the relevant state profile

Tax groups included

Enter a list of up to four tax groups for the selected state code.

Alternatively, use the prompt facility to select from the inventory description STXG Tax Groups pop-up.

Note: Pay taxes must be checked in [order](#) to include these groups

Pay taxes (Import)

Use this checkbox as follows:

Unchecked – If this is the default

Checked – If taxes are to be paid for the tax groups on any [order](#) deemed to be an import

Bailment

Enter the number given to a charge imposed by the state as a lien against unpaid excise duties.

Permit number

Enter the permit number from the state-issued document allowing your organisation to sell alcohol into its territory.

Functions

Excise Rates (F16)

Use this to display the State Profile Maintenance Excise Rates window.

Report Categories (F17)

Use this to display the State Profile Maintenance State Reporting Categories window.

Enter the required information and press **Enter** to validate, then **Update (F8)** to save the entered information.

State Profile Maintenance Excise Rates Window

To display this window, request **Excise Rates (F16)** from the State Profile Maintenance Detail window.

Use this window to specify the rates of excise duty applicable, by reporting category, when alcoholic goods are sold into the selected state.

Options

Change

Use this to amend the excise rate detail

Delete

Use this to delete the excise rate detail

Fields

Category

Enter a code which identifies the reporting category.

Note: [Items](#) are associated with reporting categories on the State Profile Maintenance State *Reporting Categories window*

Report

Enter a code, which identifies the state report number on which the information for the report category will be shown.

Column

Enter a single digit to identify the column on the state report in which the information for the report category will be shown.

Excise Rate

Enter the excise rate applicable for the state / report / category combination.

Formula

This defines the method of excise calculation for each reporting category.

Enter one of the following values:

1 – Per wine gallon

2 – Per liter

3 – Per barrel

4 – Per size

Alternatively, use the prompt facility to select from the inventory description FORM Formula pop-up.

Enter the required information and press Enter to validate, then **Update (F8)** to save the entered information.

State Profile Maintenance Reporting Categories Window

To display this window, request **Report Categories (F17)** from the State Profile Maintenance Details window.

Upon entry into this window the list of the [items](#) from the state buying list defined on the State Profile Maintenance Details Window is displayed.

Use this window to place the [items](#) on that buying list into the appropriate reporting categories, for state reporting purposes, and to specify the state reference code (i.e. the code by which the [item](#) is to be reported by to the state) for each [item](#) on the buying list.

Fields

Category

Enter a valid category to identify the reporting category under which the [item](#) will be reported on the state report.

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

State reference

Enter the state reference code for the [item](#).

This is the code used to identify the [item](#) when placing [orders](#) by state reference.

Note: *The entered value is also written to the Alternate [Item](#) Reference File with the External Agency Code set to the Taxation State and the Alias Type set to State Reference.*

Status

Enter one of the following values:

Blank – Active [item](#)

Any other value – Inactive [item](#)

Enter the required information, press Enter to validate then request **Update (F8)** to save the entered information.

City Profile Maintenance [32/OEM]

City profiles are used to calculate any excise taxes due on shipments made to customers within the United States of America.

City Profile Maintenance Selection Window

Select the State Profile Maintenance task.

Use this window to select the city profile definition to be added / maintained.

Fields

City Code

Enter a valid city code.

Alternatively, use the prompt facility to select a city code from the list of codes already defined.

Enter a valid City Code and press Enter to proceed to the City Profile Maintenance Detail Window.

City Profile Maintenance Detail Window

To display this window, enter a valid City Code and press **Enter** on the City Profile Maintenance Select window.

Use this window to enter the following information for the selected city code:

- The name, address and other relevant contact information for the tax collection authority
- Indicate whether additional excise taxes are to be paid, in addition to any state taxes, when goods are sold into the city territory
- The day of the month upon which returns are to be submitted to the tax collection authority
- The number of the city issued document allowing your organisation to sell alcohol into that city

Fields

City Code Description

Enter the full description for the City code

Address / Post Code

Enter the full address and post code for the tax collecting authority.

Telephone

Enter the telephone number for the tax collecting authority.

Fax number

Enter the fax number for the tax collecting authority.

Reporting day

Enter the day of the month that returns must be made to the tax collecting authority.

Pay taxes

Use this checkbox as follows:

Unchecked – If this is the default

Checked – If taxes are to be paid for the tax groups specified on the relevant state profile

Permit number

Enter the permit number from the state-issued document allowing your organisation to sell alcohol into its territory.

Functions

Excise Rates (F16)

Use this to display the City Profile Maintenance Excise Rates window.

Enter the required information, press Enter to validate then **Update (F8)** to save the entered information.

City Profile Maintenance Excise Rates Window

To display this window, request **Excise Rates (F16)** from the City Profile Maintenance Detail window.

Use this window to specify the rates of excise duty applicable, by reporting category, when alcohol goods are sold into the city.

Options

Change

Use this to amend the excise rate detail

Delete

Use this to delete the excise rate detail

Fields

Category

Enter a valid category to identify the reporting category under which the [item](#) will be reported on the state report.

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

Note: [Items](#) are associated with reporting categories on the State Profile Maintenance State Reporting Categories window

Report

Enter a code, which identifies the state report number on which the information for the report category will be shown.

Column

Enter a single digit to identify the column on the state / city report in which the information for the report category will be shown.

Excise Rate

Enter the excise rate applicable for the city / report / category combination.

Formula

This defines the method of excise calculation for each reporting category.

Enter one of the following values:

- 1 – Per wine gallon
- 2 – Per liter
- 3 – Per barrel
- 4 – Per size

Alternatively, use the prompt facility to select from the inventory description FORM Formula pop-up.

Make any changes required and use **Update (F8)** to save the entered information.

Customer/Item Maintenance [3/OEC]

Before the consignment [stockroom](#) can be used, the locations must be set up using this task.

For each location, it is necessary to create a record holding the default re-[order](#) information for the [item](#)/customer consignment levels.

The information includes:

- 1 Re-order policy
- 2 Economic order quantity
- 3 Max stock
- 4 Re-order point
- 5 Re-order quantity and factor

The consignment locations will be records within a new [Item/Stockroom/Location](#) file, which will hold the static data regarding the stock levels of the [item](#) at the customer site.

Note: If customer [item](#) references are used as an alternative to an internal [item](#) code, these must be maintained in [Item Maintenance - Item Alias](#), specifying the [customer code](#) as the external agent. This reference may then be used for posting consumption or in self-billing.

Consignment Customer/Item Selection Window

To display this window, select the Customer [Item](#) Maintenance task.

Use this window to select the customer and [item](#) to be maintained.

Fields

Demand Company

If the current company is a valid enterprise supply company, this field is displayed to allow customer/[item](#) records to be created for a demand company linked in the enterprise.

You can use the prompt facility on this field to select from the Select Company pop-up.

Customer/Delivery Sequence

Enter a valid customer/delivery sequence combination.

Alternatively, use the prompt facility to select from the Customer Scan pop-up, which in this case only shows consignment stock customers.

The value specified must be a valid consignment stock customer as set up in OE Customer Maintenance.

If you are returning to this window from the Consignment Customer/[Item](#) Detail window, the customer/delivery sequence previously selected is retained.

Item

Enter a valid [item](#) code.

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

Enter or select a valid customer, delivery sequence and [item](#) and then press Enter to display the Consignment Customer/[Item](#) Detail window.

Consignment Customer/Item Detail Window

To display this window, enter or select a customer, delivery sequence and [item](#) and then press Enter on the Consignment Customer/[Item](#) Selection window.

This window allows you to enter the replenishment details for the customer consignment [stockroom](#).

The consignment [stockroom](#) name, customer name and address line 1 and [item](#) number and description are all displayed at the top of the window.

For a new entry, the fields will have default values taken from the corresponding [Item/Stockroom](#) record, where applicable.

Note: For further explanation of the fields below, please refer to the Processing section in the Overview chapter and the [Stockroom](#) Details section in the Inventory Maintenance chapter of the Inventory Management product guide.

Fields

Re-Order Policy

Enter a valid reorder policy.

Alternatively, use the prompt facility to select from the REOP Reorder Policy Codes pop-up.

Re-Order Point

Enter a valid quantity in issue units to determine the point at which stock should be re-[ordered](#).

Maximum Stock

Enter a valid maximum stock quantity. It must be greater than the re-[order](#) point.

Economic Order Quantity

Enter a valid economic [order](#) quantity in issue units.

Re-order Quantity

Enter a valid re-[order](#) quantity in issue units.

Replenish From

This field defaults to the Replenish From [stockroom](#) recorded in the Customer Addition Attributes record, but it can be changed.

You can use the prompt facility on this field to select from the [Stockroom](#) Selection pop-up.

Primary Supplier

In [order](#) to support [Order](#) Capture in sourcing replenishment requests via Direct Purchase, a valid primary supplier is required in this field. Otherwise, it is not required.

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

Functions

Delete (F11)

Use this to delete the current consignment customer/[item](#) record. This is only possible if there are no open event allocation records for the location.

Enter the details and then select **Update (F8)** to update the details and return to the Consignment Customer/[Item](#) Selection window.

Customer ASN Details [1/OES]

Use this task to maintain ASN details for customers within the food industry.

ASN Customer Details Maintenance Selection Window

To display this window, select the Customer ASN Details task.

Use this window to select the customer for whom you want to maintain ASN details.

Fields

Customer

Enter the customer for whom you want to maintain details.

Alternatively, use the prompt facility to select from the Trading Partner Selection and Customer Master Scan pop-ups.

Enter or select a customer and then press Enter to display the ASN Customer Details Maintenance window.

ASN Customer Details Maintenance Window

To display this window, enter a customer and then press Enter or select a customer on the ASN Customer Details Maintenance Selection window.

Use this window to maintain the ASN details for the selected customer.

Fields

Customer

This field displays the selected customer.

Supplier Reference

Enter a reference, using up to 20 characters.

Consignment Type

Enter a consignment type.

Alternatively, use the prompt facility to select from the ASNC ASN Consignment Types pop-up.

Depot Number

Enter the [depot](#) number.

Group Validation Code

Select one of the following:

Other (0)

Sainsbury (1)

Tesco (2)

Customer ASN to 1

Enter a first customer to use ASN for shipping.

Customer ASN to 2

Enter a second customer to use ASN for shipping.

Customer ASN to 3

Enter a third customer to use ASN for shipping.

Functions

Delete (F11)

Use this to delete the ASN details. Deletion will not be permitted where there are [outstanding](#) pallets or consignments.

Select **Update (F8)** to save your changes and return to the ASN Customer Details Maintenance Selection window. No warning is given if you leave this window without selecting **Update (F8)** and any changes will be lost.

Maintain Customer Items [2/OES]

Use this to maintain the [item](#) details for a particular customer within the food industry.

Maintain Customer Item Selection Window

To display this window, select the [Item](#) Details task.

Use this window to select the customer and [item](#) combination for which you want to maintain ASN details.

Fields

Customer

You can optionally enter a customer for whom you want to maintain details.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

Item

Enter the [item](#) for which you want to maintain details.

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

Enter or select an [item](#) and optionally a customer and then press Enter to display the Maintain Customer [Item](#) Details window.

Maintain Customer Item Details Window

To display this window, enter or select an [item](#) and optionally a customer and then press Enter on the Maintain Customer [Item](#) Selection window.

Use this window to maintain the ASN and, if appropriate, shelf life details for the selected [item](#) and customer combination.

Note: *In instances where the customer/[item](#) combination does not exist, the window will be titled Create Customer [Item](#) Details.*

Fields

Customer

These fields display the account code, delivery sequence and name of the customer, if one has been selected.

Item

These fields display the code and description of the [item](#) being maintained.

ASN Details

Trading UOM

Enter the trading [unit of measure](#) for the [item](#).

Alternatively, use the prompt facility to select from the UNIT Unit Description pop-up.

This field will default to the [item's](#) issue unit.

Trading Conversion

Enter a conversion factor between the trading [unit of measure](#) and the issue [unit of measure](#).

Consumer UOM

Enter the consumer [unit of measure](#) for the [item](#).

Alternatively, use the prompt facility to select from the UNIT Unit Description pop-up.

This field will default to the [item's](#) issue unit.

Consumer Conversion

Enter a conversion factor between the consumer [unit of measure](#) and the issue [unit of measure](#).

Weight per Unit

Enter a weight per unit.

Shelf Life

Caution: The presence of a customer-specific shelf life changes the way in which lots will be allocated. Refer to the Customer Shelf Life section in the Module Overview chapter for further information.

Shelf Life Unit

This field displays the shelf life unit for the [item](#).

Note: If the [item's](#) unit has changed since this customer/[item](#) profile was created or last amended, a reminder message will be displayed to ensure that you specify the customer's specific shelf life in the correct units.

Item's Shelf Life

This field displays the [item's](#) standard shelf life.

Item's Customer Shelf Life

This field displays the [item's](#) default customer shelf life. This is used when calculating a lot's default last availability date.

Customer Specific Shelf Life

You can optionally enter an override shelf life for this specific customer. This is used to determine an earlier last availability date for lots of this [item](#) when allocating lots to this customer.

If no value is defined, the [item's](#) default customer shelf life still applies when allocating lots.

This value cannot be shorter than the [item's](#) customer shelf life.

If the shelf life unit is **5** (Unlimited), a customer-specific shelf life is not appropriate.

Percentage of Shelf Life

As an alternative to entering a discrete value in the Customer Specific Shelf Life field, you can define a remaining percentage of total shelf life for the lot.

Select **Update (F8)** to save your changes and return to ASN [Item](#) Details Maintenance Selection window. No warning is given if you leave this window without selecting **Update (F8)** and any changes will be lost.

Chapter 3 Processing

Sales Order Entry Introduction

There are four ways in which you can enter a sales [order](#) on to the system. These are:

- [Transcriptional Order Entry](#)
- [Conversational Order Entry](#)
- Advanced [Order](#) Entry
- [Order](#) Capture

All these methods go through the following processing cycle:

- [Order](#) entry (this procedure is split into the header, line and trailer windows)
- Stock allocation
- Printing of [order](#) acknowledgements (optional)
- Printing of picking/despatch notes
- Picking the [order items](#)
- Confirmation of despatch
- Confirm POD (optional)
- Printing the invoice

[Transcriptional Order Entry](#)

Use the [transcriptional order entry](#) method to enter [orders](#) quickly without taking down additional information from the customer. You would usually only need to enter the customer, the [item](#) and the quantity. The other sales information, for example the delivery and [invoice address](#), the price details and additional charges, default from either the company profile or the Customer Master file. You cannot force allocate stock to this [order](#) using this method.

[Conversational Order Entry](#)

Use the [conversational order entry](#) method to enter comprehensive details of the [order](#). This can be used to make sure you meet the customer requirements in the best way that you can. When entering an [order](#) through [conversational order entry](#), you can do the following things:

- Search on customers
- Search on [items](#)
- Price and discount automatically, irrespective of the way in which you have set up the Sales [Order](#) Processing company profile

- Allocate [available stock](#) and force allocation regardless of the [physical stock](#) position
- Enquire on stock positions in all [stockrooms](#), purchase and works [orders](#) and pricing details

Advanced [Order](#) Entry

You can only use the advanced [order](#) entry method if you have the Advanced [Order](#) Entry application attached. To use this application, you must set the SOP in Use field to **AOP Attached** in the Inventory Management company profile. To enter [orders](#), you use the [Order](#) Entry task in Advanced [Order](#) Entry. You can also use the [transcriptional order entry](#) method but you cannot use the [conversational order entry](#) method. If you need to amend an [order](#), you must use the [Order](#) Amend task in Advanced [Order](#) Entry. The automatically-generated sales [order numbers](#) are used across both applications. Therefore, if you enter an [order](#) via the [transcriptional order entry](#) method but then enter another [order](#) in the [Order](#) Entry task Advanced [Order](#) Entry, the [order numbers](#) will be consecutive.

[Order](#) Capture

To use this application, you must set the SOP in Use field to **AOP Attached** in the Inventory Management company profile. To enter [orders](#), you use the [Order](#) Capture task within Workspace. If you are using [Order](#) Capture, you should not use any other method of [order](#) entry, as it could potentially destroy or invalidate the sourcing that has taken place during the [Order](#) Capture task. If you need to amend an [order](#), you must do it through [Order](#) Capture.

[Order](#) Capture is the only [order](#) entry method that supports the use of containers and promotions.

Order Line Status

You can see the [status](#) of an [order](#) line when you run an enquiry on it. The [status](#) indicates what stage of the sales [order](#) process the [order](#) line has reached, for example, the [order](#) line may have stock allocated to it.

The [status](#) can be:

- **Blank** - The [order](#) line is on the system but stock has not been set aside for shipment.
- **A (Allocated)** - Stock has been reserved (made unavailable for other [orders](#)) for the [order](#).
- **I - [Items](#)** have been confirmed as having left the [stockroom](#) or [warehouse](#) and an invoice has been created for the [order](#). This only happens when the invoice number is not blank. If you are using DRP or POD, if the invoice number is blank, the invoice has not been raised.

Sales Kits

You can create single level sales [kits](#) using Inventory Management. You can raise sales [orders](#) for these [kits](#) in Sales [Order](#) Processing, using the following principles:

- Raising the [Order](#)
- You raise the [order](#) for the [kit](#) parent. This produces [order](#) lines for both the parent and components. If you use [conversational order entry](#), you can see the component lines. The pricing and discounting is applied to the [kit](#) parent. You can raise [orders](#) on [kit](#) components if you do not require a whole [kit](#).
- Allocation

- Stock is allocated to the [kit](#) components, but sourcing is performed for the [kit](#) parent. The component availability is displayed for the chosen [stockroom](#). You can source whole [kits](#) from alternative [stockrooms](#). You can also display and use alternative [kits](#) for sourcing.
- Picking
- The [picking note](#) lists the [kit](#) components.
- Confirmation of Despatch
- Despatch is confirmed for the [kit](#) parent.
- Stock Availability Enquiry
- This is performed on [kit](#) components, because stock is allocated to the components.
- Sales Analysis Update
- The level of update determined by what is set up in the [item](#) file. You can update the [kit](#) parent only, the [kit](#) components only, both the [kit](#) parent and the [kit](#) components or neither the [kit](#) parent nor the [kit](#) components.

Sales Order Processing and EMU

Currency rates are stored on transactions within the system. With the introduction of the Euro and the European Monetary Union (EMU) in 2000, the way in which we process any monetary transaction has changed.

There are now three scenarios to determine the currency conversion rate to be used in this case.

- Sundry Invoices and Sundry Credits use the customer [order](#) date entered on the credit/invoice window.
- Customer Returns Credit Notes that are not based on an original invoice retrieve the conversion rate applicable to the pricing date entered on the window.
- Customer Returns Credit Notes that are based on an original invoice retrieve the conversion rate applicable to the date on that original document. If the rate was fixed (part of the Euro), it is retrieved and used on the credit note.

Each time the system converts an invoice line value from the prime currency to the base currency, the value is calculated by taking into account these Euro considerations.

Base Invoice Header Values are calculated from the Invoice Header Prime Values by accumulating all the base goods, tax and charge totals.

If both currencies are defined as an [IN Currency](#), the Prime Grand Total is converted to the Base Grand Total.

Any discrepancies between this new [base value](#) and the sum of the base goods/tax and charge totals are written to a special Euro Rounding Account via Financials.

Transcriptional Order Entry [1/OEP]

[Transcriptional Order Entry](#) provides rapid entry of [order](#) line details, particularly from documents. You use the standard customer selection and [order](#) defaults entry.

The main objective of this method is speed and therefore the sequence you enter the [orders](#) in is arbitrary, stock allocation is performed in batch and is based on a [priority](#). To speed processing further, you can perform pricing in a batch run. This parameter is held on the company control record.

Within [Transcriptional Order Entry](#):

- Price and discounting can be interactive or batch.
- Stock allocation is a separate operation.
- There are no enquiries.
- There is no facility to force allocate stock.

Note: Should a terminal session fail during the entry or amendment of a sales [order](#), the system automatically reverses any database updates performed during the current session, returning the system to its original state as if that entry or amendment request had never been made.

Note: If you are using Transcriptional, Conversational or Advanced [Order](#) Entry processing and the Inventory, General Ledger and Accounts Receivable periods do not match, there are two ways in which Sales [Order](#) Processing can post transaction details to the General Ledger or Accounts Receivable.

Note: If the Inventory period is after the General Ledger and Accounts Receivable periods, Sales [Order](#) Processing uses the Inventory period end dates to determine the period in which it should post transactions to Accounts Receivable. It uses the invoice date to determine the period into which this date falls from the period/week end calendar. If the resulting period is the same as the period number in the Inventory calendar, it uses that period number when posting to the General Ledger or Accounts Receivable. Otherwise, it uses the period number in the Inventory calendar plus 1.

Note: If the Inventory period is earlier than the Accounts Receivable period, Sales [Order](#) Processing transactions are posted to the current Accounts Receivable period, as you cannot post prior transactions to Accounts Receivable.

Note: The placing of demand for bonded customers or against bonded [warehouses](#) is not allowed within [Transcriptional Order Entry](#).

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 enter the [item](#) on the [order](#).

Order Entry Selection Window

To display this window, select the [Order](#) Entry (Transcriptional) task.

Alternatively, select the [Order](#) Entry (Conversational) task.

Note: The [Order](#) Entry Selection window is the same for both [Transcriptional Order Entry](#) and [Conversational Order Entry](#)

Use this window to enter the customer and [order](#) reference.

Fields

Customer

Enter the [customer code](#) and [delivery address](#) sequence for the [order](#).

You can use the prompt facility on the first field to select from the Customer Scan pop-up.

New [orders](#) cannot be raised if the [delivery address](#) or account is inactive.

Note: *An inactive account in a customer hierarchy has no effect on its child accounts.*

Note: *Orders cannot be placed for 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's [order](#) reference or purchase [order number](#).

Customer Order Date

Enter or select the date of the [order](#). The default is today's date but you can change it.

Despatch Date

Enter or select the date on which customer requires the [order](#) to be delivered. This becomes the default for all [order](#) lines and cannot be earlier than the current date.

Press Enter to display the [Order](#) Entry Header window.

Order Entry Header Window

To display this window, press Enter on the [Order](#) Entry Selection window.

Note: *The [Order](#) Entry Header window is the same for both [Transcriptional Order Entry](#) and [Conversational Order Entry](#).*

Use this window to confirm or amend the default [order](#) processing parameters.

Fields

Invoice Name and Address

Enter the name and address to which you are to send the invoice.

Delivery Name and Address

Enter the name and address to which the [order](#) is to be delivered.

Note: You are prompted to make the first entry in the [Stockroom](#) field. If you want to amend the default invoice and [delivery addresses](#), use Shift+Tab to move to the required field.

Stockroom

Enter the sourcing [stockroom](#) or [warehouse](#) for the [order](#).

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

Note: [Orders](#) cannot be sourced from a bonded [stockroom](#).

Priced At

Select one of the following:

[Order](#) (1) - To price the [order](#) during [order](#) entry

Despatch (2) - To price the [order](#) when you confirm despatch

This will default to the customer setting. If the customer setting is blank it will default to the one on the OE Company profile.

Priority

Enter the [priority](#) to use for a [batch allocation](#) run. Enter a number between **00** and **99**. Where **00** refers to manual stock allocation and **99** forces stock allocation.

Price List Code

Enter the [price list](#) for this [order](#). Alternately, use the prompt facility to select from the [Price List](#) Code pop-up

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.

This field is not displayed if you are using Advanced Pricing.

Discount List Code

Enter the [discount list](#) for this [order](#). This list must be in the same currency as the account. This field is not displayed if you are using Advance Pricing.

Cash Discount Code

To edit this field, you have to select **Payment Details (F13)** to enter the new payment and discount terms. You can only amend this field if you have the required authorisation.

Note: The next three fields are only displayed if the Currency Customer Flag field on the Accounting Details tab of the Delivery Name and Address Maintenance window is checked in the Maintain Customers task.

Currency Code

Enter the currency for this [order](#). This must be the same as the [price list](#) currency.

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

Currency Rate Code

Enter the currency rate code. You set up and maintain these in the General Ledger.

Currency Rate

Select one of the following:

Multiply (1) - To multiply the transaction value by the currency rate to give the [base value](#)

Divide (2) - To divide the transaction value by the currency rate to give the [base value](#)

Note: If you use a fixed currency rate, make sure the Currency Rate Code field is empty and enter a fixed currency rate in the Currency Rate field.

Functions

Payment Details (F13)

Use this to display the Payment Override pop-up.

Price Overrides (F14)

Use this to display the Header Price Overrides pop-up.

Note: This function is only available if you are using Advanced Pricing.

Additional Overrides (F16)

Use this to display the Additional Overrides pop-up.

Tax Overrides (F17)

Use this to display the [Order](#) Header Overrides pop-up.

Currency (F19)

Use this to display the Override Conversion Parameters pop-up.

Note: This is only available if you are dealing with a multi-currency customer and the currency is different from the currency rate code.

Text (F21)

Use this to display the Maintain Text pop-up. This text can be for internal or external use, according to the usage code selected and you can also select the language.

Note: You specify the customer's default language in Customer Details Maintenance. You can override this default language by selecting **Additional Overrides (F16)**.

Press Enter to display the [Order](#) Line Entry window.

Payment Override Pop-up

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

Note: You can access this pop-up from both [Transcriptional Order Entry](#) and [Conversational Order Entry](#).

You define [payment terms](#) in Accounts Receivable. They control the due dates and [cash discounts](#) that apply to invoices generated from a sales [order](#). You can only override them using this pop-up if you have the authority to change [payment terms](#).

Note: Before you can override payment details, you must be authorised to this task and the Payment Override sub-task via Application Manager.

Fields

Payment Terms

There are four fields, but you do not have to enter details into all of them.

Payment Terms (First Field)

Enter one of the following:

D - For the number of days from the invoice date to when payment is due

M - For the number of months before payment is due

P - For a periodic range

T - For extended [payment terms](#)

Payment Terms (Second Field)

Enter the periodic range if you have entered P (Periodic Range) in the first field.

Payment Terms (Third Field)

Enter one of the following:

The payment date for monthly (M) payments

The payment date for periodic (P) payments

The number of days to add to the invoice date for daily (D) payments

Payment Terms (Fourth Field)

Enter a settlement code. You set up settlement codes in Cash Management to define a payment pattern, for example, payment by installment. This field is only used if you selected extended [payment terms](#) (T).

You can use the prompt facility on this field to select from the Select Extended Terms pop-up.

Examples

- 1 D 030 gives a payment date of 30 days after the invoice date.
- 2 M 210 gives a payment date of the 10th of the second month after the month the invoice was sent.

- 3 P 2019 206 gives all the invoices dated between the 20th of the next month and the 19th of the month after and a payment date of the 6th of the first month after the invoice is sent.
- 4 T XXX gives extended payment terms, where XXX is a code identifying a payment pattern defined in Cash Management.

Payment Method

Enter the method of payment.

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

You set up the [payment methods](#) in Cash Management. For example, CHQ is for cheque payments.

Note: [Cash discount](#) codes and [staged discount](#) codes are mutually exclusive.

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 on the Sales Details tab in the Maintain Customers task.

Staged Discount Code

Enter a code to define multiple cash settlement discount percentages. This allows tiers of discount according to how soon you receive the payment. These codes are pre-defined within Cash Management using the Maintain Discount Codes task.

Note: If you have entered T (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 Maintain Customers task in Accounts Receivable.

Note: The [Cash Discount](#) Code and [Staged Discount](#) Code 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 on the Sales Details tab in the Maintain Customers task). 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](#) Code 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

Enter the bank details for the delivery point, the statement account or the consolidated statement account if the statement account is hierarchical.

Functions

Bank Details Override (F13)

Use this to display the Customer Bank Scan pop-up. For further information, refer to the Cash Management product guide.

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

Header Price Overrides Pop-up

To display this pop-up, select **Price Overrides (F14)** on the [Order](#) Entry Header window.

Note: You can access this pop-up from both [Transcriptional Order Entry](#) and [Conversational Order Entry](#).

Use this pop-up to change price and discount details for the [order](#).

Fields

Price Type

Enter the price type to use for this [order](#).

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

Discount Type

Enter the discount type to use for this [order](#). You can enter up to four types.

You can use the prompt facility on these fields to select from the Pricing Type Select pop-up.

Discount Percentages

Enter up to four discount percentages to apply to this [order](#).

Gross/Net

Select one of the following:

Gross (1) - If the discount is applied to the gross value of the [order](#)

Net (2) - If the discount is applied to the net value of the [order](#)

Functions

Delete (F11)

Use this to delete the override details. Select **Confirm Delete (F11)** to confirm the deletion.

Select **Update (F8)** to save the information and return to the [Order](#) Entry Header window.

Additional Overrides Pop-up

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

Note: You can access this pop-up from both [Transcriptional Order Entry](#) and [Conversational Order Entry](#).

Use this pop-up to change processing details for this [order](#) only.

Despatch information can be overridden at various stages during [order](#) processing and confirmation of despatch. Whenever the Additional Overrides pop-up is displayed, the Type of Despatch Note field can be amended to allow for consolidation. Consolidated despatch notes can only be selected if Centralised Document Processing is activated in the Inventory Management company profile.

Fields

Document Processing

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 consolidate documents within the Document Processing application

Invoice Consolidation

Invoice consolidation is only applicable when you set the Type of Despatch Note field to **Consolidated despatch note/separate invoice** for 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](#) reference) (4) - To consolidate invoices daily to [order](#) reference

Weekly (by [order](#) reference) (5) - To consolidate invoices weekly to [order](#) reference

Monthly (by [order](#) reference) (6) - To consolidate invoices monthly to [order](#) reference

Daily by [order](#) (7) – to consolidate invoices daily by [order](#)

Weekly by [Order](#) (8) – to consolidate invoices weekly by [order](#)

Monthly (by [order](#)) (9) – to consolidate invoices monthly by [order](#).

By [order](#) (A) – To print one invoice per [order number](#) once the [order](#) is manually flagged as complete.

Prompt to view available consolidation types from the Inventory Description CONI (Consolidation Invoice Types).

Despatch Note Language

You can optionally 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

You can optionally 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 Information

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 TMTM 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 World Trade is active, this field defaults to the value specified on the Maintain Customer Trade Details pop-up.*

Ship Control Flag

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

Enter one of the following:

Blank - If pick notes are printed based on the total quantity allocated to each [order](#) line

10 - If an [order](#) line will only appear on a pick note if the total line quantity has been allocated (partial shipment is permitted at [order](#) level but not at line level)

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

30 - If pick notes are only produced when all lines on an [order](#) have been fully allocated

Note: The valid values for this customer attribute are defined in the Inventory [Descriptions file](#) under major type SCTL. You must ensure that the above values are established in all companies that wish to implement this facility.

Note: This [order](#) attribute is not shown when this window is invoked from Invoices or Credit Notes tasks.

Carrier

Enter the default carrier. This is validated as follows:

- 1 If Advanced Shipping is live, and the processing company is active with Sales Order Processing, the carrier defaults to that defined via Shipping Customer Defaults.
- 2 If you enter a new code, it is validated against the Shipping Names and Address file.
- 3 If Transport Planning is live, and the processing company is active within Sales Order Processing, the carrier defaults to the carrier defined in the Transport Planning delivery profile.
- 4 If you enter a new code, it is validated against the Transport Planning Carrier file.
- 5 If Advanced Shipping and Transport Planning are not live, the default is blank. The carrier must be defined in the Inventory Descriptions file under major type CARR.

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 Additional Overrides pop-up for the customer attributes and the sales details.

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

Customer Attributes Additional Overrides Pop-up

To display this pop-up, Customer **Scan Attributes (F13)** on the Additional Overrides pop-up.

Note: You can access this pop-up from both [Transcriptional Order Entry](#) and [Conversational Order Entry](#).

Note: Before you can change any details, you must have authority to the Payment Override sub-task via 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, select Use the [tax code](#) from the inventory [item](#).*

Tax Code

Enter the [tax code](#) for this customer. This is a mandatory field if the Tax Calc Basis field is set to **Use the [tax code](#) in the following field** or **Use the [tax code](#) from the inventory [item](#)**. You set up [tax codes](#) in Accounts Receivable.

You can use the prompt facility on this field to select from the [Tax Code](#) Selection pop-up.

Extra Rate Tax

Use this checkbox as follows:

Unchecked - If you do not charge extra using the [tax code](#) defined

Checked - If you do charge extra using the [tax code](#) defined

Tax Country

Enter the country in which this customer is registered for tax. If this is a [delivery address](#) and the same country applies to the [statement address](#), you do not need to make an entry in this field.

If you are using World Trade, the country code defaults to the country specified on the Maintain Customer Trade Details pop-up. You must make sure that the country is valid in World Trade.

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

You can use the prompt facility on this field to select from the Select Country pop-up.

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.

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 window.

Order Header Overrides Pop-up

To display this pop-up, select **Tax Overrides (F17)** on the [Order](#) Entry Header window in either [Transcriptional Order Entry](#) or [Conversational Order Entry](#).

If you are using US Sales Tax, use this window to maintain the tax bodies that apply to the [order](#).

Fields**Tax Body**

Enter the tax body 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:

- 1 - To apply tax at the rate defined for the [order](#) tax body
- 0 - Not to apply tax

Leave this field blank to use the default setting from the company profile.

Vendors Contrib %

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 perform the updates.

Order Line Entry Window

To display this window, press Enter on the [Order](#) Entry Header window.

Use this window to enter the line details for this [order](#).

Fields

Item

Enter the [item](#) to add to the [order](#).

Alternatively, use the prompt facility to select from the [item](#) Master Scan pop-up.

Quantity

Enter the [order](#) quantity.

Note: Only complete the following fields if you want to override the [item](#) defaults.

Note: The Unit Price, Discount Percentage, [Price List](#) and [Discount List](#) fields are not displayed if you are using Advanced Pricing. If you want to change any price or discount details, you have to select a line with for price overrides, which are only available when you are using Advanced Pricing. You switch on Advanced Pricing by setting the Pricing Structure flag to Advanced on the Advanced Pricing Functions pop-up in the Sales [Orders](#) Company Profile task.

Unit Price

Enter the fixed price for the [item](#) in the customer's currency. This overrides all other pricing and is assumed to be a net price.

Disc. %

Enter the [item](#) discount percentage.

Prc Lt

Enter a [price list](#) in the customer's currency to price the [item](#). If you have [items](#) that are free of charge, you need to set up a FOC [price list](#) profile.

Note: If you are using Advanced Pricing and have [items](#) that are free of charge, you need to set up a ZZZ price type profile.

Note: You cannot enter a [price list](#) if you have entered a unit price.

Dsc Lt

Enter a [discount list](#) in the customer's currency.

Note: You cannot enter a [discount list](#) if you have entered a discount percentage.

SR

Enter the sourcing [stockroom](#) or [warehouse](#) for the [item](#).

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

Note: [Orders](#) cannot be sourced from a bonded [stockroom](#).

Despatch Date

Enter or select the required delivery date, if it is different from the due date for the [order](#).

Options**Text**

Use this to enter or maintain text for the [item](#) on the Maintain Text pop-up.

Price Overrides

Use this to override line prices using the Line Price Overrides pop-up.

This is only available when you are using Advanced Pricing.

Tax Group Overrides

Use this to amend the tax group.

This is only available if Vertex type 1 is enabled.

Press Enter to save the information and to display the [Order](#) Line Summary window. The window displayed is determined by whether you are pricing interactively or via batch jobs.

Order Line Summary Window

To display this window, press Enter on the [Order](#) Line Entry window.

This window shows a summary of the [order](#). If you are using interactive pricing, the quantity, unit price and line value are displayed, If you are using batch pricing, only the [item](#), description and quantity are displayed; you must run the separate pricing batch job to price the [order](#).

Options**Price Details**

Use this to display the Pricing Detail Enquiry window. This is only available when you are using interactive pricing.

Functions**Pricing (F9)**

Use this to display the prices for the [order](#) lines. This is only available if you are pricing interactively. If you are using batch pricing, you must run the separate batch pricing routine to price the [order](#).

Complete Order (F13)

Use this to complete the [order](#). This bypasses the [Order](#) Entry Trailer window and goes straight to the [Order](#) Entry Summary window.

Press Enter to display the [Order](#) Entry Trailer window.

Order Entry Trailer Window

To display this window, press Enter on the [Order](#) Line Summary window.

Use this window to add additional charges to the [order](#).

Fields

Suspend

Select a suspension code to suspend the [order](#).

Alternatively, use the prompt facility to select from the SUSP [Order](#) Suspend Codes pop-up.

If Sales [Order](#) Processing has automatically suspended the [order](#), the reason for the suspension is displayed.

Charge Code

Enter up to three charges to be added to the [order](#).

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

You can process tax-only charges for samples or gifts. In this case, enter tax against a charge code specifically set up for this purpose. Only tax values are posted to Accounts Receivable.

Note: As you add charges to the [order](#) the total charges, the tax and [order](#) total are re-calculated.

Amount

Enter the amount to be charged. The default is that attached to the charge code which you set up in the Rate field in the Inventory [Descriptions file](#) under major type SUNC.

Note: The standard charge on the Inventory [Descriptions file](#) is always in base currency; for transaction currency accounts the charge is converted to the [order](#) currency.

Tax Code

Enter the [tax code](#). The default is the code attached to the charge code which you set up in the [Tax Code](#) field in the Inventory [Descriptions file](#) under major type SUNC.

Functions

Restart (F15)

Use this to return to the [Order](#) Entry Selection window without saving the [order](#).

Press Enter to complete the [order](#) and display the [Order](#) Entry Summary window.

Order Entry Summary Window

To display this window, press Enter on the [Order](#) Entry Trailer window.

This window summarises the [order](#) details and displays the [order number](#).

Note: You can start processing the next [order](#) using the fields at the top of the window. For more information on these fields, refer to the [Order Entry Selection Window](#) section.

Select **Exit (F3)** to leave the task.

Conversational Order Entry [2/OEP]

Within [Conversational Order Entry](#) (COE) you can:

- Search on customers
- Search on [items](#)
- Perform pricing and discounting automatically irrespective of the company profile setting
- Allocate [available stock](#) straight away from the usual [depot](#), [warehouse](#) or [stockroom](#), if the delivery date is within the [depot time fence](#)
- Not accept a line if the [item](#) is not held in a [stockroom](#)
- Force stock allocation regardless of physical position

From within COE you can enquire on:

- Stock availability in all [warehouses](#) and the number of purchase [order alternative items](#)
- Unallocated sales [orders](#) and purchase [orders](#)
- Allocated [orders](#) requiring the same stock

[Conversational Order Entry](#) helps you meet the customer's requirements by offering [alternative items](#), quoting realistic delivery dates and sourcing from other locations. You use the standard customer selection and [order](#) defaults entry.

Stock allocation is performed when you enter an [order](#). This task also performs pricing and credit checking. The [order](#) can be suspended for a number of reasons including credit stop, credit limit failure, zero price, and price override.

Note: The [Order Entry Selection](#) window and [Order Header](#) window are the same as those used in [Transcriptional Order Entry](#).

Note: Should a terminal session fail during the entry or amendment of a sales [order](#), the system automatically reverses any database updates performed during the current session, returning the system to its original state as if that entry or amendment request had never been made.

Note: If you are using [Transcriptional Order Entry](#), [Conversational Order Entry](#) or Advanced [Order Entry](#) processing and the Inventory Management, General Ledger and Accounts Receivable periods do not match, there are two ways in which Sales [Order Processing](#) can post transaction details to the General Ledger or Accounts Receivable.

Note: If the Inventory Management period is after the General Ledger and Accounts Receivable periods, Sales [Order Processing](#) uses the Inventory Management period end dates to determine the period in which it should post transactions to Accounts Receivable. It uses the invoice date to determine the period in which this date falls from the period/week end calendar. If the resulting period is the same as the period number in the Inventory Management calendar, it uses that period

number when posting to the General Ledger or Accounts Receivable. Otherwise, it uses the period number in the Inventory Management calendar plus 1.

Note: If the Inventory Management period is before the Accounts Receivable period, Sales [Order Processing](#) transactions are posted to the current Accounts Receivable period, as you cannot post prior transactions to Accounts Receivable.

Note: The placing of demand for bonded customers or against bonded [warehouses](#) is not allowed within [Conversational Order Entry](#).

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 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](#)/quantity scan, [item](#) supersession.

Conversational Order Line Entry Window

To display this window, complete the [Order Selection](#) window and the [Order Entry Header](#) window and then press Enter on the [Order Entry Header](#) window.

Use this window to enter the details for the [order](#).

Note: The minimum amount of data needed is the [item](#) and quantity.

Fields

Item

Enter the [item](#).

Alternatively, use the prompt facility to select from the [item](#) Master Scan pop-up.

Qty

Enter the quantity.

Note: You only need to complete the other fields if you want to override the default settings.

Price

You can optionally enter a fixed price in the currency of the [order](#). This overrides all other pricing and is assumed to be a net price. (It must be in the currency of the [order](#).)

Note: If you are using Advanced Pricing you can also override prices using the Price Overrides option.

Note: If you use [Catchweight](#), you can enter fixed prices and discounts as a value with an optional [unit of measure](#).

Despatch Date

Enter or select the delivery due date, if it is different from the due date for the [order](#).

Price List

Enter the [price list](#). You cannot enter both a [price list](#) and a fixed price. If no price exists on the [price list](#), the [order](#) is suspended with an NP price suspense code.

If an [item](#) is free of charge, you must use the FOC [price list](#) profile.

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

Note: If you are using Advanced Pricing, the free of charge [price list](#) is ZZZ not FOC.

Stockroom

Enter the [stockroom](#) from which to source the [item](#).

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

Note: [Orders](#) cannot sourced from a bonded [stockroom](#).

Disc %

Enter the discount, as a percentage.

Note: For Advanced Pricing, use the Price Overrides option or view discounts using the Price Enquiry Pricing Details option.

Disc List

Enter a [discount list](#). You cannot enter both a [discount list](#) and a discount percentage.

Options

Amend

Use this to change the details of the [order](#) line other than the [item](#) and [stockroom](#).

The selected line is displayed in the fields at the bottom of the window.

Text

Use this to display the Maintain Text pop-up.

Price Overrides

Use this, for Advanced Pricing only, to display the Line Price Overrides pop-up.

Delete

Use this to delete the line.

The [status](#) of the line changes to **DELETED**.

Source

Use this to display the [Order](#) Entry Source window.

Availability

Use this to display the Stock Availability Enquiry window.

Force Allocate

Use this to force allocation on a line even where there is not enough [physical stock](#).

This makes the [available stock](#) negative, which means that current [physical stock](#) cannot meet all of the commitments made to customers, until you receive another supply.

Pricing Details

Use this, in Advanced Pricing only, to display the Pricing Detail Enquiry window.

Functions

Trailer (F13)

Use this to display the Conversational [Order](#) Trailer window.

Restart (F15)

Use this to re-start the [order](#) entry. All entries made to date are lost and the [Order](#) Entry Selection window is re-displayed.

Item/Quantity Selection (F21)

Use this to display the [Item](#) Master Scan pop-up. Find the [item](#), enter the required quantity and then select **Update (F8)** to create an [order](#) line.

Item/Quantity Selection Popup

Options

Transaction Control (1)

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 (2)

Invoke the Item Supersession Enquiry for the selected item.

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

Functions for Advanced Pricing Only

Advanced Pricing (F9)

Use this to re-price all [order](#) lines including whole [order](#) discounts. If you have amended lines, the whole [order](#) discount is changed so that the value of the whole [order](#) is different and may affect the discount breaks.

Note: The [order](#) is also re-priced when you select **Trailer (F13)**.

Order Lines:

To add an [order](#) line, press Enter. Sales [Order](#) Processing then:

- Calculates the line discounts and prices the [order](#)
- Checks for the [item](#) at the nominated [stockroom](#) and that the [stockroom](#) is a [depot](#)
- If the due date is within the Allocation [Time Fence](#) set for the [depot](#), 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, select **Availability** against the [order](#) line.
- 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.

Select **Trailer (F13)** to display the [Conversational Order Entry](#) Trailer window.

Line Price Overrides Pop-up

To display this pop-up, select Price Overrides against an [order](#) line on the Conversational [Order](#) Line Entry window.

Note: This pop-up is only available if you are using Advanced Pricing.

Use this pop-up to enter price overrides for an [order](#) line.

Fields

Note: You must enter either a price type or a fixed price.

Price Type

Enter a price type to price this line.

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

Fixed Price

Enter a fixed net price to override the default calculated price for the [order](#) line.

Note: If you enter a fixed net price, you cannot enter any discount values, percentages or types.

Fixed price entry remains unaltered, that is any fixed price value entered for the current document is expressed in document prime currency and not base currency. However, when Invoice Alternate Calculation is in operation, that is Inventory description major **DFLT**, minor

INVALTCAL limit is 1, the [base value](#) is calculated from prime using the currency exchange rate in operation for that document/day.

Per

Enter the factor. The price value is divided by the factor to give the [item's](#) unit price.

Note: Enter either a discount type or a percentage but not both.

Discount Type

Enter up to four discount types. These override the discounts for the customer or [item](#).

You can use the prompt facility on these fields to select from the Pricing Type Select pop-up.

Discount Percentage

Enter up to four fixed discount percentages (for each of the set-up quantity breaks).

Gross/Net

Select one of the following for each discount percentage:

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

Net (2) - If the discount is a net percentage

Discount Value

Enter a fixed discount value per [item](#) issue unit.

Per (Discount)

Enter the factor. The discount price value is divided by the factor to give the [item's](#) discount unit price.

Advanced Pricing with Catchweight

If you use [Catchweight](#), you can amend the line price and discount details according to the following hierarchy:

	Pricing/Discount - Primary	Pricing/Discount - Secondary
Catchweight Type 1 items	-	Yes
Items with a Secondary UoM (including Catchweight types 2 and 3).	Yes	Yes
Items with no Secondary UoM	Yes	-

UoM (Price)

Enter the [unit of measure](#) for the fixed price entered for the [item](#).

If you enter a UoM:

- The factor is always calculated for secondary UoMs.
- The factor is calculated for primary UoMs if they are one of the three held for the [item](#) (otherwise you will be prompted to enter a UoM).

If you do not enter a UoM:

- The factor is set to **0** and the price or discount value applies to the whole line.

Caution: You can price items set up as Catchweight types 2 and 3 by either primary or secondary UoMs. If you use a primary UoM, a warning is displayed. You can cancel the warning and proceed with the order line.

Note: If you enter a primary UoM that is not one of the three UoMs held for the [item](#), a pop-up is displayed for you to enter the conversion factor. This is used to calculate the primary [unit of measure](#).

UoM (Discount)

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

Note: You can discount [Catchweight item](#) types 1, 2 or 3 by a primary [unit of measure](#). You are warned that the secondary UoM pricing was not used.

Functions

Delete (F11)

Use this to delete the line prices. Select **Confirm Delete (F11)** to confirm the deletion and return to the [Order](#) Line Entry window.

Select **Update (F8)** to save the information and return to the Conversational [Order](#) Line Entry window.

Order Entry Source Window

To display this window, select Source against an [order](#) line on the Conversational [Order](#) Line Entry window.

This window displays the [available stock](#), the amount of stock [on order](#) and alternative sourcing [stockrooms](#). It also displays a list of the alternative products, their [depots](#) and stock positions.

Fields

Select Quantity

You can enter any number of quantities against any [depot](#) and any product from which to source the [order](#). This generates an [order](#) line for each [order](#) quantity. If you reduce the original [order](#) quantity to zero, that [order](#) line is deleted. The first line defaults to the original [order](#) quantity.

Note: [Orders](#) cannot be sourced from a bonded [stockroom](#).

Note: Bonded [warehouses](#) are excluded from the list of sourcing points available when manually sourcing an [order](#) line.

Options

Transaction Control (1)

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 (2)

Invoke the Item Supersession Enquiry for the selected item.

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

Functions

Restart (F15)

Use this to return to the [Order](#) Entry Selection window, losing all information entered.

Enter the quantities needed against one or more [stockrooms](#) and then press Enter to save the information and return to the Conversational [Order](#) Line Entry window.

Stock Availability Enquiry Window

To display this window, select Availability against an [order](#) line on the Conversational [Order](#) Line Entry window.

This window shows a summary of the stock position, including physical and [available stock](#), supply [orders](#) and [back orders](#).

The lower part of the window shows any unallocated sales [orders](#) (SO) and [outstanding](#) purchase [orders](#) (PO) in due date sequence.

A negative figure in the [Available Stock](#) field means that supply is dependent upon promises for delivery being met, while a negative figure in the [Expected Stock](#) field means that there is not sufficient stock to meet this [order](#).

Options

Select

Use this against an [order](#) line to display the details of any reservations against that purchase or sales [order](#).

Note: This option is only available when reservations exist.

Functions

Allocations (F13)

Use this to display the Stock Availability Enquiry Allocations window.

Select **Previous (F12)**.

Alternatively, press Enter to return to the Conversational [Order](#) Line Entry window.

Stock Availability Enquiry Allocations Window

To display this window, select **Allocations (F13)** on the Stock Availability Enquiry window.

This window displays the other [orders](#) for which stock is allocated or on pick.

A line of asterisks broken by a date shows the current date plus the lead-time for the product

Functions

Restart (F15)

Use this to return to the [Order](#) Entry Selection window. If you select this, you lose all of the entries you have made.

Select **Previous (F12)**.

Alternatively, press Enter to return to the Stock Availability Enquiry window.

Conversational Order Entry Trailer Window

To display this window, select **Trailer (F13)** on the Conversational [Order](#) Line Entry window.

Use this window to enter any additional charges to the [order](#).

If there is a stock shortage, a highlighted message is displayed at the bottom of the window.

Fields

Suspend Code

Enter a suspension reason code to suspend the [order](#) manually. The reason code is displayed if the [order](#) has been suspended automatically; for example because the [item](#) is not priced.

You can use the prompt facility to select from the SUSP [Order](#) Suspend Codes pop-up.

Charge Code

Enter up to three charges, if necessary.

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

Amount

Enter the charge amount. This defaults to the value entered in the Inventory [Descriptions file](#).

Note: The standard charge on the Inventory [Descriptions file](#) is always in base currency. For transaction currency accounts the charge is converted to the [order](#) currency.

Tax Code

Enter the [tax code](#). The default is set up in the Inventory [Descriptions file](#) against the charge code.

If extra tax applies, for example, in Spain, this is shown against the [tax code](#) in the General Ledger.

Note: Euro tax is catered for, using tax details maintained in the General Ledger. You can deduct [cash discounts](#) at [order](#) time or payment time, or ignore [cash discounts](#).

Functions

Restart (F15)

Use this to return to the [Order](#) Entry Selection window. If you select this, you lose all of the entries you have made.

Text (F21) Entry

Use this to display the Maintain Text pop-up.

Press Enter to re-calculate the charges total and tax and add them to the [order](#) totals (excluding tax only). Select **End Order (F13)** to process the [order](#). The [Conversational Order Entry](#) Summary window is displayed.

Conversational Order Entry Summary Window

To display this window, select **End Order (F13)** on the [Conversational Order Entry](#) Trailer window.

This window summarises the [order](#) details and displays the [order number](#).

Note: You can start processing the next [order](#) using the fields at the top of the window. For more information on these fields, refer to the [Order](#) Entry Selection Window section.

Select **Exit (F3)** to leave the task.

Order Amend Introduction

You can amend [orders](#) using either Conversational [Order](#) Amend or Transactional [Order](#) Amend, regardless of how they were originally entered.

Note: If you are using Advanced [Order](#) Entry you cannot use the [Order](#) Amend (Transactional) or [Order](#) Amend (Conversational) tasks; you must use the [Order](#) Amend task within Advanced [Order](#) Entry.

Use these tasks to:

- Amend [order](#) header details
- Amend [order](#) line details
- Amend [order](#) trailer details
- Re-print [order](#) acknowledgements

You cannot do this if you are using Conversational [Order](#) Amend.

- Add lines to the [order](#)

You cannot delete lines; you must use the [Order](#) Cancellation task instead.

Note: *This does not automatically adjust the stock allocation.*

Caution: If you are using Advanced Pricing, Order Amend will re-price the order using the Advanced Pricing rules.

When you select an [order](#), the window displays information as to whether the [order](#) line is on pick or not. You can cancel existing picking or despatch notes using another task to return the [status](#) of stock from [On-pick](#) to Allocated.

For [orders](#) already on pick:

- 1 If you add new lines or increase the quantities of existing lines, you can either produce another picking note to cover the extra allocation, or you can cancel the present pick note and then issue a new note to cover the whole order. You can cancel the existing picking note before or after making the order amendments.
- 2 If you decrease the quantity of an existing order line, you must cancel the existing picking note first. You then issue a new picking note after making the downward adjustments to the allocation.
- 3 If you cancel a whole order, the allocated and on pick quantities are automatically reduced to zero; that is, as far as the system is concerned, the picking notes are cancelled.
- 4 If you cancel a line, the allocated and on pick quantities are automatically reduced to zero. You could amend the existing picking note, although for tidiness it is better to cancel the present picking note and issue another one.

Note: *Once you have confirmed an [order](#) or [order](#) line, you cannot cancel or amend it.*

Order Amend (Transcriptional) [3/OEP]

Use this task to amend [order](#) details on the [Order](#) Entry Header, [Order](#) Line Entry and [Order](#) Entry Trailer windows. You can also re-print acknowledgements and add further [order](#) lines.

Note: *You cannot use this task if you are using Advanced [Order](#) Entry; you must use the [Order](#) Amend task.*

Note: *If a terminal session fails during the entry or amendment of a sales [order](#), the system automatically reverses any database updates performed during the current session, returning the system to its original state as if that entry or amendment request had never been made.*

Note: *The placing of demand for bonded customers or against bonded [warehouses](#) is not allowed within [Transcriptional Order Entry](#).*

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.

Transcriptional Order Amend Selection Window

To display this window, select the [Order](#) Amend (Transcriptional) task.

Use this window to select the [order](#) and detail that you want to amend.

Fields

Order Number

Enter the [order number](#) you want to change.

Note: [Orders](#) cannot be placed for a bonded customer.

Reprint Acknowledgement

Use this checkbox as follows:

Unchecked - Not to re-print the [order](#) acknowledgement

Checked - To re-print the [order](#) acknowledgement

Detail Required

Select one of the following:

Header Amendment (1) - To amend the [Order](#) Header

Refer to the [Order](#) Entry Header Window section for further details.

Line Amendment (2) - To amend the [Order](#) Line details

Refer to the [Order](#) Line Entry Window section for further details.

Trailer Amendment (3) - To amend the [Order](#) Trailer

Refer to the [Order](#) Entry Trailer Window section for further details.

Note: *The next window depends on the value of the Detail Required field.*

Enter the [order number](#) and detail required and then press Enter to display the next window.

Order Amend (Conversational) [4/OEP]

Use this task to amend [order](#) details on the [Order](#) Entry Header, Conversational [Order](#) Line Entry and Conversational [Order](#) Trailer windows. You can also add further lines to the [order](#).

Note: You cannot use this task if you are using Advanced [Order Entry](#); you must use the [Order Amend](#) task.

Note: Should a terminal session fail during the entry or amendment of a sales [order](#), the system automatically reverses any database updates performed during the current session, returning the system to its original state as if that entry or amendment request had never been made.

Note: The placing of demand for bonded customers or against bonded [warehouses](#) is not allowed within Conversational [Order Amend](#).

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 is applied, regardless of the mechanism used to add a product to an [order](#), i.e. direct entry, alternate [item](#) sourcing, [item/quantity scan](#), [item](#) supersession.

Conversational Order Amend Window

To display this window, select the [Order Amend \(Conversational\)](#) task.

Use this window to select the [order](#) and detail you want to amend.

Fields

Order Number

Enter the number of the [order](#) you want to change.

Note: [Orders](#) cannot be placed for a bonded customer.

Detail Required

Enter one of the following:

Header Amendment (1) - To amend the [Order](#) Header

Refer to the [Order](#) Entry Header Window section for further information.

Line Amendment (2) - To amend the [Order](#) Line details

Refer to the Conversational [Order](#) Line Entry Window section for further information.

Trailer Amendment (3) - To amend the [Order](#) Trailer

Refer to the [Conversational Order Entry](#) Trailer Window section for further information.

Note: The next window displayed depends on the selection you make in the Detail Required field.

Enter the [order number](#) and detail required and then press Enter to display the next window.

Suspended Order Release [5/OEP]

Sales [orders](#) can be automatically or manually suspended.

Manual Suspension

You can suspend an [order](#) manually during [Order](#) Entry or [Order](#) Amend on the [Order](#) Trailer window. You set up reasons for suspension in the Inventory [Descriptions file](#) under major type SUSP. You must define a two-character description code for every suspension reason.

Possible reasons for manual suspension are if the [order](#) is:

- A quotation that later becomes an [order](#)
- A cash with [order](#) transaction where the cash received is too little
- Taken over the telephone and you are waiting for written confirmation

Automatic Suspension

[Orders](#) will be automatically suspended for the following reasons:

- The [Order](#) has failed the State Violation check (SV)
- The customer is subject to booking-in control without a firm date (BI).
- The customer is on credit stop (CS).
- The [order](#) would exceed the credit limit (CL).
- The customer is subject to litigation (CT).
- You entered a fixed price for a line (FP).
- There is no price for an [order](#) line (NP).
- The price is a negative value (NV).

You can restrict users as to which suspension codes they can amend and release. You set up these authority levels in the General Ledger. If you do not restrict users to specific suspension codes, it is assumed that they have authority to use all suspension codes.

Suspended [Order](#) Release – Booking in Details

The system ensures that an [order](#) remains suspended if booking-in details are required but they are not yet present on the [order](#). [Order](#) Capture will keep the [order](#) suspended and Suspended [Order](#) Release will similarly suspend an [order](#).

When an [order](#) is released from one suspend reason, it will force it on to BI suspend if necessary.

- If the customer requires booking-in details and the details do not exist, the [order](#) is suspended.
- If the customer requires booking-in details and the details do exist, the [order](#) remains un-suspended.

Note: The previous suspend code may have allowed sourcing and the new suspend code BI may not allow sourcing. There is no attempt to de-source the [order](#), as this is the responsibility of [Order Capture](#). The [order](#) will therefore remain sourced.

Note: If you do happen to go into [Order Capture](#) to amend the [order](#), or select the [order](#) for Batch Sourcing, the [order](#) will then be de-sourced.

Un-priced Lines

When an [order](#) is released from suspension, there is a check to see whether any of its lines have not been priced. If any un-priced lines are found, a pop-up is displayed, on which the user can choose to release the [order](#) but set it to be re-priced at despatch.

Re-suspension of [Orders](#)

When an [order](#) is released from one suspend reason, the system can check to see whether any other suspend reasons lower in the suspend [priority](#) than the reason currently being released apply. If so, the [order](#) is re-suspended using this new suspend reason.

This check is controlled by a re-suspend entry in the [Descriptions file](#) under major type DFLT, description code RESUSPEND. The rate field is set to **1** to perform the re-suspend check. The default setting is **0**.

The full [priority](#) sequence list for suspend reason codes, highest to lowest, is:

[Priority](#) 0 (Zero)

- SV State Violation

[Priority](#) 1

- CT Customer on litigation stop
- HT Hierarchy on litigation stop
- CU Customer credit uncertain
- HU Hierarchy credit uncertain
- CP Customer suspended
- HP Hierarchy suspended

[Priority](#) 2

- CS Customer on stop
- HS Hierarchy on stop

[Priority](#) 3

- CL Credit limit exceeded
- HL Hierarchy credit limit exceeded

[Priority](#) 4

- NP Line not priced

[Priority](#) 5

- NV Negative value

[Priority 6](#)

- FP Fixed price line

[Priority 7](#)

- OA [Order](#) awaiting approval
- PF [Proforma](#) Invoice
- CW Cash with [order](#)
- BI Booking in control

[Priority 8](#)

- User-defined suspend codes (i.e. not one of the above)

If the re-suspend flag is **on**, all codes with a [priority](#) 1 to 6 that are lower in the list than the suspend reason code currently being released will be re-checked.

If the [order](#) fails any of these checks, a re-suspend window is displayed.

Codes within [priority](#) 1 to 6 are mutually exclusive; i.e. only the first code that applies at each [priority](#) level will be applied. Subsequent codes at that same level are not applied.

[Priority](#) 7 and 8 codes only apply to [Order](#) Capture.

[Priority](#) 7 codes are checked individually in the sequence shown; i.e. all that are relevant are applied in sequence.

[Priority](#) 8 codes are applied in the [order](#) they are read from the suspension code list generated by [Order](#) Capture.

After all possible re-suspend reason codes have been processed, or if the re-suspend flag was off and such checking was therefore not required, the [order](#) will still be suspended if booking-in details are required and the details do not exist.

A final check will also be made see whether any of its lines have not been priced. If any un-priced lines are found, a pop-up is displayed, from which the user may choose to release the [order](#) but set it to be re-priced at despatch. Note that as a result, this check for NP will be performed after the other suspend reason codes, despite its relative [priority](#).

Suspended Order Release Selection Window

To display this window, select the Suspended [Order](#) Release task.

Use this window to select a single [order](#) you want to release, or use the options available to show a list of [orders](#) that need to be released.

Fields

Order Number

Enter an [order number](#) to release a specific [order](#).

Leave this field blank and enter a suspend code or customer to display a list of [suspended orders](#). If no selection criteria are used, a full list of [suspended orders](#) is displayed.

Suspend Code

Enter a suspend code to view all [suspended orders](#) with that specific code.

Note: If the [order](#) is suspended by a code to which you are not authorised, an error message is displayed.

Customer

Enter a customer to view all [suspended orders](#) for that specific customer.

Note: If the RE-SUSPEND check is being made and the selected [order](#) is to be re-suspended rather than released, the Re-suspend [Order](#) pop-up will be displayed.

Note: If the [order](#) is suspended by a code to which you are not authorised, an error message is displayed.

Note: If the user selects a Sales [Order](#) which has a [Stockroom](#) on the header to which the user is not authorised, then the standard [Stockroom](#) Authorisation error window is displayed and the Sales [Order](#) may not be released.

Enter an [order number](#) and then press Enter to display the Suspended [Order](#) Release Summary window.

Alternatively, leave the [Order Number](#) field blank and then press Enter to display the Suspended [Order](#) Release List of [Orders](#) window.

Suspended Order Release Summary Window

To display this window, enter an [order number](#) and then press Enter on the Suspended [Order](#) Release Selection window.

Use this window to check the invoice and [delivery address](#) details for the [order](#) and to release the [order](#).

Fields

Suspend Code

This field displays the reason for suspension.

Functions

Release Order (F13)

Use this to release the suspended [order](#).

Note: When F13 = Release [order](#) is taken, the [order](#) is released, and system leads to the allocation screen. If multiple suspend code is available, after all the suspend codes get released and then it leads to allocation screen.

If the [order](#) is suspended due to [item](#) not priced (NP), the allocation screen was shown after F8 = Price at despatch is taken.

Note: If you try to release an [order](#) that is un-priced, a warning message is displayed. You can either continue and price the [order](#) at the time of despatch, or you can return and price the [order](#) before you release it.

Select **Release Order (F13)** to release the [order](#) and return to the Suspended [Order](#) Release Selection window.

Suspended Order Release List of Orders Window

To display this window, leave the [Order Number](#) field blank and then press Enter on the Suspended [Order](#) Release Selection window.

Use this window, which shows the list of [suspended orders](#) that matches the selection criteria, in [order](#) to select one or more [orders](#) for release.

Fields

Select (Untitled)

Use **1** to select one or more of the displayed [orders](#) for release.

Use **2** to launch whole [order](#) enquiry.

Order

This field displays the [order number](#) of the suspended [order](#).

Customer

This field displays the customer associated with the [order](#).

Note: If a specific customer was selected, only [orders](#) for that customer are listed.

Code/Code Description

These fields displays the suspend code and description, giving the reason for the [order](#) suspension.

Note: If a specific suspend code was selected, only [orders](#) suspended for that reason are listed.

Functions

Available Credit (F14)

If a customer account is selected, the customer account available credit and [outstanding order values](#) are available.

Change Order Sequence (F15)

Use this to change the view of the [orders](#) shown. If they are currently displayed in ascending [order](#) (oldest first), they will be reversed to descending [order](#) (most recent first).

Every time you select **Change Order Sequence (F15)**, the sequence will be reversed.

Note: If you try to release an [order](#) that is not priced, a warning message is displayed. You can continue and price the [order](#) at the time of despatch, or you can return and price the [order](#) before you release it.

Note: If the RE-SUSPEND check is being made and a selected [order](#) is to be re-suspended rather than released, the Re-suspend [Order](#) pop-up will be displayed.

Select one or more of the displayed [orders](#) and then select **Update (F8)** to release those [orders](#). The Suspended [Order](#) Release Selection window is re-displayed.

Re-suspend Order Pop-up

This pop-up is displayed when the RE-SUSPEND check is made and the selected [order](#) is to be re-suspended rather than released.

Use this pop-up to re-suspend the [order](#) with a new reason code.

Functions

Resuspend (F8)

Use this to re-suspend the [order](#) with the new reason code.

Cancel (F12)

Use this to leave the [order](#) suspended with the original reason code.

Select **Resuspend (F8)** to suspend the [order](#) with the new reason code.

Commission Details [6/OEP]

Use this task to enter commission details for sales [orders](#). You can enter three levels of commission, which are:

- 1 Salesman
- 2 Sales Agent 1
- 3 Sales Agent 2

The commission can be based on either [order value](#) or [order](#) quantity and can be expressed as a percentage or a value. You can apply the commission at [order](#) header or [order](#) line level.

Note: If you need to enquire on commission details for an [order](#), you have to use this task.

Commission Details Maintenance Selection Window

To display this window, select the Commission Details task.

Use this window to select the [order](#) to which you want to add commission details.

Fields

Order

Enter the number of the [order](#).

Leave this field blank to display a list of all [orders](#).

Note: *If you leave this field blank, you must enter a customer.*

Customer

Enter the [customer code](#) and [delivery address](#).

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

Note: *You can leave this field blank if you know the [order number](#).*

Order Ref

You can optionally enter the [order](#) reference number, if you entered the customer.

Note: *The next window displayed depends on which fields you have completed.*

Press Enter to display the next window.

Commission Details Order Selection Window

To display this window, enter a customer and then press Enter on the Commission Details Maintenance Selection window.

Use this window to select the customer's [order](#) to which you want to add commission details.

Options

Select

Use this to select the [order](#) to which you want to add commission details.

Functions

Change Level of Detail (F13)

Use this to change the display. The [order number](#) and [item](#) description are displayed.

Select an [order](#) to display the Commission Details Maintenance Selection window. The [Order](#) field will contain the [order](#) just selected and the [Order](#) Ref field will be completed if a reference exists. Press Enter again to display the Commission Details Amend window.

Commission Details Amend Window

To display this window, enter an [order number](#) (or select an [order](#) on the Commission Details [Order Selection](#) window) and then press Enter on the Commission Details Maintenance Selection window.

Use this window to enter the commission details for each [order](#) line.

Fields

Position to Line

Enter a line number at which to start the display.

Salesman

Enter the salesman.

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

Agent 1

Enter an agent.

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

Agent 2

Enter a sub agent.

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

Note: Select *Line Summary (F15)* to display the following fields.

Salesman Percent

Enter the commission, expressed as a percentage, for the salesman, agent and sub agent for each [order](#) line.

Salesman Value

Enter the salesman's commission, expressed as a value, for each [order](#) line.

Agent 1 Percent

Enter agent 1's commission, expressed as a percentage, for each [order](#) line.

Agent 1 Value

Enter agent 1's commission, expressed as a value, for each [order](#) line.

Agent 2 Percent

Enter agent 2's commission, expressed as a percentage, for each [order](#) line.

Agent 2 Value

Enter agent 2's commission, expressed as a value, for each [order](#) line.

Description

This field displays the description of the product on the [order](#) line.

Functions

Line Summary (F15)

Use this to toggle the display between summary and detail.

Header Details (F16)

Use this to display the Commission Header Details pop-up.

Select **Update (F8)** to save the information and leave the task.

Commission Header Details Pop-up

To display this pop-up, select **Header Details (F16)** on the Commission Details Amend window.

Use this pop-up to enter sales commission details for the [order](#) header.

Fields

Salesman

Enter the salesman.

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

Percentage

Enter the percentage commission. The default is set up against the salesman in the Inventory [Descriptions file](#).

Value

Enter the value of the commission. The default is set up against the salesman in the Inventory [Descriptions file](#).

Agent

Enter the agent.

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

Percentage

Enter the percentage commission. The default is set up against the agent in the Inventory [Descriptions file](#).

Value

Enter the value of the commission. The default is set up against the agent in the Inventory [Descriptions file](#).

Sub Agent

Enter the sub agent.

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

Percentage

Enter the percentage commission. The default is set up against the sub agent in the Inventory [Descriptions file](#).

Value

Enter the value of the commission. The default is set up against the sub agent in the Inventory [Descriptions file](#).

Select **Update (F8)** to save the information and return to the Commission Details Amend window.

Order Cancellation [7/OEP]

Use this task to cancel all or part of an [order](#). You can cancel an [order](#) or a line up to the point of despatch, even if you have raised a [picking note](#), unless the [picking note](#) is for a [depot](#) defined as a [warehouse](#).

When an [order](#) line is cancelled, the [outstanding order balance](#) of the appropriate account is reduced by the value of the stock de-allocated from the line.

The value of the de-[allocated stock](#), which is passed to the Account Summary [Balance](#) Update routine, optionally includes the tax value of that stock as well as its goods value based on the setting of the Include Tax Values in [Outstanding](#) Debt field on the Company Profile Maintenance Control Details window in the Sales [Order](#) Company Profile task.

Refer to the [Batch Allocation](#) section in the Reports and Batch Processing chapter of this product guide for an example of the calculation required to establish the de-allocated tax value of an [order](#) line.

Location Control

If you are using Location Control, event allocations that have been attached to any associated pick notes are cancelled when the [order](#) is cancelled. These will only exist if there is an [outstanding](#) pick note.

You cannot cancel [orders](#) that have allocated or reserved lots recorded against them unless you de-allocate the lots beforehand.

Note: *If you want to cancel an [order](#) with live [picking notes](#), we recommend that you retrieve these before cancelling the [order](#). Otherwise, they could be used to despatch stock and you will only discover the error when you request the despatch confirmation.*

Container Lines

Container lines on an [order](#) cannot be selected for cancellation. Cancellation of these lines occurs as a result of cancelling the products shipped in the containers.

The value of any containers associated with the allocated products cancelled from the [order](#) (excluding those charged on a rental basis) is determined and the value calculated (excluding tax) is included in the adjustment made to the Account Summary [Balance](#).

To simplify the calculation required at this point, there is no rounding of container quantities performed during this calculation. For example, if the system determines that a total of ten and a half cases would have been required to ship the cancelled allocated product quantity, the value of ten and a half cases is calculated, even though in practise eleven cases would have been shipped.

Whole Order Discounts

[Order](#) cancellation will apply any additional [order](#) discount established in Advanced [Order](#) Entry or [Order](#) Capture to the [outstanding order](#) lines.

Note: *It is therefore recommended to use Advanced [Order](#) Entry or [Order](#) Capture to cancel individual [order](#) lines where the discount can be amended if required.*

Order Cancellation Selection Window

To display this window, select the [Order](#) Cancellation task.

Use this window to specify the [order](#) you want to cancel.

Fields

Order Number

Enter the number of the [order](#) you want to cancel.

Press Enter to display the [Order](#) Cancellation Detail window.

Note: *If the user selects a Sales [Order](#) which has a [Stockroom](#) on the header or on any [Order](#) Line to which he is not authorised, then the standard [Stockroom](#) Authorisation error window is displayed and the Sales [Order](#) may not be cancelled.*

Order Cancellation Detail Window

To display this window, enter an [order number](#) and then press Enter on the [Order](#) Cancellation Selection window.

Use this window either to cancel the whole [order](#) or to cancel individual [order](#) lines.

Fields

Line No.

You can optionally enter the number of the [order](#) line you want to cancel. This will be displayed on the [Order](#) Line Cancellation window.

Note: *Place the cursor in the Line No field and press Enter to go through the [order](#) lines in turn.*

Cancellation Reason

Enter the reason for cancelling the [order](#).

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

Note: If there are [outstanding picking notes](#) for the selected [order](#) line, a message is displayed. Confirm that you want to cancel the line by selecting **Cancel Line (F13)**.

Functions

Cancel Whole Order (F13)

Use this to cancel the whole [order](#) and return to the [Order](#) Cancellation Selection window. You must enter a cancellation reason.

Enter an [order](#) line number and then press Enter to display the [Order](#) Line Cancellation window.

Order Line Cancellation Window

To display this window, enter a line number and then press Enter or leave the Line Number field blank and then press Enter on the [Order](#) Cancellation Detail window.

Use this window to cancel individual [order](#) lines.

Fields

Line No

Enter the line number you want to cancel.

Cancellation Reason

You must enter the reason for cancellation.

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

Note: If there are [outstanding picking notes](#) for the selected [order](#) line, a message is displayed. Confirm that you want to cancel the line by selecting **Cancel Line (F13)**.

Functions

Cancel Line (F13)

Use this to cancel the [order](#) line.

Select **Cancel Line (F13)** to cancel the [order](#) line and display the next [order](#) line. Continue to cancel [order](#) lines as required or select **Exit (F3)** to leave the task.

Manual Allocation Introduction

You can allocate stock in the following ways:

- [Manual allocation](#) by [order](#)
- [Manual allocation](#) by [item](#)
- [Batch allocation](#)

- Automatic allocation via [Conversational Order Entry](#)
- Automatic allocation via Advanced [Order Entry](#)

Stock is automatically allocated based on delivery date requirements. The stock is allocated to [order](#) lines that are not suspended and where there is sufficient stock.

You can allocate or de-allocate stock manually for a whole [order](#), individual line, or [item](#). If you allocate at line level, you can define the amount to be actioned.

Manual Allocation by Order [8/OEP]

Use this task to allocate or de-allocate stock manually for an [order](#).

When you are allocating a multiple unit format [item](#), whose sales unit indicator signifies that the [item](#) must be sold in sales units, only exact multiples of sales units of the [item](#) are allocated.

You may need to allocate manually in any of the following circumstances:

- You release a suspended [order](#).
- You set the allocation [priority](#) of the [order](#) to **00** ([Manual Allocation](#)). You would use this for export or for large [orders](#) where normal allocation would cause a disruption in the normal pattern of stock availability.

When you are allocating an [item](#) and either the customer for whom the [order](#) has been placed, or the sourcing [stockroom](#) is a bonded [warehouse](#), only exact multiples of sales units of an [item](#) are allocated.

You can use manual de-allocation to re-assign stock if you find you can make better use of the stock.

You cannot de-allocate stock listed on a picking document. To re-assign this stock, complete the despatch procedure with a short or zero despatch. This normally [back orders](#) the short shipment and releases the [allocated stock](#).

If you have not confirmed despatch, you can cancel the [picking note](#) and de-allocate the stock.

Note: You can only cancel [picking notes](#) if the [depot](#) is not defined to Warehousing as a [warehouse](#).

Sales Order Processing Updates

The allocation or de-allocation process reflects the changes made in the [outstanding](#) and allocated [order](#) line quantities. If an [order](#) cannot be met, the [available stock](#) is allocated and the remainder of the [order](#) is placed on [back order](#).

Note: For [kit](#) allocation, only the complete sets are allocated. For example, for an [order](#) of three, two sets are allocated and the remaining set is held as a [back order](#).

When you are allocating or de-allocating stock against an [order](#) line, the [outstanding order balance](#) of the appropriate account is increased or reduced by the value of the allocated or de-[allocated stock](#).

The value of the allocated or de-[allocated stock](#), which is passed to the Account Summary [Balance Update](#) routine, optionally includes the tax value of that stock as well as its goods value (if the Include Tax Values in [Outstanding Debt](#) field on the Company Profile Maintenance Control Details window in the Sales [Order](#) Company Profile task is **checked**).

Refer to the [Batch Allocation](#) section in the Reports and Batch Processing chapter of this product guide for an example of the calculation required to establish the allocated tax value of an [order](#) line.

Note: *This task invokes the Credit Commitment routine to establish whether an account is on stop, suspended or subject to litigation. No credit limit check is performed.*

Lot Allocation

When Extended [Lot Control](#) is active and a customer-specific shelf life is defined for an [item](#), automatic lot allocation will take place.

When allocating a line, the system initially checks the [available stock](#) on the [stockroom's item balance](#), and will give a warning as usual if there is insufficient stock. You can still force allocate the [outstanding balance](#) on the line.

Where there is available, and now allocated, stock for the [item](#), the [item's](#) lots are then checked. The Last Available Date for each lot is calculated, based on the customer's shelf life, which possibly limits the lots available for this customer. These lots are allocated in ascending date sequence to this [order](#) line.

If there are insufficient appropriate lots for the customer, the system will allocate what it can and leave the [balance](#) allocated at the [item](#) level.

If an [order](#) line is de-allocated, the lots are similarly de-allocated in descending date sequence.

Note: *There is no automatic lot allocation for customers using the standard customer shelf life, only for those customers with a specific shelf life.*

Note: *When you are allocating lots manually, there is no check to ensure that a chosen lot meets a customer's shelf life, but a minimum expiry date is displayed as a guide to what lots would be acceptable to the customer.*

Refer to the Customer Shelf Life section in the Module Overview chapter of this product guide for a full description of customer-specific shelf life overrides and lot allocation.

Container Lines

As products are allocated/de-allocated, the number and value of any containers associated with these products (excluding those charged on a rental basis) to satisfy the allocated/de-allocated quantity of the base product is determined. To simplify the calculation required at this point, there is no rounding of container quantities performed during this calculation. For example, if the system determines that a total of ten and a half cases are required to ship the allocated/de-allocated product quantity, the value of ten and a half cases is calculated, even though in practise eleven cases would be shipped.

The value calculated (excluding tax) is included in the adjustment made to the Account Summary [Balance](#).

Note: Credit checks performed within this function are limited to checks for credit stop, litigation and customer suspension; therefore the value of any containers allocated/de-allocated has no bearing on these checks.

Manual Allocation by Order Selection Window

To display this window, select the [Manual Allocation](#) by [Order](#) task.

Use this task to allocate or de-allocate stock manually to an [order](#).

Fields

Order Number

Enter the number of the [order](#) for which you want to allocate or de-allocate stock.

Press Enter to display the [Manual Allocation](#) by [Order](#) Detail window.

Note: If the user attempts to allocate a Sales [Order](#) Line to which he is not authorised, then the standard [Stockroom](#) Authorisation error window is displayed and no update is permitted.

Manual Allocation by Order Detail Window

To display this window, enter an [order number](#) and then press Enter on the [Manual Allocation](#) by [Order](#) Selection window.

Use this window to allocate or de-allocate stock to the whole [order](#), or to choose to allocate or de-allocate at line level.

Note: If you attempt to allocate for the whole [order](#) and there is insufficient stock, the system displays a warning message to that effect. Select **Allocate All Lines (F13)** again to force allocate all lines, regardless of stock availability.

Note: If you attempt to allocate the whole [order](#) and any [items](#) on that [order](#) are sourced from a bonded [warehouse](#), only exact multiples of the sales unit of those [items](#) are allocated.

Fields

Line No

Enter the line number to allocate or de-allocate a particular line.

To review all [order](#) lines, leave this field blank.

Functions

Allocate All Lines (F13)

Use this to allocate stock to the whole [order](#). Once the allocation is complete, the [Manual Allocation](#) by [Order](#) Selection window is re-displayed.

De-allocate All Lines (F14)

Use this to de-allocate stock from the whole [order](#). Once the de-allocation is complete, the [Manual Allocation](#) by [Order](#) Selection window is re-displayed.

Press Enter to display the [Manual Allocation](#) by [Order](#) Line window.

Manual Allocation by Order Line Window

To display this window, press Enter on the [Manual Allocation](#) by [Order](#) Detail window.

Use this window to allocate or de-allocate stock to the displayed [order](#) line and optionally request allocation at lot level for a lot-controlled [item](#).

Note: If the [available stock](#) is a negative quantity, the stock is over-committed.

Note: Action quantities for [items](#) sourced from a bonded [warehouse](#) must be an exact multiple of the [items](#) sales (stock) unit.

The following quantities are displayed in the appropriate entered [unit of measure](#):

- Available
- Allocated
- [Outstanding](#)

The [unit of measure](#) in which the [ordered](#) quantity was entered is also displayed.

Fields

Minimum Expiry Date

Where a customer-specific shelf life exists for this [item](#) and the [order's](#) customer, this field shows the minimum expiry date that is suitable for this customer. You can still allocate any available lot, but this is a guide to which lots the customer expects.

Where there is no customer-specific shelf life for the [item](#), it is assumed that all available lots are acceptable to the customer.

Next Line No.

Enter the number of the next [order](#) line you want to display.

Allocate Batch

Enter 1 to display the Allocate Stock Against Lots pop-up for the displayed [order](#) line.

Note: This field is only displayed for those lot [items](#) that are subject to [lot control](#), where the advanced allocation options that allow manual lower level allocation and allocation at lot level have been set on the appropriate inventory [stockroom](#) definition.

Note: The ability to allocate lots/batches to [items](#) in a bonded [warehouse](#) is only supported where an [item's Batch/Lot/Serial setting](#) is not **N**.

Action Qty

Enter the quantity of stock to allocate or de-allocate.

When you are allocating or de-allocating a multiple unit format [item](#) whose sales unit indicator signifies that the [item](#) must be sold in sales units, only exact multiples of sales units of the [item](#) can be allocated.

Unit of Measure (Untitled)

Enter a valid [unit of measure](#) for the [item](#) being allocated or de-allocated. This qualifies the [unit of measure](#) in which the action quantity is entered. If not entered, the [unit of measure](#) will default to the [unit of measure](#) in which the [order](#) line was entered.

Functions

Allocate (F13)

Use this to allocate the action quantity entered to the displayed [order](#) line.

De-allocate (F14)

Use this to de-allocate the action quantity entered from the displayed [order](#) line.

Restart (F15)

Use this to cancel any entries made and return to the [Manual Allocation](#) by [Order](#) Selection window.

Enter the action quantity and then select **Allocate (F13)** or **De-allocate (F14)**. The next [order](#) line is displayed.

Allocate Stock Against Lots Pop-up

To display this pop-up, enter 1 in the Allocate Batch field on the [Manual Allocation](#) by [Order](#) Line window.

Use this pop-up to allocate/de-allocate stock to specific lots for the selected [order](#) line.

This pop-up shows the following quantities in the same unit as the allocated quantity entered on the [Manual Allocation Order](#) Line window:

- Allocated (Total)
- [Outstanding](#) (Total)
- Lot quantities
- Physical
- Allocated
- Available

Note: The sum of the allocated quantities at lot level does not have to equal the quantity allocated at line level; however, the quantity allocated at lot level cannot exceed the quantity allocated at line level.

Note: Action quantities [items](#) sourced from a bonded [warehouse](#) must be an exact multiple of the [items](#) sales (stock) unit.

Fields

Action Qty/UoM

Enter the quantity of stock to be allocated or de-allocated against each lot.

If the [unit of measure](#) associated with the entered quantity is not entered, it defaults to the [unit of measure](#) entered against the allocated quantity on the [Manual Allocation](#) by [Order](#) Line window.

The [unit of measure](#) entered must be one of the three units of measure associated with the selected [item](#).

A prompt facility is available for the [unit of measure](#) associated with the action quantity. If selected, the action taken depends upon whether the selected [item](#) is one that permits multiple unit entry, as shown in the following table:

Multiple Unit Entry

0	1	2
Display item /UoM Prompt pop-up	Display Enter Quantity (Multiple Unit Format) pop-up	Display Enter Quantity (Multiple Unit Format) pop-up
Allows you to select the UoM to be associated with the Action Qty	Allows you to enter the required quantity in a combination of stock and issue units	Allows you to enter the required quantity in a combination of purchase, stock and issue units

For multiple unit entry [items](#), the quantity entered must be an integer number of issue units.

Functions

Issue/Entered Quantity (F22)

Use this to toggle the displayed quantities between the issue unit of the [item](#) in the selected [stockroom](#) and the unit of the allocated quantity on the [Manual Allocation](#) by [Order](#) Line window.

Note: If you toggle the display to show quantities in issue units and then press Enter to accept the displayed quantities; the system will take this to mean that the appropriate entered [unit of measure](#) for each lot quantity is the issue [unit of measure](#). Therefore, using the toggle to revert back to entered units would have no effect on the quantities displayed.

Enter an action code and action quantity against each of the required lot references and then select **Update (F8)** to perform the allocation/de-allocation of stock against the selected lots and return to the [Manual Allocation](#) by [Order](#) Line window.

Enter Quantity (Multiple Unit Format) Pop-up

To display this pop-up, use the prompt facility on the UoM field for a multiple unit format [item](#) on the Allocate Stock Against Lots pop-up.

Use this pop-up to record a quantity in multiple unit form.

Fields

Purchase Unit Quantity

Enter an integer number of purchase units.

Stock Unit Quantity

Enter an integer number of stock units.

Issue Unit Quantity

Enter an integer number of issue units.

Enter the required quantity and then press Enter to return to the Allocate Stock Against Lots pop-up.

Manual Allocation by Item [9/OEP]

Use this task to allocate/de-allocate stock manually to [order](#) lines for a selected [item](#).

You can:

- Change the distribution of [allocated stock](#)
- Examine the sales demand on an [item](#)
- Review all [outstanding](#) or existing allocated [order](#) lines for a specified [item](#) and [stockroom](#)

Note: The [item](#) [stockroom](#) must be defined to Inventory Management and Sales [Order](#) Processing. The [stockroom/item](#) profile must be set up in Inventory Management for all stocked [items](#).

You can use this task as an alternative to the [Manual Allocation](#) by [Order](#) task.

All [order](#) lines for the selected [item](#) and [stockroom](#) are displayed except for:

- Scheduled [orders](#)
- [Orders](#) being used by another user
- [Suspended orders](#)
- Un-priced [orders](#) (you must use batch pricing to price the [order](#))
- [Orders](#) where the [order](#) line is a component of a [kit](#) and you are using the standard method of [kit](#) component allocation, that is, allocation is controlled by the parent

You can control this using the Alternative [Kit](#) Allocation field in the Inventory Management company profile.

When you are allocating an [item](#) and either the customer for whom the [order](#) has been placed or the sourcing [stockroom](#) is a bonded [warehouse](#), only exact multiples of sales units of an [item](#) are allocated.

Note: You can only maintain this parameter if Advanced [Order Entry](#) is active.

Sales Order Processing Updates

The allocation or de-allocation process reflects the changes made in the [outstanding](#) and allocated [order](#) line quantities. The total figures at the top of the window also change to reflect the action processed. If an [order](#) cannot be met, the [available stock](#) is allocated and the remainder of the [order](#) is placed on [back order](#).

Note: For [kit](#) allocation, only the complete sets are allocated. For example, for an [order](#) of three, two sets are allocated and the remaining set is held as a [back order](#).

When allocating or de-allocating stock against an [order](#) line, the [outstanding order balance](#) of the appropriate account or accounts is increased or reduced by the value of the allocated or de-allocated stock.

The value of the allocated or de-allocated stock, which is passed to the Account Summary [Balance Update](#) routine, optionally includes the tax value of that stock as well as its goods value (based on the setting of the Include Tax Values in [Outstanding Debt](#) field on the Company Profile Maintenance Control Details window in the Sales [Order](#) Company Profile task).

Refer to the [Batch Allocation](#) section in the Reports and Batch Processing chapter of this product guide for an example of the calculation required to establish the allocated tax value of an [order](#) line.

Note: This task invokes the *Credit Commitment* routine to establish whether an account is on stop, suspended or subject to litigation. No credit limit check is performed.

Lot Allocation

See the [Manual Allocation](#) by [Order](#) section for an explanation of automatic lot allocation where a customer-specific shelf life is present.

Refer to the Customer Shelf Life section in the Module Overview chapter of this product guide for a full description of customer-specific shelf life overrides and lot allocation.

Container Lines

As products are allocated/de-allocated, the value of any containers associated with these products (excluding those charged on a rental basis) is determined. To simplify the calculation required at this point, there is no rounding of container quantities performed during this calculation. For example, if the system determines that a total of ten and a half cases are required to ship the allocated/de-allocated product quantity, the value of ten and a half cases is calculated, even though in practice eleven cases would be shipped.

The value calculated (excluding tax) is included in the adjustment made to the Account Summary [Balance](#).

Note: Credit checks performed within this task are limited to checks for credit stop, litigation and customer suspension; therefore, the value of any containers allocated/de-allocated has no bearing on these checks.

Manual Allocation by Item Selection Window

To display this window, select the [Manual Allocation](#) by [Item](#) task.

Use this window to select the [outstanding orders](#) you want to display.

Fields

Item

Enter the [item](#) for which you want to allocate or de-allocate stock.

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

Stockroom

Enter a [stockroom](#) that stocks the selected [item](#).

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

Despatch Required

From Date

Enter or select the first date of the delivery date range you require.

To Date

Enter or select the last date of the delivery date range you require.

Note: Leave the *From Date* and *To Date* fields blank to display a list of all [outstanding](#) or [allocated orders](#) for the [item](#) and [stockroom](#).

Enter the selection details and then press Enter to display the [Manual Allocation](#) by [Item](#) Detail window.

Note: If the user enters a [Stockroom](#) to which they are not authorised, then the standard [Stockroom Authorisation error](#) window is displayed and the user cannot continue.

Manual Allocation by Item Detail Window

To display this window, enter the required selection details and then press Enter on the [Manual Allocation](#) by [Item](#) Selection window.

Use this window to allocate or de-allocate stock to each [order](#) line for the selected [item](#).

When you are allocating or de-allocating a multiple unit format [item](#) whose sales unit indicator signifies that the [item](#) must be sold in sales units, only exact multiples of sales units of the [item](#) can be allocated.

This window shows the current availability of the [item](#) and the [allocated stock](#) figure for that [item](#) in the specified [stockroom](#). The [unit of measure](#) in which these quantities are displayed is also shown for clarification.

For each [order](#) line, the [priority](#), delivery date and [order number](#) are displayed. For non-stock [items](#), the window displays *Non-Stock [Item](#)*. For [kit](#) parents that do not have direct stock availability, the window displays *[Kit](#) Parent*.

Note: Action quantities recorded against multiple unit [items](#) being sent to bonded customers or that are sourced from a bonded [warehouse](#) must be in exact multiples of the [items](#) sales unit.

Fields

Select

Select one of the following:

Allocate (1) - To allocate the quantity entered in the Action field for the [order](#) line

De-allocate (2) - To de-allocate the quantity entered in the Action field for the [order](#) line

[Order](#) Enquiry (3) - To view the Whole [Order](#) Enquiry for the associated [order](#) line

Note: The following three fields are only available when you are using Advanced [Order](#) Entry.

Note: Use the Advanced Allocations Options window in the Inventory Company Profile task to set up allocation rules.

Batches (4) - To reserve a batch

The Allocate Stock Against Lots pop-up is displayed.

Allocate/Batches (5) - To allocate batches (enter an action quantity)

The Allocate Stock Against Lots pop-up is displayed.

De-allocate/Batches (6) - To de-allocate batches (enter an action quantity)

The Allocate Stock Against Lots pop-up is displayed but is re-named Deallocate Stock Against Lots.

Action

Enter the quantity to allocate or de-allocate for the [order](#) line.

When you are allocating or de-allocating a multiple unit format [item](#) whose sales unit indicator signifies that the [item](#) must be sold in sales units, only exact multiples of sales units of the [item](#) can be entered.

The quantity specified must be less than or equal to the [outstanding](#) figure to allocate, or less than or equal to the allocated figure to de-allocate.

Note: With Advanced [Order](#) Entry, you can process non-stock [items](#). You manually allocate these [items](#) so that you can print a [picking note](#). You can also allocate and de-allocate batch reservations set up in Advanced [Order](#) Entry.

Note: To clear all action quantities and selections, use **Refresh (F5)**.

Unit of Measure

Enter a valid [unit of measure](#) for the quantity being allocated or de-allocated. This qualifies the [unit of measure](#) in which the action quantity is entered. If not entered, the [unit of measure](#) will default to the default inventory unit of the [item](#).

Alternatively, the prompt facility can be used to select an appropriate [unit of measure](#) from those defined for the selected [item](#).

Minimum Expiry

Where a customer-specific shelf life exists for this [item](#) and the [order's](#) customer, this field shows the minimum expiry date that is suitable for this customer. You can still allocate any available lot, but this is a guide to which lots the customer expects.

Where there is no customer-specific shelf life for the [item](#), it is assumed that all available lots are acceptable to the customer.

Functions

Allocate (F13)

Use this to allocate all the [items](#) on all the [order](#) lines.

When you are allocating a multiple unit format [item](#) whose sales unit indicator signifies that the [item](#) may not be sold in issue units, only exact multiples of stocking units of the [item](#) are allocated.

De-allocate (F14)

Use this to de-allocate all the [items](#) on all the [order](#) lines.

Stock Availability (F16)

Use this to display the Stock Availability Enquiry for the selected [item](#).

Enter the required action quantity and [unit of measure](#), select each line with the required option and then press Enter. The allocated and [outstanding](#) quantities for the selected [order](#) lines will be updated and, when applicable, the Allocate Stock Against Lots pop-up is displayed.

Confirm Despatch Introduction

You can confirm despatch of an [order](#) in two ways:

- 1 Interactive Confirm Despatch
- 2 Use this task to confirm the despatch of selected individual pick notes.
- 3 **Fast Batch** Confirm Despatch
- 4 Use this task to build a list of pick notes that can be confirmed without amendment. Then select the batch Confirmation of Despatch task to process these pick notes.

In Sales [Order](#) Processing, the confirm despatch routine:

- Records part or whole shipments
- Updates the [orders](#) file with the despatch quantity of each [order](#) line
- Generates [back orders](#) or cancels the [order balance](#) when the despatch quantity is less than the [order](#) quantity

- Produces clean despatch notes if required (you specify this in the company profile)
- Generates invoice details, including an invoice number, which you can print off and post to Accounts Receivable later with invoices and credit notes

Or:

- Places the [picking note](#) into the Awaiting POD [status](#), for the invoice to be created by POD Confirmation

In inventory Management, confirming despatch:

- Reduces physical and [allocated stock](#)
- Writes stock movements to the Stock Movement file and Stock History file
- Reduces lot or batch records
- Increases the usage of despatched [items](#)
- Calculates the cost to Inventory Management
- Updates the last issue date

In bonded warehousing, confirming the despatch of goods:

- Reduces rotation [balances](#)
- Calculates excise and customs duty payable as a result of a despatch from a bonded [warehouse](#)
- Writes movements to the Bond Movements file

Interactive Confirm Despatch [10/OEP]

Use this task to confirm despatch of individual selected [orders](#).

You can review and amend despatch details before confirmation. You can increase the quantity to despatch up to the over-confirm tolerance specified for the [item](#) and [stockroom](#) set up in Inventory Management.

If the Charges First Despatch field is **checked** in the company profile, confirm despatch will default the sales [order](#) sundry charges for the first despatch only.

Note: *This does not prohibit manual entry of sundry charges at confirm despatch time.*

When you are recording the despatch of an [order](#) line, the [outstanding order balance](#) of the appropriate account(s) is reduced by the value of the stock suggested for pick and the goods despatched not invoiced value increased by the value of the goods despatched.

The value to be subtracted from the [outstanding](#) customer [balance](#), which is passed to the Account Summary [Balance](#) Update routine, optionally includes the tax value of that stock as well as its goods value (based on the setting of the Include Tax Values in [Outstanding](#) Debt field on the Company Profile Maintenance Control Details window in the Sales [Order](#) Company Profile task).

The value to be added to the goods despatched not invoiced [balance](#), which is passed to the Account Summary [Balance](#) Update routine, optionally includes the tax value of the despatched goods as well as their goods value (based on the setting of the Include Tax Values in [Outstanding](#)

Debt field on the Company Profile Maintenance Control Details window in the Sales [Order](#) Company Profile task). If an invoice is generated for the despatched goods (i.e. proof of delivery of the despatched goods is not required), any sundry charge values associated with the invoice generated are also included in the customer's [outstanding](#) debt value at this point.

Note: This task invokes the Credit Commitment routine to establish whether an account is on stop, subject to litigation or suspended.

Note: No credit limit check is performed within this task.

When you confirm despatch of a [kit](#), you confirm the parent. The components are displayed but you cannot make any changes, except to the lot [balances](#) for each component if the component is lot-controlled or batch-controlled.

SOP Confirmation of Despatch is not permitted for pick notes for ASN customers or for any pick note containing lines built onto containers that have not been added to a consignment and despatched using the Build Container task.

Note: User must have access rights to a bonded [warehouse](#) to confirm despatches made from that [warehouse](#).

Note: Products must be built onto a container if there is a requirement to print labels (with an SSCC barcode) for shipment.

The container lines associated with the [ordered](#) products are not displayed with the [ordered](#) product information, but any adjustments made to the despatched quantities of container [items](#) may be done in a single hit once you have made the necessary adjustments to the despatched quantities for all the base products.

The Container Summary for a despatch can be viewed by selecting the appropriate function on the Confirmation of Despatch Charges window.

Extra containers may be added to the container summary.

When an [order](#) has an established base fix price, at the point of despatch the base fixed price is revalued to the document prime currency fixed price at the current exchange rate.

Proof of Delivery

If you are using POD, a pick note is despatched awaiting POD when you have enabled delivery point to the POD function using the Maintain Customers task (provided that the [order](#) is not a DRP [order](#)).

You cannot select a priced despatch note or a combined despatch note and invoice from the Despatch Details pop-up when the [picking note](#) will be despatched awaiting POD.

Non Chargeable Containers

At invoice creation time, if parameter NONCHGCNT is **active (1)** on the DFLT Inventory description, then non-chargeable and rental containers are included in the invoice details.

Non-chargeable and rental containers are added as free of charge lines.

If parameter CNTCOST is **active (1)**, then non-chargeable and rental container lines are zero cost.

User Stockroom Authorisation

You cannot confirm the despatch if you are not authorised to the [stockroom](#).

To activate additional user [stockroom](#) option authorisation in confirmation of despatch and POD, set the **Rate code** to **1** for the Inventory Description major type **DFLT** minor type **AUTHSTRCOP**.

Once activated, the confirm despatch and POD options must be authorised for the current user to enable despatch/POD transactions for that [stockroom](#), otherwise the user is not authorised to despatch or POD sales [orders](#) for the [stockroom](#).

Note: user [stockroom](#) option authorisation is validated only when user [stockroom](#) authorisation is active. The user must be authorised to the [stockroom](#) in the first instance, the user [stockroom](#) option is a second level of authorisation.

Note: users can be authorised to confirm despatch and/or POD.

Charges First Despatch

Charges are presented and recorded for the first despatch only when charges first despatch is established for the sales [order](#) company.

If a percentage charge is applied to the first despatch, the percentage is a value of the whole [order](#).

A charge will apply to all despatches irrespective of this setting if that charge is established to the Inventory Descriptions Major type **CFAD**, for percentage charge values these are a percentage of the despatch value.

Caution: This does not prohibit manual amendments or additions to charges at the time of confirm despatch. If a picking note is cancelled or is confirm despatched as **0**, the picking/despatch is not classed as the first despatch and charges will apply to the next despatch.

Transfer Orders

When operating in India, GL country parameter **070** is **1** and the Tax Engine is operating GL country parameter **061** is **1**, if DRP invoices operating for the [stockroom](#) site, a DRP invoice will be created for the transfer [order](#) based on the sales price for the DRP customer and [item](#). Taxes will be applied to the invoice based on the fiscal document type. The invoice will not be processed to the sales ledger but can be posted to the General Ledger via the OE AFI.

Sales invoice document

Sales invoice documents are allocated based on the header [stockroom](#) site if that site has a document number type established. If no document number type is established the established company document type is used.

This applies to the following document types:

INVOICE	Sales invoices
INITINVOICE	Internal sales invoices
CREDITNOTE	Sales credit notes

Note: if no **CREDITNOTE** document type is established to the site code, the **INVOICE** document site type is used in preference to the established company settings.

Confirmation of Despatch Selection Window

To display this window, select the Interactive Confirm Despatch task.

Use this window to enter the [order](#) you want to confirm as despatched.

Fields

Enter the Order Number

Enter the [order number](#) for which you want to confirm despatch.

And Picking Note

Enter the [picking note](#) sequence number. The first despatch note has a [picking note](#) sequence of zero.

Press **Enter** to display the Confirmation of Despatch Detail window.

Confirmation of Despatch Detail Window

To display this window, press Enter on the Confirmation of Despatch Selection window.

Use this window to amend, when necessary, the requested despatched quantity to the actual despatch quantity.

The first quantity is the quantity that should be despatched, and the second is the actual quantity. The latter is the quantity used to update stock and produce invoices.

When confirming the despatch of goods from a bonded [warehouse](#), that is not a third-party bonded [warehouse](#), all stocked [items](#) that are not flagged as batch-controlled or lot-controlled or serial-controlled are treated as lot-controlled. Entry of lot details for these [items](#) being conditioned upon whether the Rotations Required at Despatch flag is set on the Bonded [Warehouse](#) definition.

Despatched quantities from bonded [warehouses](#) must be an exact multiple of the [items](#) Stock [Unit of measure](#).

Fields

Invoice Qty

Enter the invoice quantity. The default is the [picking note](#) quantity expressed in the appropriate units (the entered unit from the sales [order](#) line); you only need to amend this value if the despatched quantity is different from the suggested pick quantity. The actual quantity can be more than the requested quantity if you have defined an over-confirm tolerance for the [item](#) and [stockroom](#), unless the [item](#) is an award [item](#) for a freeloader promotion or loyalty scheme.

If the [item](#) being despatched is flagged as a multiple unit format [item](#) and its sales unit indicator signifies that it may not be sold in issue units, the entered quantity must be an exact multiple of stock units.

The entered quantity must be an exact multiple of the [items](#) stock [unit of measure](#) if the despatch is from a bonded [warehouse](#).

Caution: Over-confirmation of award items for a freeloader promotion or loyalty scheme is prohibited in an attempt to prevent users from giving away more than the allowed quantity of these items.

Note: For [items](#) flagged as multiple unit format, the quantity entered should equate to an exact integer number of issue units.

Note: If you enter a despatch quantity that results in a negative stock [balance](#), a warning message is displayed. You can only proceed with the transaction if you have set the [stockroom](#) to allow negative stock in the Inventory Management company profile.

Untitled (UoM)

Enter a valid [unit of measure](#) that qualifies the unit of the despatch quantity. This defaults to the entered unit from the appropriate sales [order](#) line.

Note: Despatch and in-transit movements generated by this task are recorded in the entered [unit of measure](#) for decimal [items](#) but the despatching [stockroom's](#) issue unit for multiple unit format [items](#).

SP (Short Pick)

If the Short Pick Reason Required SPRR parameter has been set in the inventory description DFLT and the [stockroom](#) is not excluded from short pick on the SPRS inventory description, then you must enter a short pick reason code if the quantity invoiced is different to the quantity picked. Otherwise this field is optional.

Note: For [catchweight items](#) the pick reason validation is only active on the primary [balance](#) not the secondary

Note: If you entered a Short Pick Reason Code using Confirm Bulk Pick then you will not have to enter a Short Pick Reason Code here.

Sec Val

Enter the secondary value and [unit of measure](#) to despatch. The default is the nominal secondary value for the quantity picked.

Note: This field is only available if you are using Catchweight.

Caution: If you change the quantity but not the secondary value, the nominal secondary value is recalculated and a warning message is displayed prompting for the actual value.

The processing is as follows:

- [Catchweight](#) type 1: Secondary stock is calculated and down-dated by the actual secondary value entered. The invoice price is calculated from the actual secondary value.
- [Catchweight](#) type 2: The invoice price is calculated from the quantity despatched and the nominal secondary value despatched updates the invoice line.
- [Catchweight](#) type 3: The secondary stock and invoice line are updated by the calculated secondary value. The price is calculated by the quantity despatched. The cost is calculated by the secondary value.
- Non-[catchweight items](#) with secondary value: Processing is as for type 3, except that the cost is calculated by the quantity.

Cncl

Use this checkbox as follows:

Unchecked - To keep the [balance](#) on file

Checked - To cancel the [balance](#)

If an [outstanding balance](#) remains after a despatch for less than the requested quantity, it is de-allocated.

Note: This field is only available if you have checked the Cancel [Balance](#) Allowed field on the Company Profile Maintenance Control Details window in the Sales [Order](#) Company Profile task.

Lot

Enter the lot reference if the [item](#) is lot-controlled, batch-controlled or serial-controlled.

Note: This field is only available when you are confirming despatch for lot-controlled, batch-controlled or serial-controlled [items](#).

More

Select one of the following:

1 - If you require more than one lot reference

Press Enter to display the Multiple Lot Entry pop-up.

2 - If you are using Location Control and the despatch is being made from a [stockroom](#) subject to location control, to display the Enter Location [Balances](#) pop-up

Option **2** is only permitted for despatches made from a [stockroom](#) subject to location-control.

However if you require to record more than one lot reference against a despatch line option **1** must be selected to enter the required lot references.

Lot

Enter the despatched lot reference, if the [item](#) is lot-controlled and a single lot reference has been despatched.

Alternatively, use the prompt facility to select from the Select Lot Reference pop-up, which displays a list of the available lots for the selected [item](#).

If the despatch is from a bonded [warehouse](#), the entered lot number must be flagged as an open rotation within the bonded [warehouse](#).

Note: If the prompt facility is used and the despatch is from a bonded [warehouse](#), the Select Lot Reference pop-up will only show lots that are flagged as open rotations within the bonded [warehouse](#).

Promotion Indicator

This field displays the promotion indicator associated with each despatch line, to give visibility of those [items](#) that are being given free-of-charge to the customer during the despatch process.

Functions

Charge Percentage (F9)

To enter or override a percentage charge for the despatch select **Charge Percentage (F9)**.

Confirm Quantities (F13)

Use this to confirm the despatch quantities. This will display the Confirmation of Despatch Charges window from which you select **Confirm Despatch (F13)** to confirm despatch of the selected pick note.

If a standard promotion [item](#) is under-confirmed, because you choose to cancel the [balance \(back orders allowed\)](#) or the customer does not accept [back orders](#), the system automatically reduces the Quantity Allocated to [Orders](#) field on the appropriate constraint on the appropriate promotion by the under-confirmed quantity.

If a standard promotion [item](#) is over-confirmed, the system automatically increases the Quantity Allocated to [Orders](#) field on the appropriate constraint on the appropriate promotion by the over-confirmed quantity

Note: *The picked quantity must be edited before processing the details. This is essential before progressing to the details, since the details are validated against the line picked quantity within the called task and the line picked quantity cannot be edited there.*

Note: *If you are using a batch-controlled, lot-controlled or serial-controlled [item](#), location [balances](#) are captured after you have specified the lot [balances](#).*

Press Enter to check quantities and validate lot references. Then select **Confirm Despatch (F13)** to display the Confirmation of Despatch Charges window.

Select Lot Reference Pop-up

To display this pop-up, use the prompt facility on the Lot field on the Confirmation of Despatch Detail window.

Alternatively, use the prompt facility on the Lot field on the Invoicing Line Detail window.

Use this pop-up to view and select a lot reference that has been despatched to a customer. The default is to suppress lots with a [physical stock](#) quantity of zero. This includes [items](#) which have a negative [physical stock](#) quantity. Lots with a [physical stock](#) quantity greater than zero but an available quantity of zero are shown.

Note: *This applies to batch-controlled and serial-controlled [items](#) as well as lot-controlled [items](#).*

The following information is shown for each lot:

- Lot Number
- Physical [Balance](#)
- Available [Balance](#)

The physical and available [balances](#) shown are in the same [unit of measure](#) as the despatch quantity entered on the Confirmation of Despatch Detail window.

If goods are being despatched from a bonded [warehouse](#) only open rotations within that bonded [warehouse](#) will be available for selection from this pop-up.

Options

Select

Use this to select the required lot.

Allocations

Use this to display details of any [orders](#) to which the selected lot is allocated.

This is only available in Advanced [Order](#) Entry.

C-of-C Reference

Use this to display the Certificate of Conformance details for the selected lot.

This is only available in Advanced [Order](#) Entry.

Text

Use this to maintain or display text for the selected lot.

Functions

Include Zero Lots (F13)

Use this to display all lots, including those with a negative or zero physical quantity.

Select the required lot to return to the Confirmation of Despatch Detail window.

Multiple Lot Entry Pop-up

To display this pop-up, enter 1 in the More field for a despatch line and then press Enter on the Confirmation of Despatch Detail window.

Alternatively, enter 4 against a document line and then press Enter on the Invoicing Line Detail window.

Use this pop-up to record quantities against the lot references that have been despatched to a customer.

Note: *If you are using lower-level allocation (Advanced [Order](#) Entry must be active or the Location Control application must be authorised), any pre-allocated lots and their associated quantities are displayed. You will not be allowed to remove a pre-allocated lot from the displayed list but you may set the quantity despatched for the lot to zero.*

Note: *Any quantities displayed for those lots that are automatically allocated by the system during pick note generation are displayed in the appropriate [stockroom](#) issue unit*

Note: *The sum of the quantities entered at lot level has to equal the quantity despatched recorded at line level.*

Fields

Lot

Enter the lot reference despatched to the customer.

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

If the despatch is from a bonded [warehouse](#), the entered lot number must be an open rotation within the bonded [warehouse](#).

If the prompt facility is used and the despatch is from a bonded [warehouse](#), the Select Lot Reference pop-up will only show lots that are flagged as open rotations within the bonded [warehouse](#).

Quantity/UOM

Enter the quantity of each lot dispatched.

If the [unit of measure](#) associated with the entered quantity is not entered, it defaults to the [unit of measure](#) of the invoice quantity on the Confirmation of Despatch Detail window.

The [unit of measure](#) entered must be one of the three units of measure associated with the selected [item](#).

The despatch quantity entered against each selected lot reference must be an exact multiple of the [items](#) stock [unit of measure](#) if the despatch is from a bonded [warehouse](#).

A prompt facility is available for the [unit of measure](#) associated with the action quantity. If selected, the action taken depends upon whether the selected [item](#) is one that permits multiple unit entry, as shown in the following table:

Multiple Unit Entry

0	1	2
Display item /UoM Prompt pop-up	Display Enter Quantity (Multiple Unit Format) pop-up	Display Enter Quantity (Multiple Unit Format) pop-up
Allows you to select the UoM to be associated with the Action Qty	Allows you to enter the required quantity in a combination of stock and issue units	Allows you to enter the required quantity in a combination of purchase, stock and issue units

For multiple unit entry [items](#), the quantity entered must be an integer number of issue units.

Note: If you are using [Catchweight](#) without Location Control, a different Multiple Lot Entry pop-up is displayed. With Location Control, this simple pop-up is used, as the secondary [balances](#) are captured by the Location Control application's Enter Location [Balances](#) pop-up.

Note: If you are using Location Control and are processing a location-controlled [item](#) in a location-controlled [stockroom](#), when you select Update (F8), the Enter Location [Balances](#) pop-up is displayed for each lot reference entered. For more information on this pop-up, see the Enter Location [Balances](#) Pop-up section.

Functions

Issue/Entered Quantity (F22)

Use this to toggle the displayed quantities between the issue unit of the [item](#) in the selected [stockroom](#) and the unit of the despatch quantity on the Confirmation of Despatch Detail window.

Press Enter to validate the details and then select **Update (F8)** to save the information and return to the Confirmation of Despatch Detail window.

Enter Location Balances Pop-up

To display this pop-up, press Enter during any stock transaction processing task, if you are using Location Control.

Alternatively, enter **2** in the More field, enter a despatch line and then press Enter on the Confirmation of Despatch Detail window if you are despatching stock from a [stockroom](#) that is subject to location control.

Note: *This pop-up is only displayed if you are using the Interactive Confirm Despatch, Credit Notes and Invoices tasks. If you are using the Credit Notes or the Invoices tasks, it is only displayed if stock is affected by the transaction.*

Use this pop-up to record the location(s) and quantities affected by this transaction.

Quantities are displayed in this pop-up in the [unit of measure](#) in which they were recorded on the Confirmation of Despatch Detail window.

Note: *If you select a lot-controlled [item](#), location [balances](#) are recorded after selecting the appropriate lot references.*

Note: *If you are using lower-level allocation (Advanced [Order Entry](#) must be active or the Location Control application must be authorised), any pre-suggested pick locations and their associated quantities are displayed.*

Note: *Quantities displayed for pre-suggested pick locations, automatically allocated by the system during pick note generation, are displayed in the appropriate [stockroom](#) issue unit.*

Note: *The sum of the quantities entered at location level has to equal the quantity despatched recorded at product or product/lot level.*

The top of the pop-up displays the [item](#) and [stockroom](#) information. If you are processing a receipt or adjustment of stock, it displays the legend "Target Location". If you are processing an issue of stock, it displays the legend "From Location" in the top right-hand corner of the window for your information.

Processing Within a Location Controlled Stockroom Using Catchweight

If you are using both Location Control and [Catchweight](#), the existing Secondary [Balance](#) Entry window is no longer used. There are three factors that determine how secondary [balances](#) and location [balances](#) are processed:

- 1 Is the secondary balance captured or calculated?
- 2 Is the item stocked in single or multiple locations?
- 3 Are secondary balances collected at the location level?

These three factors give the following combinations:

Are secondary balances captured or calculated?	Do Items have single, default, locations or multiple locations?	Are secondary balances collected by location?	Categorisation for fields displayed in the pop-up
Calculated (or no secondary balance required)	Multiple	Yes, or not applicable	Case 1
Calculated (or no secondary balance required)	Single	No, or not applicable	Case 2 (no pop-up is displayed, normal processing occurs)
Captured	Multiple	No	Case 3
Captured	Multiple	Yes	Case 4

The fields and their descriptions define those displayed if you are processing using Case 1, that is, a [Catchweight item](#) with a single, or default, location and you do not need to capture the secondary [balance](#) by location. Any variations on this pop-up are detailed under the relevant case section.

Note: If you are using a batch-controlled, lot-controlled or serial-controlled [item](#), location [balances](#) are captured after you have specified the lot [balances](#).

Fields

Header Section

Item

This field displays your selected [item](#) code; its description is displayed to the right of the code.

Stockroom

This field displays the [stockroom](#) from which you are processing this transaction.

Order

This field displays the sales, production, works or purchase [order](#) to which this transaction is attached, if applicable.

Location

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

Line

This field displays the associated [order](#) line for this [item](#). If there is no sales, production, works or purchase [order](#) attached to the transaction, this field displays four zeros.

Lot

This field displays the lot reference, if applicable.

Total

This field displays the transaction quantity and the [unit of measure](#) that you specified during the transaction.

Cumulative

This field displays the current total of the location [balances](#) and is displayed in the same [unit of measure](#) as the transaction quantity.

Middle Section

Location

This field displays the locations you have selected for use for this transaction. During Interactive Confirmation of Despatch, the pop-up will be pre-filled with the locations and [balances](#) printed on the pick note.

Quantity

This field displays the entered location [balance](#).

UoM (Unit of Measure)

This field displays the entered transaction's [unit of measure](#).

Footer Section

Location

Enter the location you want to use for this transaction. It initially defaults with the suggested, or default, location for your selected [item](#) in all tasks except Interactive Confirmation of Despatch, when it is blank.

You can use the prompt facility on this field to select from the Location Code Selection pop-up.

Note: *If you attempt to use a location that is suspended, an error message is displayed.*

Quantity

This field displays the amount of location [balance](#) you want to process. It initially defaults to the full transaction amount in all circumstances except during Interactive Confirmation of Despatch, but you can change it if necessary.

Note: *For more information, see the Processing within a Location-controlled [Stockroom](#) section in the Application Overview chapter of the Inventory Management product guide.*

UoM (Unit of Measure)

This is the default [unit of measure](#) for the transaction quantity. You can use the prompt facility to view the [item's](#) other units of measure.

Note: *For more information, see the Processing within a Location-controlled [Stockroom](#) section in the Application Overview chapter of the Inventory Management product guide.*

Case 3

If you are processing a [Catchweight item](#) with multiple locations and you do not need to capture secondary [balances](#) by location, the following fields are displayed on the Enter Location [Balances](#) pop-up:

Header Section

Secondary [Balance](#)

Note: The name of this field depends on the name of the Secondary [Balance Unit of Measure](#).

This field is displayed to the right of the Total and Cumulative fields. Enter the total secondary [balance](#) value in this field for all locations that are included in the transaction.

Case 4

If you are processing a [Catchweight item](#) with multiple locations and you need to capture secondary [balances](#) by location, the following fields are displayed on the Enter Location [Balances](#) window:

Header Section

Secondary [Balance](#)

Note: The name of this field depends on the name of the Secondary [Balance Unit of Measure](#).

This field is displayed to the right of the Total and Cumulative fields. It displays the cumulative secondary [balance](#) value for all locations that are included in the transaction.

Middle Section

Secondary Balance

This field displays the secondary [balance](#) value for each existing location.

UoM

This field displays the [unit of measure](#) attached to the secondary [balance](#).

Footer Section

Secondary Balance

Enter the secondary [balance](#) value for the selected [item](#) that you want to process. This initially defaults to the nominal secondary [balance](#) for the transaction quantity but you can change it if necessary.

UoM

This field displays the default [unit of measure](#) for the secondary [balance](#) value you have entered. You can change this to any valid secondary [unit of measure](#) attached to the [item](#) if necessary.

Case 5

If you are processing a [Catchweight item](#) with a single, default location, a different pop-up is displayed. This pop-up performs the same function as the Secondary Value Entry pop-up, although it displays more information about the transaction and the location that will be processed. For more information, see the Enter Secondary [Balances](#) Pop-up section.

Options

Amend

Use this against an existing line to re-display those details in the line entry fields at the bottom of the pop-up to amend them. Press Enter again to re-display those amended details in the middle of the window.

Delete

Use this to delete existing details.

Select **Update (F8)** to update the location [balances](#) and re-display the main processing window for your transaction. You can only select this when the location [balance](#) quantities match the transaction quantity.

Location Code Selection Pop-up

To display this pop-up, use the prompt facility on the Location field on the Enter Location [Balances](#) pop-up.

Use this pop-up to review all active locations for the selected [item](#) and select the required location from the displayed list.

The following location quantities are shown in the same [unit of measure](#) as the transaction quantity on the Enter Location [Balances](#) pop-up:

- Physical
- Unfrozen

Fields

Position To

Enter any alphanumeric string to position to the required location in the displayed location list.

Options

Select

Use this to select the required location.

Functions

Refresh (F5)

Use this to rebuild the displayed location list from the beginning.

Select the required location to return to the Enter Location [Balances](#) pop-up.

Enter Secondary Balances Pop-up

To display this pop-up, press Enter during any stock transaction processing task if you are using Location Control and you are processing a [Catchweight item](#) with a single, default location.

Use this pop-up to confirm or amend your [item's](#) secondary [balance](#) and location details.

This pop-up is only displayed if you are using Location Control and mirrors the functionality of the Secondary Value Entry pop-up. The tolerance check is performed against the transaction total.

Fields

Target Location

This field is displayed in the top right-hand corner of the pop-up. For receipts and adjustment transactions, it displays the title "Target Location". For issues it displays the title "From Location".

Item

This field displays the code of the [item](#) you are processing. The [item](#) description is displayed below the [item](#) code.

Stockroom

This field displays the [stockroom](#) from which you are processing.

Order

This field displays the sales, production, works or purchase [order](#) to which this transaction is attached, if this is applicable.

Location

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

Line

This field displays the associated [order](#) line for this [item](#). If there is no sales, production, works or purchase [order](#) attached to the transaction, this field displays four zeros.

Batch-controlled, Lot-controlled or Serial-controlled Items and Location Control

If you are processing an [item](#) that is batch-controlled, lot-controlled or serial-controlled, the following fields are displayed:

Lot (Batch or Serial Number)

This field displays the batch, lot or serial number reference for your selected [item](#) in the top section of the pop-up.

Total

This field displays the transaction quantity and the [unit of measure](#) that you specified during the transaction.

Secondary Balance

This field displays the secondary [balance](#) for this transaction. It defaults to the nominal secondary [balance](#) for the transaction quantity.

UoM

This field displays the [unit of measure](#) of the location [balance](#). It defaults to the [item's](#) default [unit of measure](#).

You can use the prompt facility on this field.

Press Enter to confirm the details and continue to process the transaction.

Confirmation of Despatch Charges Window

To display this window, select **Confirm Quantities (F13)** on the Confirmation of Despatch Detail window.

Use this window to enter the charges for this despatch.

If the Charges First Despatch field is **checked** in the company profile, confirm despatch will default the sales [order](#) sundry charges for the first despatch only.

Note: *This does not prohibit manual entry of sundry charges at confirm despatch time.*

If the despatch is for a multi-currency customer, the charges are displayed in transaction and base currency.

The Container Summary related to a despatch can be viewed by selecting **Container Summary (F20)**.

The Container Summary related to a despatch need only be viewed when there is a need to override any information related to containers on the selected despatch note as calculated by the system. For example, you might need to change the [stockroom](#) from which an optional container is to be taken or override the quantity of a container that can hold mixed products. If the Container Summary is not viewed, container updates for the despatch are based on system-calculated values.

Fields

Despatch Date

Enter or select the date on which the [order](#) was despatched. The default is the current date.

If the despatch is from a bonded [warehouse](#), this cannot be before the earliest transaction date permissible for that [warehouse](#).

Despatch Method

Enter the despatch method.

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

Any despatch method established to an [order](#) defaults as the despatch method in confirmation of despatch.

Charge Code

Enter a charge code.

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

Note: *You can delete a charge entered on the [order](#) by removing the charge code or changing the values.*

Amount

Enter the amount of the extra charge. The default is the amount set up against the charge code in the Inventory [Descriptions file](#).

Note: The charge is always held in the Inventory [Descriptions file](#) in the base currency. If the despatch is for an [order](#) not in the base currency of Accounts Receivable, it is converted into the transaction currency and displayed in both base and transaction currency.

Tax Code

Enter the tax rate code for the charge. The default is the [tax code](#) set up against the charge code in the Inventory [Descriptions file](#). If extra tax applies, for example, in Spain, the extra tax is kept against the [Tax Code](#) in the General Ledger.

Note: Euro tax is catered for using tax details maintained in the General Ledger. You can deduct [cash discount](#) at [order](#) time, at payment time, or not at all.

Functions

Confirm Despatch (F13)

Use this to confirm the despatch.

In addition to performing updates for the products shipped to the customer, the appropriate updates are also performed for the container [items](#) associated with these products.

Restart (F15)

Use this to re-start the confirmation of despatch process and return to the Confirmation of Despatch Selection window.

Despatch Details (F18)

Use this to display the Despatch Details pop-up. You can only use this if you are using Document Processing.

Container Summary (F20)

Use this to display the Confirm Despatch Container Summary pop-up for the requested pick note.

Note: Enabling access to the Container Summary for a despatch from this window negates the need to adjust the container [balances](#) automatically for a despatch, as changes are made to the despatched quantities of the [ordered](#) products.

Note: The adjustment of the container quantities can be delayed until all of the appropriate adjustments have been made to the despatched quantities of all [ordered](#) products.

Updates:

- Stock and [allocated stock](#) are reduced.
- The lot or batch records are reduced.
- The cost of the inventory movement is calculated.
- Inventory movements are written to the Movement History file.
- The usage for the despatched [items](#) is increased.
- The last issue date for the despatched [items](#) is updated.
- The [order](#) is changed to reflect the quantity despatched.
- An invoice request is generated and an invoice number allocated, unless the pick note is despatched awaiting POD.

- Customer account [balance](#) for the value of the [allocated stock](#) is decreased, and the goods despatched but not invoiced [balance](#) is increased by the value actually despatched.

Refer to the following section describing the Container Summary pop-up for a more detailed description of the updates performed for the container lines on an [order](#).

Note: *If World Trade is attached, the movement is analysed to establish whether it is an EC movement or not. If necessary, it is included on the Intrastat and ESL reports. For more information, refer to the World Trade product guide.*

Caution: This task processes a large amount of data and can cause delay; therefore, we recommend that you use the Fast Batch method of confirming despatch whenever possible.

Select **Confirm Despatch (F13)** to validate the information and perform the above updates.

Despatch Details Pop-up

To display this pop-up, select **Despatch Details (F18)** on the Confirmation of Despatch Charges window.

Note: *You can only access the Despatch Details pop-up if you are using Document Processing. Otherwise the Text window is displayed and you have the option to create despatch note text (N text).*

Use this pop-up to change any document processing or despatch details.

During interactive and [fast batch](#) confirmation of despatch, within Sales [Order](#) Processing and Warehousing, customer despatch settings can be overridden.

If online printing is selected and the Type of Despatch Note field is set to Consolidated Despatch Note & Separate Invoice, a warning message will be displayed, indicating that any document printed now will not be included within the consolidated despatch note processing. Consolidated despatch notes can only be selected if Centralised Delivery Documents are activated in the Inventory Management company profile.

Fields

Document Processing

Online Print of Despatch Notes

Use this checkbox as follows:

Unchecked - To print the despatch notes as a batch job

Checked - To print the despatch notes immediately

Priced Despatch Note

Use this checkbox as follows:

Unchecked - Not to price despatch notes

Checked - To price 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

Despatch Note Language

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

You can use the prompt facility on this field to select from the Select Language pop-up.

Despatch Information

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 World Trade is live, this field defaults to the value held on the Maintain Customer Trade Details pop-up.*

Carrier

Enter the default carrier.

This is checked as follows:

- 1 If Advanced Shipping is live, and the processing company is active with Sales Order Processing, the carrier defaults to that defined via Shipping Customer Defaults.
- 2 If a new code is entered, it is validated against the Shipping Names and Address file.
- 3 If Transport Planning is live, and the processing company is active within Sales Order Processing, the carrier defaults to the carrier defined in the Transport Planning delivery profile.
- 4 If a new code is entered, it is validated against the Transport Planning Carrier file.

- 5 If neither Advanced Shipping nor Transport Planning is live, the default is whatever has been set up on the Customer Maintenance Additional Details pop-up in the Maintain Customers task. The carrier must be defined in the Inventory Descriptions file, against major type CARR. The Carrier field is carried forward to the pick note header and can be used by the POD confirmation routine to group pick notes together.

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

You can use the prompt facility on this field to select from the Name and Address Selection pop-up.

Shipping Marks

Enter the text to use as the shipping marks.

Number of Packs

Enter the number of packs in the first part of the field and the pack type in the second part of the field. You set up pack types in the Inventory [Descriptions file](#) under major type TPPK.

Weight

Enter a [unit of measure](#) and a weight. The UoM must be defined in the Inventory [Descriptions file](#) under major type UoM.

Volume

Enter the [unit of measure](#) and the volume. The UoM must be defined in the Inventory [Descriptions file](#) under major type UoM.

Select **Update (F8)** to save the information and return to the Confirmation of Despatch Charges window.

Confirm Despatch Container Summary Pop-up

To display this pop-up, select **Container Summary (F20)** on the Confirmation of Despatch Charges window.

Use this pop-up to review/revise the quantities of containers to be shipped to a customer when confirming the despatch of a pick note in either SOP or Warehousing.

Within the Container Summary pop-up, details of all containers associated with the products being shipped are displayed. A single line is displayed per container [item](#) code used to ship the [ordered](#) product.

The system displays both the container quantities required to satisfy the suggested pick quantities of each base product, as calculated by the system based on the [item](#)/container profile definitions of the products being shipped, and adjusted despatch quantities that are calculated using the actual despatch quantities of each product as recorded by the user.

You can revise the despatch quantity of those containers that are capable of holding mixed products or are optional for outbound logistics to reflect the actual number of containers used for each

shipment. ('Mixed Products' and 'Optional Outbound Logistics' are both attributes of a container [item](#) set up in the Container [Item](#) Master file.)

For those containers that are optional for outbound logistics, the [stockroom](#) from which the container quantity is taken can also be overridden.

The following table shows how the system determines what values are available for override in this window based on the attributes specified in the container [item](#) definition:

	Optional for Outbound Logistics	Not Optional for Outbound Logistics	Mixed Products	No Mixed Products
Container stockroom can be overridden?	Y	N	N	N
Container quantity can be overridden?	Y	N	Y	N

Fields

Carrier/Supplier

Enter the tracking account number, which must be **either** a valid carrier (as set up in Transport Planning) **or** a valid supplier account number and despatch code as set up in Accounts Payable.

You can use the prompt facility on these fields to select from the Select Carrier or Customer Selection pop-up.

Note: When a despatch is planned on a load, the Carrier field is populated with the carrier for the load, via the despatch note header.

Note: If the carrier field is changed, the despatch note header is updated and the Despatch Details file is updated for the carrier-tracked container lines.

		Track against Customer	
		Account Code = Customer	
Carrier Entered	Carrier Type = Own	Address Code = Del Seq	Account Type = Blank
Carrier Entered	Carrier Type NOT = Own	Track against Carrier Account Code = Carrier Address Code = blank	Account Type = 1
Supplier Entered		Track against Supplier Account Code = Supplier Address Code = as entered or 000 if left blank	Account Type = 2
Neither Carrier nor Supplier Entered	Warning	Non POD Customer: If warning is ignored, track against Customer/Del Seq	
	Warning	POD Customer: No tracking for anything - it will be carried out at POD, and will be tracked against customer	

It is possible NOT to use **Container Summary (F20)** to view the summary. If despatch is confirmed with a second selection of **Complete Despatch (F13)**, and the summary has not been displayed, and there are carrier trackable containers, a warning will be issued as follows:

Note: *There are carrier-tracked containers, but no carrier confirmed. Press **Container Summary (F20)** to view containers or **Complete Despatch (F13)** with all tracking by customer“.*

The following processing will be carried out for those containers specified as **carrier-trackable** (in the Container [Item](#) Master file):

For customer-trackable [items](#):

	Tracking records created:
	Account = Customer
Non POD customers	Address = Delivery Seq
	Account Type = Blank
POD customers	No tracking records created - they will be generated at POD according to the quantities verified at that time.

Container

This field displays the [item](#) code of each container used when shipping the selected despatch.

Description

This field displays the description of each container used when shipping the selected despatch.

Pick Note Quantity

This field displays the quantity of a container that is required to ship the suggested pick quantities of the [ordered](#) products.

Despatch Quantity

The system calculates the despatch quantities of containers displayed at this point in the fulfillment process, based on the actual despatch quantities of base products entered on the Confirmation of Despatch Details window.

The despatch quantities shown against containers that cannot hold mixed products and are not optional are protected and cannot be overridden. The quantities for these containers have been rounded up to the nearest integer number during calculation at line level.

However, the despatch quantities shown against containers that can hold mixed products or are optional are displayed and can be changed. The initial quantities shown against these containers have been rounded up to the nearest integer during calculation at [order](#) level.

SR

Enter the [stockroom](#) from which optional containers will be taken when confirming despatch. The default depends on the setting of the Outbound Containers Source field in the OM company profile. It will be either the Outbound Containers [stockroom](#) associated with the despatching [stockroom](#) or the despatching [stockroom](#) itself. The container [item](#) must be stocked in the entered [stockroom](#).

Note: The [stockroom](#) cannot be a bonded [warehouse](#).

Functions

Update (F8)

Use this to return to the Confirmation of Despatch Charges window.

Container quantities recorded in the pop-up are used to update the despatch quantity on the pick/despatch line's container details.

[Stockroom](#) overrides recorded in the above window are used to update the [stockroom](#) code on the appropriate pick/despatch line.

Stock updates for containers are controlled by the setting of the Optional for Outbound Logistics field in the [item](#)/container profile, as shown in the following table:

	Optional for Outbound Logistics	Mandatory for Outbound Logistics
Stock movements generated?	Y	N
Physical stock balance reduced?	Y	N

Caution: Override settings for the Optional for Outbound Logistics field in the specific item/container profile used are ignored when deciding whether stock updates are to be performed for a container item.

Container tracking header and detail information is generated for those containers flagged as tracked against the carrier, if one has been entered on this pop-up or if the system provided the appropriate carrier code.

For example, where the despatch note has been planned onto a load within the Transport Planning application, action is as shown in the table below:

POD Customer:

	Not Tracked	Tracked - Carrier	Tracked - Customer
Carrier entered	N	Y	N
No carrier entered	N	N	N

Non POD Customer:

	Not Tracked	Tracked - Carrier	Tracked - Customer
Carrier entered	N	Y	N
No carrier entered	N	N	Y

Add (F10)

Use this to add a container being despatched that is not already present in the container summary. The Confirm Despatch Add Container [Item](#) pop-up is displayed.

Note: Container stock updates/movements, for delivered containers, are recorded generally against the main despatch [stockroom](#) or the outbound container [stockroom](#) depending upon the OM company profile setting. However, the outbound container [stockroom](#) is always used if the main [stockroom](#) is [warehouse-controlled](#) or [location-controlled](#).

Previous (F12)

Use this to return to the Confirmation of Despatch Charges window, discarding any changes made to the container despatch quantities.

Enter any required changes to the system-calculated container quantities and then select **Update (F8)** to re-display the Confirmation of Despatch Charges window.

Confirm Despatch Add Container Item Pop-up

To display this pop-up, select **Add (F10)** on the Confirm Despatch Container Summary pop-up.

Extra containers can be added to the generated containers. This allows addition of containers that were not originally included on the container profiles. These would usually be optional containers.

Fields

Container Item

Enter a valid container [item](#) code.

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

The [item](#) must be a container [item](#).

Stockroom

Enter a valid [stockroom](#) code.

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

The container [item](#) must exist in this [stockroom](#).

Despatch Quantity

Enter the quantity despatched.

Only integer numbers can be recorded.

Select **Update (F8)** to accept the entered container details. The container will be added to the list of container [items](#) on the Container Summary pop-up.

Confirmation of Despatch Completion Window

To display this window, select **Confirm Despatch (F13)** on the Confirmation of Despatch Charges window.

This window displays the invoice number generated for the last [order](#) that has been confirmed as despatched.

Note: *If you use centralised delivery documentation, clean despatch notes are not printed.*

Note: *If the customer is a Module Interface Trading partner, the invoice is processed via AI.*

Use this window to continue confirming more [orders](#) as despatched. For more information, see the Confirmation of Despatch Selection Window section.

Note: *If you are using POD, the Has Been Invoiced As field at the bottom of the window is replaced by the text "Awaits Proof of Delivery", as there is no invoice number to display.*

Select **Exit (F3)** to leave the task.

Proof of Delivery Database Updates for a POD Pick Note

Once you have confirmed the despatch of goods to a delivery point, the pick note is deemed as awaiting proof of delivery. The updates that occur when you confirm despatch are as follows:

- The In Transit file is updated with the despatched [balances](#) awaiting POD by lot reference (if applicable).
- There are no visible changes to the [Order](#) Header file. If the despatch completes the [order](#), the [Status](#) field for the header is still set to **C** (Complete), but the system definition of complete has changed from fully despatched and invoiced to fully despatched.
- There are no visible changes to the [Order](#) Lines file. If the despatch completes the [order](#), the [Status](#) field for the line is also still set to **C** (Complete). At this stage, the [order](#) line's despatched [balances](#) hold the awaiting POD [balances](#). When the pick note is POD confirmed, the despatched [balances](#) will also hold the delivered [balances](#).
- A new file, the [Order](#) Lines Extension file, has been created to hold the sum of the [balances](#) despatched awaiting POD. This [balance](#) is increased during confirmation of despatch and reduced by the POD confirmation. Zero [balances](#) are deleted during POD confirmation.
- The [order](#) lines' despatched [balance](#) is updated as usual when you use the Confirmation of Despatch tasks, for normal, POD and DRP [orders](#). This means that other applications can use the despatched [balance](#) as before. The actual [balance](#) invoiced is now calculated as:

The [Balance](#) Despatched minus the [Balance](#) Awaiting POD

- There are four changes to the Pick Note Header at this stage. The file now includes the POD confirmation [status](#), the despatch date, despatch time and carrier. All are set regardless of the POD [status](#) of the delivery point. The carrier information is now included regardless of whether you use Transport Planning or not. These carrier details are those associated with the delivery point, or entered during [order](#) entry, [order](#) amend or confirmation of despatch. This means that you can now select pick notes awaiting POD by carrier.
- There are no visible changes to the Pick Note Lines file; when a POD pick note is confirmed, the despatched [balance](#) becomes the POD [balance](#). Once POD has been confirmed, this [balance](#) becomes the delivered [balance](#).
- A new file, the Pick Note Lines Extension file, has been created to hold the sum of the [balances](#) despatched awaiting POD. Subsequent processing will not change this [balance](#), so that you can compare despatched [balances](#) against delivered [balances](#) if necessary.
- Charges Awaiting POD are created with sequence numbers in the range 11 to 13, whereas invoice charges use the range 41 to 43.

Fast Batch Confirm Despatch [11/OEP]

Use this task to minimise the time taken to request confirmation of despatches. This is essentially a batch process where you enter a number of despatches into a batch and then request a separate job to run the update.

You should do the following:

- Check that all [items](#) were despatched as requested, that is, you do not need to change any quantities.
- Sort into batches where the despatch method and the despatch date are the same.
- Check that you do not need to change the [extra charges](#).

- If you have not set up automatic lower-level allocation for the [stockroom](#), exclude picking lists for batch-controlled, lot-controlled or serial-controlled [items](#). Use the interactive Confirm Despatch task to identify the batch, lot or serial numbers and quantities despatched. If you do use automatic lower-level allocation, check that the batch, lot or serial numbers were despatched as requested.
- You can process [Catchweight](#) type 3 and non-[Catchweight items](#) with a secondary [unit of measure](#). For [items](#) designated [Catchweight](#) types 1 and 2 you must confirm despatch (to record the secondary value despatched) using the Interactive Confirm Despatch task.
- Check that the [order](#) was not raised via Job Management or Distribution Requirements Planning, as these [orders](#) will be rejected.
- User [stockroom](#) authorisation validation: You cannot confirm the despatch if you are not authorised to the [stockroom](#), if user [stockroom option](#) authorisation is operating the confirmation of despatch and POD options must be authorised for the current user to enable despatch/POD transactions for that [stockroom](#), otherwise the user is not authorised to despatch or POD sales [orders](#) for the [stockroom](#).

Caution: This does not prohibit manual amendments or additions to charges at the time of confirm despatch. If a picking note is cancelled or is confirm despatched as **0**, the picking/despatch is not classed as the first despatch and charges will apply to the next despatch.

If the Charges First Despatch field is **checked** in the company profile, confirm despatch will default the sales [order](#) sundry charges for the first despatch only. A charge will apply to all despatches irrespective of this setting if that charge is established to the Inventory Descriptions Major type **CFAD**.

Note: This does not prohibit manual entry of sundry charges at confirm despatch time.

If rotation numbers are required at despatch and you have not activated lower level-allocation for a bonded [warehouse](#) exclude [picking notes](#) for the bonded [warehouse](#). Use the interactive Confirm Despatch task to identify the rotations and quantities despatched from bonded [warehouses](#).

Note: For more information about how POD affects Confirmation of Despatch, please see the Proof of Delivery Database Updates for a POD Pick Note section.

Confirmation of Despatch Batch Selection Window

To display this window, select the [Fast Batch](#) Confirm Despatch task.

Use this window to enter the [picking notes](#) and customers for which you want to confirm despatch.

Caution: User must have access rights to a bonded warehouse to be able to confirm the despatch of pick notes from that bonded warehouse.

Fields

Despatch Date

Enter or select the despatch date. This defaults to the current system date.

Despatch Method

Enter the despatch method used for all the despatches.

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

Any despatch method established to an [order](#) defaults as the despatch method in confirmation of despatch.

Picking Note

Enter the [order number](#) and the [picking note](#) sequence number for the [orders](#) for which you want to confirm despatch.

Caution: If the picking note is for a bonded warehouse and the despatch date specified is before the earliest permissible transaction date for that bonded warehouse the pick note is rejected.

Customer

Enter the customer.

Despatch Details

Enter one of the following:

- 1 - To override despatch details for the selected pick note
- 2 - To view/revise the Container Summary for the selected pick note

Note: As you amend the Container Summary for a pick note, the changes made are reflected in the Pick/Despatch Header and Pick/Despatch Lines files.

Press Enter to submit the batch job. The fields are cleared and you can continue entering more [orders](#) to despatch or select **Exit (F3)** to leave the task.

Miscellaneous Invoicing [12/OEP, 13/OEP, 14/OEP, 15/OEP]

You can raise two different types of miscellaneous invoice and credit note:

- One for a purely financial (non-stock) transaction
- One for stock update and financial transaction

There are four tasks:

- Credit Notes
- Use this to make a financial adjustment, for example if you have over-charged a customer.
- Invoices
- Use this to make a financial adjustment, for example if you have under-charged a customer.
- Credit Notes (Stock Update)

- Use this to make a financial and stock adjustment, for example, if a customer has returned unused goods.
- Invoices (Stock Update)
- Use this to make a financial and stock adjustment, for example, if a customer has bought goods at a trade counter.

Note: *The windows are similar for each of the four tasks; so only one task is described in detail.*

Note: *Stock update transactions are not permitted for bonded customers or against non third-party bonded [warehouses](#).*

For each task, you can select the customer and enter special addresses with any necessary explanatory text for the document or the document lines.

You can use the customer's standard pricing and discounting or manually enter the price and discount. If you are using Advanced Pricing, however, prices and discounts are calculated according to the way in which you have set up the advanced pricing rules.

Note: *You can enter sundry [item](#) lines which are [Catchweight](#) types, or have secondary values. These are automatically converted and the line price calculated if you have Advanced Pricing switched on.*

You can reverse an invoice using the Original Document Reference field. This creates a reverse entry of the original invoice, re-priced and valued based on current pricing information.

If a credit note is created based on an invoice for a sales [order](#), the date of the original customer [order](#) is held for the credit note.

Caution: For credit notes based on sales order invoices, the date of the original customer order will be held regardless of what is entered in the Customer Order Date field on the first window of credit note processing. You should only enter this date for credits based on a sundry invoice or stand alone credit notes.

The value of the current document passed to the Account Summary [Balance](#) Update routine when completing the document optionally includes the tax value of the lines on the document as well as their goods value, if the Include Tax Values in [Outstanding](#) Debt field on the Company Profile Maintenance Control Details window in the Sales [Order](#) Company Profile task is **checked**.

The values of any charges on the document are also included when updating the Account Summary [Balance](#). This includes the tax values associated with these charges, if the Include Tax Values in [Outstanding](#) Debt field on the Company Profile Maintenance Control Details window in the Sales [Order](#) Company Profile task is **checked**.

Note: *This task invokes the Credit Commitment routine to verify that the [customer code](#) entered is not at the wrong level within a customer hierarchy.*

Note: *No credit check is performed based on the value of the document being entered within this task; therefore there is no change to the credit check performed by this task.*

Promotions

This task can be used to raise a miscellaneous invoice or a credit note which may include promotion [items](#) (including standard, freeloader or loyalty [items](#)).

When a credit note is based on an original sales invoice, the following promotion details are carried forward from the original sales invoice line to the credit note line:

- Promotion Number
- Promotion Indicator
- Budget Centre

When a credit note with stock update is based on an original sales invoice, for any standard promotion [items](#) the system automatically reduces the Quantity Allocated to [Orders](#) on the appropriate constraint on the appropriate promotion by the credited quantity.

Note: *This is not done for credit notes without stock update, as these credits are purely financial transactions.*

Note: *It is at the point of invoice generation, whether at Confirm Despatch, Proof of Delivery or ASN Despatch, that any loyalty points earned are recorded against the customer.*

Containers

Miscellaneous Invoicing and Credit Notes optionally charge for any container [items](#) associated with products invoiced/credited in this way.

The following scenarios are catered for:

- 1 Raising a credit note/invoice to correct the price charged for the products already shipped to the customer, without any additional charge for the containers associated with those products
- 2 In other words, this caters for the situation where the customer was charged the incorrect price for the products they ordered, but the correct price for the containers used for their shipment. Typically this would be done as a sundry invoice/credit note without stock update.
- 3 Raising a credit note/invoice to correct the charge made for any containers already shipped to a customer without any additional charge for the products shipped
- 4 In other words, this caters for the situation where a customer has been charged the incorrect price for any containers associated with the products received. Typically this would be done as a sundry invoice/credit note without stock update.
- 5 Raising a credit note/invoice for products, charging only for those inner containers associated with these products
- 6 In other words, this caters for the situation where the customer ordered a full case of a product but a single bottle was over/under delivered and POD is not in use for that customer and the customer has already been invoiced for the case of product ordered. Typically this is done as a sundry invoice/credit note with stock update.
- 7 Raising a credit note/invoice for products charging for all containers associated with these products
- 8 In other words, this caters for the situation where a full case of product is over/under delivered and POD is not in use for that customer. Typically this is also done as a sundry invoice/credit note with stock update.
- 9 Credit notes will select the containers required using the version number on the originating invoice if one has been entered; otherwise they will select based on the latest version of the

item/container profile for the customer if one exists or the item if one does not exist for the customer.

- 10 Sundry invoices will select the containers required based on the latest version of the item/container profile for the customer if one exists or the item if one does not exist for the customer.

Non-Chargeable Containers (For stock update)

At invoice creation time, if parameter NONCHGCNT is **active (1)** on the DFLT Inventory description, then non-chargeable and rental containers are included in the invoice details.

Non-chargeable and rental containers are added as free of charge lines.

If parameter CNTCOST is **active (1)**, then non-chargeable and rental container lines are zero cost.

User [Stockroom](#) authorisation (For stock update)

You cannot raise an invoice or credit note (for stock update) if you are not authorised to the [stockroom](#).

Location Control

If you are using Location Control, and you have specified a location-controlled [item](#) and [stockroom](#), when you press Enter on the Invoice Lines Detail window, the Enter Location [Balances](#) pop-up is displayed if stock is affected by the transaction. For more details, see the Enter Location [Balances](#) Pop-up section.

Note: *If you are using a batch-controlled, lot-controlled or serial-controlled [item](#), location [balances](#) are captured after you have specified the lot [balances](#).*

Licensing

If Customer Licensing in Use is **ON** for the sales company sales restriction checks are performed for each [item](#) added to a document.

The existence of a sales restriction (i.e. the customer does not hold a valid license for a product or holds an expired license) does not prevent a product being added to a document. A warning is issued, forcing the user to make a conscious decision about whether to complete the document with any unlicensed [items](#) included upon it.

Invoicing Selection Window

To display this window, select the Credit Notes task, the Invoices task, the Credit Notes (Stock Update) task or the Invoices (Stock Update) task.

Note: *The fields displayed are the same for all four tasks. The title at the top of the window indicates which task you are using.*

Use this window to select the customer for whom you want to raise an invoice.

Fields

Customer Code

Enter the customer and address sequence.

You can use the prompt facility on the first part of this field to select from the Customer Scan pop-up.

Miscellaneous invoices and credit notes cannot be raised if the [delivery address](#) or account is inactive.

Note: *An inactive account in a customer hierarchy has no effect on its child accounts.*

Note: *Stock update transactions cannot be recorded for bonded customers.*

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).

Note: This is an example of the same program being called by 4 different tasks. To restrict the Fiscal Type all tasks must be set up in the S21 task / Fiscal Document Type relationship table

Customer Order Ref

Enter the reference number of the customer's [order](#).

Customer Order Date

Enter or select the date of the customer's [order](#). The default is the current system date.

Tax Point Date

Enter or select the tax point date. The default is the current system date.

Pricing Date

Enter or select the date on which the [order](#) is to be priced. The default is the current system date. This is important where you have [price lists](#) controlled by effective dates.

Use Customer Item Ref

Note: *You cannot request use of state reference and customer reference simultaneously for a document.*

Use State Item Ref

Enter one of the following values:

0 – To enter the document detail by [item](#) code

1 – To enter the document detail by state reference, rather than the System21 [item](#) code

Note: You cannot request use of state reference and customer reference simultaneously for a document.

Press Enter to display the Invoicing Customer Detail window.

Invoicing Customer Detail Window

To display this window, press Enter on the Invoicing Selection window.

Note: The fields displayed are the same for all four tasks. The title at the top of the window indicates which task you are using.

Use this window to confirm and amend the processing defaults for the selected customer. If the account is for any currency other than the Accounts Receivable base currency, the details of the currency are also displayed.

Fields

Invoice and Delivery Name and Address

Enter the invoice and delivery name and address for the customer. The default is set up in the Maintain Customers task.

Original Doc. Ref.

You can use this document reference field in two ways:

- 1 To raise a miscellaneous invoice as a supplement to a normal invoice, enter the number to aid cross-reference.
- 2 To credit an existing invoice, enter the invoice number. This presents a credit note mirroring the invoice, which you can amend or accept on the subsequent windows.

Note: An entry made in this field has an effect on the list of products displayed on the Miscellaneous Invoicing Line Entry window when you are entering a credit note.

Note: If the process has been invoked without stock update, all lines on the original document (including those for any container lines on that document) are displayed.

Note: If the process has been invoked with stock update, only those lines for the products [ordered](#) by the customer are displayed and you choose which of the container [items](#) associated with these products are credited by specifying the appropriate line type against each line.

Note: If a credit has already been raised for this customer against the original document reference quoted, a warning message is displayed.

Stockroom

Enter the [stockroom](#) to use for the delivery.

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

On the Credit Note header panel, if the user is not authorised to the [Stockroom](#), then the standard [Stockroom](#) Authorisation error window is displayed and the user cannot continue.

Note: *If you are using centralised documentation, this must be defined to a [stockroom](#) site.*

Note: *[Orders](#) cannot be sourced from a bonded [stockroom](#).*

Reason Code

Enter the reason for this type of transaction.

Alternatively, use the prompt facility to select from the RFCR Invoice/Credit Reason Codes pop-up.

Order Type

You can optionally enter an [order](#) type.

Alternatively, use the prompt facility to select from the ORST User [Order](#) Type pop-up.

This can be used in Advanced Pricing to restrict price and discount types to specific types of [order](#), and therefore in the same way, types of miscellaneous invoices and credits.

Note: *This is not used within .*

Price List Code

Enter the [price list](#) to use. Alternately, use the prompt facility to select from the [Price List](#) Code pop-up

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 are using Advanced Pricing.*

When Invoice Alternate Calculation is in operation, that is Inventory description major **DFLT**, minor **INVALTCAL** limit is **1**, the effective date for currency conversions is the one effective for the current day. The existing price derivation remains unaltered, that is the price is the one effective based on the price at [order](#) date, or the price at despatch date. Subsequently the [base value](#) is calculated from prime using the currency exchange rate in operation for that day, with the following exception:

- Where the [price list](#) currency that is effective for the current customer, [item](#) and document is the same as the base currency, then no conversion from prime to base is required, the value calculated in [price list](#) currency is assumed.

Note: *For any subsequent whole [order](#) discount, this is applied to the document prime currency, therefore base currency is then calculated from prime at the prime to base exchange rate in operation for that document/day.*

Despatch Method

Enter the method of despatch.

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

Discount List

Enter the [discount list](#) to use for the document. This must be in the same currency as the invoice or credit note.

Invoices and Credit notes will accept [discount lists](#) in either the customer's currency or for all currencies

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

Period Number

Enter the account period to which to post the transaction. The default is the current Sales [Order Processing](#) period.

Cash Discount Code

Enter the cash settlement discount to use for the document. If you are authorised to change the settlement terms, use **Settlement Override (F13)**.

Note: *If you are using World Trade, the following two fields are displayed. For more information, refer to the World Trade product guide.*

EC Movement Required

Enter one of the following:

0 - If you do not require Intrastat details

1 - If you require Intrastat details

Reason for EC Movement

If you do require Intrastat details, enter one of the following:

1 - If the goods have been received

2 - If the goods have been scrapped

Note: *The following fields are only displayed for multi-currency customers.*

Currency

Enter the currency for this document. The default is the Accounts Receivable currency.

You can use the prompt facility on this field to select from the Select Currency pop-up.

Currency Rate Code

Enter the currency rate code associated with a currency rate. You set up the rates in the General Ledger.

Currency Rate

Enter the currency exchange rate for the code and select one of the following:

Multiply (1) - To multiply the transaction value by the currency rate to get the [base value](#)

Divide (2) - To divide the transaction value by the currency rate to get the [base value](#)

Note: To use a fixed currency rate, leave the Currency Rate Code field blank and enter a fixed currency rate in the Currency Rate field.

Any fixed currency rate established for a document is expressed in the document's prime currency to base currency, this remains unaltered. Where the [price list](#) currency is the same base currency (and not the same as prime currency), convert from the price currency to prime currency with the fixed rate established to the document.

Functions

Settlement/Payment Overrides (F13)

Use this to display the Payment Override pop-up.

Price Overrides (F14)

Use this to display the Header Price Overrides pop-up. This is only available if you are using Advanced Pricing.

Additional Overrides (F16)

Use this to display the Additional Overrides pop-up.

Currency (F19)

Use this to display the Override Conversion Parameters pop-up.

Text (F21)

Use this to display the Maintain Text pop-up.

Note: You specify the customer's default language in the Maintain Customers task. You can override this default using **Additional Overrides (F16)**, when available.

Press Enter to display the Invoicing Line Details window.

Credit Card Details Pop-up

To display this pop-up, press Enter on the Invoicing Customer Detail window, where the payment method selected in the Payment Override pop-up or defaulted from the customer is a credit card (CRD payment type).

Use this pop-up to enter the details of the credit card by which the payment is to be made.

Fields

Payment Method

This field displays the previously selected payment method, but you can amend it.

Alternatively, use the prompt facility to select from the Select Payment Method pop-up. Only [payment methods](#) with a type CRD (Credit Card) will be displayed.

Credit Card Number

Enter the number on the credit card.

Expiry Date

Enter the expiry date of the credit card.

Start Date

You can optionally enter the issue date of the card.

Issue Number

Enter the issue number.

Note: *This field will not be displayed if an issue number is not required by the payment method.*

Security Number

Enter the card number.

Note: *This field will not be displayed if a security number is not required by the payment method.*

Name

Enter the name on the credit card.

This field defaults to the customer's name.

Address

Enter the billing address for the credit card.

This field defaults to the customer's address.

Phone Number

Enter the contact phone number for the credit card.

This field defaults to the customer's phone number.

Select **Accept (F8)** to accept the details entered.

Invoicing Line Details Window

To display this window, press Enter on the Invoicing Customer Detail window.

Use this window to record the details of the invoice to be generated.

Invoice and credit quantities can be recorded in any of the valid units of an [item](#).

When you are basing a credit on an original invoice, quantities are defaulted based on the entered unit on the original document.

Note: *The fields displayed are the same for all four tasks. The title at the top of the window indicates which task you are using.*

Note: For any line, there are two mandatory entries: the item number and the quantity. You only complete the other fields to override the defaults.

Caution: New items added are not checked against standard promotions and hence cannot be processed as promotion items and will not update the Quantity Allocated to Orders.

Fields

Select

Enter one of the following:

- 1 - To display the lot header details for the selected lot reference
- 2 - To enter multi-lingual text against a document line
- 3 - To enter [kit](#) component [items](#)
- 4 - To enter invoice quantities against multiple lots for the same [item](#)
- 5 - To display the Price Overrides pop-up (only available if you are using Advanced Pricing)

Item

Enter the [item](#) for this document line.

Alternatively, use the prompt facility to select from the [item](#) Master Scan pop-up.

If State Profile is active and the customer only accepts [items](#) that are on the state buying list then the [item](#) must exist on the appropriate state buying list. If the [item](#) does not exist on the appropriate state buying list then the State Violation pop-up is displayed, from which the user accepts or rejects the [item](#).

If using Customer [item](#) Ref:

If State Profile is active and the customer only accepts [items](#) that are on the appropriate state buying list then the [item](#) must exist on the state buying list. If the [item](#) does not exist on the state buying list then the State Violation pop-up is displayed, from which the user accepts or rejects the [item](#).

If using State [item](#) Ref:

Enter a valid state reference of the [item](#) for the document line.

If the customer only accepts [items](#) that are on the appropriate state buying list then this state reference must exist on the State [item](#) Buying List. If the [item](#) does not exist on the state buying list then the State Violation pop-up is displayed.

If Customer Licensing in Use is set **ON** for the sales company additional validation ensures the customer has a valid license to buy and sell any product added to a document.

If the customer does not hold a license for an [item](#), following warning message is issued:

WARNING: Customer is not licensed to this [item](#)

The offending [item](#) is shown in reverse image.

A decision must then be made to either remove the unlicensed [item](#) from the document or create the [item](#) with the unlicensed [item](#) included upon it.

If the customer does hold a license for an [item](#), but that license has expired, the following warning message is issued:

WARNING: Customer license has expired

The offending [item](#) is shown in reverse image.

A decision must then be made to either remove the unlicensed [item](#) from the document or create the [item](#) with the unlicensed [item](#) included upon it.

Quantity

Enter the quantity of the [item](#). If you want to credit a value against a delivery, divide it by the despatch quantity and enter the resulting price in the price override fields as a net price. Then enter the despatch quantity in this field.

UoM

Enter a valid [unit of measure](#) for the selected [item](#). The unit must be one of the three units (purchase, stock or issue) defined for the [item](#).

This qualifies the [unit of measure](#) in which the quantity to be invoiced/credited is expressed. For invoices (and credits that are not based on an original document), the [unit of measure](#) defaults to that defined as the default sales unit for the [item](#) and [stockroom](#) combination.

Alternatively, the prompt facility can be used to select an appropriate [unit of measure](#) from those defined for the selected [item](#). The prompt facility will display either the [Unit of Measure](#) Prompt window (if the selected [item](#) does not permit multiple unit entry or does permit multiple unit entry and a quantity has been entered) or the Enter Return Quantity pop-up (if the selected [item](#) permits multiple unit entry and no quantity has been entered).

The entered unit is recorded on the invoice/credit line (and its associated transactions) as the entered [unit of measure](#).

Note: *Issues and receipts recorded are registered in entered units; that is, stock movements show the entered unit.*

Price

Enter the net price in the transaction currency of the [order](#). This includes all discounts except the settlement discount. If you enter a fixed price you cannot enter a [price list](#).

Lot

Enter a valid lot reference for a lot-controlled [item](#). If the credit or invoice includes a stock movement, this lot number must exist for both credits and invoices.

Note: *This is not relevant for invoices or credits without stock movements.*

You can use the prompt facility on this field to select from the Select Lot Reference pop-up, which shows a list of the available lots for the selected [item](#).

O

This field is not displayed when you are entering an invoice or credit note without stock update.

As each product is added to an invoice or credit note with stock update, you choose which levels of container [item](#) associated with that product are also added to the invoice or credit note.

Enter one of the following values:

0 - To add only the non-optional (mandatory) containers associated with the product

1 - To add both non-optional and optional containers associated with the product

Note: *Only those containers that attract a deposit charge are added.*

This field defaults to add only the non-optional container [items](#) associated with the product when you are raising an invoice or credit note with stock update.

You must specifically request the inclusion of any optional containers associated with a product by entering **1** in this field.

The price to be assigned to a container line is retrieved from the wholesale [price list](#) defined for the operating company, the wholesale price type being defined in the Inventory [Descriptions file](#) (major type OMCP, description code WSPL). The [tax code](#) on this record is the wholesale price type.

Promotion Indicator (Prom)

Enter the promotion indicator.

Alternatively, use the prompt facility to select from the FRTP Freeloader Type pop-up.

If a promotions indicator is entered against a line, the [item](#) is free-of-charge, but tax may be charged on the [item](#) if the Parameter Limit on the Inventory [Descriptions file](#) entry is set to 1. Refer to the [Order Pricing](#) section for an example of how to calculate tax for a free-of-charge [item](#).

Note: *The secondary value and UoM fields are only used if you are using [Catchweight](#).*

Sec Value

Enter the secondary value.

UoM

Enter a valid [unit of measure](#) for the secondary value. The unit must be one of the three units (purchase, stock or issue) defined for the [item](#).

Add. Cost

Enter the cost price of non-stocked [items](#), if the [item](#) has no cost on the [Item](#) Master file. This is used in Sales Analysis.

Disc %

Enter the line discount percentage. This overrides the normal discount rules. If you enter a discount percentage, you cannot enter a [discount list](#).

Note: *This field is not used if you are using Advanced Pricing.*

P. Lst

Enter the [price list](#) to use for this line. This must be in the same currency as the [order](#).

If no price exists on the [price list](#) for the [item](#), a line is generated for zero value. However, when you run the print invoice or credit note procedure, it attempts to re-price the line using the price at

despatch routine. If this fails, the document is not printed, Accounts Receivable is not updated and it is reported on an exception report.

Note: *This field is not used if you are using Advanced Pricing.*

D. List

Enter the [discount list](#) to use for this line. This must be in the same currency as the [order](#).

Note: *This field is not used if you are using Advanced Pricing.*

Note: *You can enter a price or [price list](#), but not both and a discount percentage or [discount list](#), but not both.*

Tax

Enter the required [tax code](#).

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

Functions

Restart (F15)

Use this to re-start the procedure without saving any changes and return to the Invoicing Selection window.

Container Summary (F20)

Use this to display the Container Summary pop-up.

Location Control

If you are using Location Control, and are processing a location-controlled [item](#) in a location-controlled [stockroom](#), when you press Enter, the Enter Location [Balances](#) pop-up is displayed for each document line. For more information about this pop-up, see the Enter Location [Balances](#) Pop-up section.

Press Enter to save the entered information and display the Invoicing Summary window.

State Item Reference Selection Popup

To display this popup, request a prompt on State [Item](#) Reference on the Invoicing Line Details window.

Use this to display the list of [items](#) that have been assigned a state [item](#) reference for the appropriate state code (i.e. the Taxation State assigned to the customer delivery point assigned to a document).

You may then select an [item](#), by its state reference, to be added to a document. The [item](#) code recorded on a document line is the Internal [Item](#) Code corresponding to the state reference code selected.

If Customer Licensing in Use is **ON** for the sales company additional validation ensures the customer has a valid license to buy and sell any product added to a document.

If the customer does not hold a license for an [item](#), following warning message is issued:

WARNING: Customer is not licensed to this [item](#)

The offending [item](#) is shown in reverse image.

A decision must then be made to either remove the unlicensed [item](#) from the document or create the [item](#) with the unlicensed [item](#) included upon it.

If the customer does hold a license for an [item](#), but that license has expired, the following warning message is issued:

WARNING: Customer license has expired

The offending [item](#) is shown in reverse image.

A decision must then be made to either remove the unlicensed [item](#) from the document or create the [item](#) with the unlicensed [item](#) included upon it.

Options

Select (1)

Use this to select an [item](#) to be added to a document. The appropriate Internal [item](#) Code is returned to the Invoicing Line Details window.

Fields

Position to:

Enter a string of characters that will be used to reposition the user within the list of [items](#) defined with a state [item](#) reference for the appropriate state code.

Select an [item](#) form the displayed list to return to the Invoicing Line Details window.

State Violation Popup

To display this pop-up, attempt to add an [item](#) to an invoice / credit note that does not exist on the customers' state buying list, where that customer is configured to only accept [items](#) that are on the state buying list.

This is a new pop-up.

Use this to confirm whether the [item](#) which violates state rules should be added to a document.

You may override a state violation error because at the point of creating the invoice or credit note the [item](#) in question may have already been delivered to or received from the customer.

NOTE: *You must have authority to override state violation errors in [order](#) to accept the [item](#).*

Caution: Adding an item to a document that is not present on the appropriate state buying list should only be done when it does not contravene the rules laid down by the Taxation State of the customer for which the document is being raised.

Functions

Accept item (F8)

Use this to add the [item](#) in question to the document, thus overriding the state violation error.

Note: This function is only available to users who are authorised to override state violation errors.

Caution: Adding an item to a document that is not present on the appropriate state buying list should only be done when it does not contravene the rules laid down by the Taxation State of the customer for whom the document is being raised.

Select **Accept [Item](#) (F8)** to add the [item](#) in question to the document or **Previous (F12)** to reject the [item](#).

Enter Quantity Pop-up

To display this pop-up, use the prompt facility, without entering a quantity, on the UoM field on the Invoicing Line Details window.

Use this pop-up to enter an invoice/credit quantity in multiple unit form for an [item](#) that permits entry in this format.

The [item](#) code and description of the [item](#) being invoiced/credited are displayed in the upper portion of the pop-up.

Fields

Note: The quantities displayed will depend upon what units are available for the selected [item](#).

Quantity (Purchase Units)

Enter the number of whole purchase units being returned by the customer. Decimal quantities are not allowed.

The description of the purchase unit of the [item](#) is displayed for assistance.

Entry of a purchase unit quantity is only permitted where the [item](#) permits quantities to be entered in a combination of purchase, stock and issue units.

Quantity (Stock Units)

Enter the number of whole stock units being returned by the customer. Decimal quantities are not allowed.

The description of the stock unit of the [item](#) is displayed for assistance.

Quantity (Issue Units)

Enter the number of whole issue units being returned by the customer. Decimal quantities are not allowed.

The description of the issue unit of the [item](#) is displayed for assistance.

If only one quantity is entered in the Enter Return Quantity pop-up, the appropriate unit is written as the entered unit to the invoice/credit line. Otherwise, the entered unit defaults to the default

sales unit of the [item](#) and the entered quantity is calculated in these units from the quantities entered against each unit in this window.

Note: Entered quantities are converted to the appropriate issue unit for storage on the database.

Press Enter to accept the entered quantity.

Miscellaneous Invoicing Container Generation Override Pop-up

This pop-up is displayed for each entered [item](#) that requires a container.

Use this pop-up to record the actual quantities required of any containers that contain mixed products or are optional for outbound logistics.

The reference for the document being entered is displayed.

Fields

Item

These fields display the selected [item](#) and description.

Quantity

These fields display the quantity and [unit of measure](#) of the selected [item](#).

Container

This field displays the container.

Description

This field displays the description of the container.

Expected Quantity

This field displays the quantity of containers expected to be required.

Note: The system always calculates the optimum number of containers required to ship the quantity of product [ordered](#).

Override Quantity

Enter a quantity to override the number of outer or pallet containers to be invoiced or credited from the system-calculated value.

Only integer values are allowed.

SR

This field displays the [stockroom](#).

Functions

Add (F10)

Use this to add an additional container to the invoice/credit note. The quantity may be negative. This is to facilitate the use of the option as an 'over the counter' facility, where customers may return empty containers and take away goods.

When you are adding an [item](#), the [stockroom](#) can be changed.

The value of the container will be added to the invoice or credit (or deducted from it, if negative).

A stock movement will be written if the [item](#) is set up as Optional on Outbound Logistics or if the [item](#) is set up as Mandatory on Outbound Logistics and the quantity is negative (i.e. a return when you are doing a sundry invoice or an issue when you are doing a sundry credit).

Select **Update (F8)** to accept the override quantities entered for the containers.

Invoicing Summary Window

To display this window, press Enter on the Invoicing Line Details window.

Note: *The fields displayed are the same for all four tasks. The title at the top of the window indicates which task you are using.*

Use this window to review the information entered for the document.

The appropriate entered [unit of measure](#) is displayed against each invoice line quantity.

Note: *When displaying the summary of lines on a [miscellaneous invoice or credit note](#), the details of any chargeable container lines that have been added to the document are listed immediately after the product lines.*

Note: *Container tracking information is updated to reflect the number of containers invoiced or credited with stock update.*

Note: *The price to be assigned to a container line is retrieved from the wholesale [price list](#) defined for the operating company, the wholesale price type being defined in the Inventory [Descriptions file](#) (major type OMCP, description code WSPL). The [tax code](#) on this record is the wholesale price type.*

Options

Price Details

Use this to display the Pricing Detail Enquiry. This is only available if you are using Advanced Pricing.

Functions

Pricing (F9)

Use this to display the prices for the [order](#) lines. This is only available if you are pricing interactively. If you are using batch pricing, you must run the separate batch pricing routine to price the [order](#).

When you are basing a credit note on an original sales invoice, the system assumes that the original invoice price for each [item](#) is to be credited, irrespective of how many of the delivered quantity is being credited.

This function is used to re-price the current document, based on current prices (taking account of price breaks, etc.).

Restart (F15)

Use this to re-start the task without saving any changes and return to the Invoicing Selection window.

Complete Invoice (F16)

Use this to complete the invoice.

Note: *If you select **Complete Invoice (F16)**, you bypass the Invoicing Trailer window and the invoice or credit is fully completed.*

Despatch Details (F18)

Use this to display the Despatch Details pop-up.

Press Enter to display the Invoicing Trailer window.

Invoicing Trailer Window

To display this window, press Enter on the Invoicing Summary window.

Note: *The fields displayed are the same for all four tasks. The title at the top of the window indicates which task you are using.*

Use this window to add [extra charges](#) to the document. You can raise an invoice or credit note containing only a charge.

If the document is for a multi-currency customer, both transaction and [base values](#) are displayed.

Fields

Print Invoice Immediately

Use this checkbox as follows:

Unchecked - Not to print the invoice immediately

Checked - To print the invoice immediately, for example, when you need invoices for over the counter sales

Note: *This field is only available if you are not using Centralised Delivery Documents.*

Charge Code

Where Customer [Delivery Address](#) charges are established, these charges will be applied to the Invoice/Credit automatically, otherwise enter or amend a charge code.

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

Note: *the exception to this rule is where credits based on an invoice have already established the charge types to apply, i.e. the charges that were originally invoiced.*

Description

The description for the charge code entered is displayed when you press Enter.

Amount (Untitled)

Enter the charge. The default is set up against the charge code in the Inventory [Descriptions file](#).

Tax Code

Enter the [tax code](#). The default is set up against the charge code in the Inventory [Descriptions file](#). If extra tax applies, as for example, in Spain, the extra tax is kept against the [Tax Code](#) in the General Ledger

Note: *Euro tax is catered for using tax details maintained in the General Ledger. You can deduct [cash discount](#) at [order](#) time, payment time, or not at all.*

Note: *If a miscellaneous invoice or credit has no price, pricing is attempted. If this fails, the document is not printed, the ledgers are not updated and an error is written to the Invoices Not Priced report.*

Functions

Restart (F15)

Use this to return to the Invoicing Selection window without performing any updates.

Despatch Details (F18)

Use this to display the Despatch Details pop-up.

Press Enter to validate the entries. A credit check is performed and then the Invoicing Selection window is re-displayed with the invoice or credit note number as confirmation. Continue entering invoices or credits, or select **Exit (F3)** to leave the task.

Returned Invoice Details (Turkey)

Common credit note Turkey detail entry panel, this records the returned invoice details and the reason for the credit note.

Note: *for Sales [Order](#) Processing credit notes, the return reason can be return of goods, price difference or invoice cancellation. For Customer Returns credit note entry, the return reason can be return of goods only.*

Fields

Returned Invoice Reason code

Use this to enter the reason code for the returned invoice

This is mandatory

A prompt is available

Note: for 8/CRP where the return note has a reason code, display the reason code, this is amendable.

Returned Invoice Number

Use this to enter the number for the returned invoice if applicable.

This is mandatory for return of goods and price difference credit; it must be blank for a cancelled invoice credit

Returned Invoice Date

Use this to enter the date for the returned invoice if applicable.

This is mandatory for return of goods and price difference credit; it must be blank for a cancelled invoice credit

Returned Invoice Currency

Use this to enter the currency for the returned invoice if applicable.

This is mandatory for return of goods and price difference credit; it must be blank for a cancelled invoice credit

A prompt is available.

It **MUST** be the same currency as the original invoice (where one is entered)

Returned Invoice Rate

Use this to enter the exchange rate for the returned invoice if applicable.

This is the exchange rate between the returned invoice currency and the legal reporting currency (on the Turkey company profile), not the base currency

This is mandatory for return of goods and price difference credit; it must be blank for a cancelled invoice credit

Returned Invoice Multiple/Divide

Use this to enter the exchange rate M/D for the returned invoice if applicable.

This is mandatory for return of goods and price difference credit; it must be blank for a cancelled invoice credit

Original Invoice Number

Use this to enter the original invoice number

This is optional for return of goods and price difference credit; it is mandatory for a cancelled invoice credit

Note: for 8/CRP where the return note has an original invoice, display the invoice number and inhibit entry of original invoice.

Functions

ENTER

To validate.

For a cancelled invoice credit, the Turkey detail panel is re-displayed with the original invoice detail, these details are input inhibited.

Update (F8)

To validate and Update the Turkey Credit Details, if valid continues to the credit note header panel.

Credit Note Header

After entering the Returned Invoice Details, the credit note header panel is shown:

Fields

Original doc ref

Default form Returned Invoice Details, input inhibited.

Reason code/Credit Reason

Default form Returned Invoice Details, input inhibited.

Currency code

Default form Returned Invoice Details, input inhibited.

Currency rate code

Standard processing, no change.

Currency rate

The effective rate from document currency to base currency for the current date.

Functions

ENTER

Continue to credit note line entry panel, existing line processing remains unaltered.

Create Invoice

The invoice create options record the base to reporting currency rate for the reporting currency rate code established to the Turkey company profile, this is in addition to the existing prime to reporting currency rate:

- Confirmation of despatch [10/OEP]
- Batch confirmation of despatch [14/OEP]
- Miscellaneous invoices [13 & 15/OEP]
- Invoice Print [4/OER] for consolidated invoices update

Despatches Awaiting POD [1/OEPX]

Use this task to confirm interactively one or more pick notes (with or without amendment).

Extra containers may be added to the container summary of despatched containers.

When you are generating an invoice for a despatch that has been confirmed as delivered, an adjustment is made to the goods despatched not invoiced value to reflect any difference between the value awaiting proof of delivery (as calculated from each [order](#) line) and the value of the generated invoice lines.

The adjustment value to be added to the goods despatched not invoiced [balance](#), which is passed to the Account Summary [Balance](#) Update routine, optionally includes a tax value adjustment as well as the goods value adjustment (if the Include Tax Values in [Outstanding](#) Debt field on the Company Profile Maintenance Control Details window in the Sales [Order](#) Company Profile task is **checked**).

Location Control

If you are using Location Control, the Enter Location [Balances](#) pop-up will be displayed when the reason code you specify affects stock and the [item](#) uses multiple locations. In this case, the Location field is pre-filled with the [item's](#) default location and the Quantity field is pre-filled with the adjustment [balance](#).

For more information, see the Enter Location [Balances](#) Pop-up section in the Inventory Processing chapter of the Inventory Management product guide.

Warehousing

If you are using Warehousing, the [Warehouse](#) Details pop-up is displayed if the reason code you specify affects stock. In this case, you can specify where you want to return the stock and prevent the system from automatically assigning a new rotation date.

Non Chargeable Containers

At invoice creation time, if parameter NONCHGCNT is **active (1)** on the DFLT Inventory description, then non-chargeable and rental containers are included in the invoice details.

Non-chargeable and rental containers are added as free of charge lines.

If parameter CNTCOST is **active (1)**, then non-chargeable and rental container lines are zero cost.

User stockroom Authorisation

You cannot confirm POD if you are not authorised to the [stockroom](#).

To activate additional user [stockroom option](#) authorisation in confirmation of despatch and POD, set the **Rate code** to **1** for the Inventory Description major type **DFLT** minor type **AUTHSTRCOP**.

Once activated, the confirm despatch and POD options must be authorised for the current user to enable despatch/POD transactions for that [stockroom](#), otherwise the user is not authorised to despatch or POD sales [orders](#) for the [stockroom](#).

***Note:** user [stockroom option](#) authorisation is validated only when user [stockroom](#) authorisation is active. The user must be authorised to the [stockroom](#) in the first instance, the user [stockroom option](#) is a second level of authorisation.*

***Note:** users can be authorised to confirm despatch and/or POD.*

Whole Order Discounts

[Orders](#) that are established as price at despatch or where additional [items](#) are added to the [order](#) at POD, POD will re-price the [order](#) and apply any discount overrides or additional discounts established during Advanced [Order](#) Entry or [Order](#) Capture to all lines on the [order](#).

Licensing

If Customer Licensing in Use is **ON** for the sales company sales restriction checks are performed for each [item](#) added to a delivery.

The existence of a sales restriction (i.e. the customer does not hold a valid license for a product or holds an expired license) does not prevent a product being added to a delivery. A suitable warning is issued, forcing the user to make a conscious decision about whether to complete the updates for the delivery with any unlicensed [items](#) included upon it.

Charges First Despatch

Charges are presented and recorded for the first despatch only when charges first despatch is established for the sales [order](#) company.

If a percentage charge is applied to the first despatch, the percentage is a value of the whole [order](#).

A charge will apply to all despatches irrespective of this setting if that charge is established to the Inventory Descriptions Major type **CFAD**, for percentage charge values these are a percentage of the despatch value.

Caution: This does not prohibit manual amendments or additions to charges at the time of confirm despatch. If a picking note is cancelled or is confirm despatched as **0**, the picking/despatch is not classed as the first despatch and charges will apply to the next despatch.

Deliveries Awaiting POD Confirmation Selection Window

To display this window, select the Despatches Awaiting POD task.

Use this window to select the despatch note that you want to confirm.

Fields

Enter Despatch Note

Enter the reference code for the despatch note; that is, the pick note awaiting POD. The [Items Awaiting POD](#) window is displayed.

Customer

Enter the customer whose pick notes awaiting POD you want to view. The Select Despatch Note for POD Confirmation window is displayed for your selected customer.

You can use the prompt facility on this field to select from the Customer Scan pop-up.

Customer From/To

Enter a range of customers to view a list of all pick notes awaiting POD for your customer range. The Select Despatch Note for POD Confirmation window is displayed, listing the pick notes awaiting POD in [order](#) and delivery point sequence.

You can use the prompt facility on these fields to select from the Customer Scan pop-up.

Carrier From/To

Enter a range of carriers to view a list of all pick notes awaiting POD for your carrier range. The Select Despatch Note for POD Confirmation window is displayed, listing the pick notes awaiting POD in [order](#) and delivery point within carrier sequence.

You can use the prompt facility on this field to select from the CARR Carrier pop-up.

Load

Enter a load to view a list of all pick notes awaiting POD for the specified load. The Select Despatch Note for POD Confirmation window is displayed.

Load Drop From/To

Enter a range of load drops to view a list of all pick notes awaiting POD for your specified range. The Select Despatch Note for POD Confirmation window is displayed, listing the pick notes awaiting POD in [order](#) and delivery point within load drop sequence.

Note: *The Load Drop range fields are only displayed if you are using Transport Planning.*

Enter your selection criteria and then press Enter to display the Select Despatch Note for POD Confirmation window.

Select Despatch Note for POD Confirmation Window

To display this window, press Enter on the Deliveries Awaiting POD Confirmation Selection window.

Use this window to select the pick note that you want to review. The fields displayed on this window depend on the selection criteria selected on the Deliveries Awaiting POD Confirmation Selection window.

You cannot select **Confirm All (F8)** if there are unprocessed selections. If you select more than one option, enquiries are processed first, then confirmations without amendments and finally confirmations with amendments.

Note: All of the base and prime values in this enquiry are calculated by apportioning the [order line's](#) base and prime values to the despatched values in the same way that the confirm despatch programs calculate the invoice line values.

Fields

Total Base

This field (in the Base field heading) displays the sum of the selected pick note's sales value in base currency with the currency code.

Customer

This field displays the customer account number and delivery point.

Order

This field displays the [order number](#) and pick note number.

Despatched

This field displays the date on which the [order](#) was despatched.

Days until Overdue

This field displays the number of days until the pick note is considered overdue according to the overdue [lead time](#) specified on the delivery point. If this field displays zero or less, the pick note is now overdue.

Prime

This field displays the prime sales value of the pick note with the currency code.

Base

This field displays the base sales value of the pick note.

Note: The next four fields are only displayed if you chose to view the enquiry by carrier range.

Load

This field displays the load number, if one exists.

Drop

This field displays the drop number, if one exists.

Carrier

This field displays the carrier number, if one exists.

Auto POD

This field displays the date from which the pick note can be automatically confirmed, according to the auto-POD [lead time](#) specified on the delivery point.

Options

Enquire

Use this to select the pick note awaiting POD that you want to review.

This displays the [Items](#) Awaiting POD Enquiry window for this pick note.

Amend and Confirm

Use this to amend the details recorded against your selected pick note awaiting POD before confirming it.

This displays the POD Confirmation Details pop-up.

Confirm

Use this to confirm the details recorded against your selected pick note awaiting POD without amendments.

This also displays the POD Confirmation Details pop-up.

Select Enquire against a pick note to display the [Items](#) Awaiting POD Enquiry window.

Alternatively, select **Amend and Confirm** or **Confirm** against a pick note or select **Confirm All (F8)** to display the POD Confirmation Details pop-up.

POD Confirmation Details Pop-up

To display this pop-up, select Amend and Confirm or Confirm against a pick note on the Select Despatch Note for POD Confirmation window.

Alternatively, select **Confirm All (F8)** on the Select Despatch Note for POD Confirmation window.

Use this pop-up to enter the customer's POD confirmation details.

Note: When you select **Confirm All (F8)** to display this pop-up, it is only displayed once. As a consequence the customer and pick note details cannot be displayed. Furthermore, the company's POD parameters are used to determine whether the Signatory or Reference fields (or both) are mandatory or optional.

Fields

Customer

This field displays the customer associated with your selected pick note.

Pick Note

This field displays the selected pick note.

Delivery Date

This field displays the date on which the customer accepted the goods. You can amend this information to any valid date before tomorrow. It defaults to the system date, but if it has been amended, the last date entered is displayed.

Time

This field displays the time at which the customer accepted the goods.

Signatory

This field displays the name of the person who accepted the goods on behalf of the customer. You can amend this if necessary, using up to 30 characters.

Reference

This is the customer's reference for the delivery. You can amend this if necessary.

Press Enter twice to confirm these details and display the [Items](#) Awaiting POD Confirmation window.

Despatches Awaiting POD Container Returns Pop-up

To display this pop-up, press Enter on the Despatches Awaiting POD Confirmation Details pop-up.

Use this pop-up to record the quantities of empty containers returned by the customer.

Only those container [items](#) defined with a non-zero value in the Returns Template Sequence Number field in the Container [Item](#) Master file are listed in this pop-up.

The [order number](#) and despatch note number of the delivery being confirmed are displayed.

Container [items](#) are listed in the pop-up in returns template sequence number sequence.

Fields**Container/Description**

These fields display the code and description of each container [item](#) defined in the returns template.

Return Quantity

Enter any positive numeric integer, using up to 8 digits.

The value entered is compared with the maximum return quantity specified for the container [item](#). If the value entered is greater than the maximum return quantity, a warning message is displayed.

Note: To prevent the display of the warning message, set the Maximum Return Quantity field for the container [item](#) to 9999999.

Stockroom

Enter the [stockroom](#) into which the empty container is returned.

The container [item](#) must be stocked in the selected [stockroom](#).

[Stockroom](#) must not be a bonded [warehouse](#).

This defaults to the outbound container [stockroom](#) associated with the despatching [stockroom](#) of the selected despatch note.

The [physical stock balance](#) of the container [item](#) in this [stockroom](#) is increased by the returned quantity and a stock movement is generated.

Functions

Add (F10)

If the container [item](#) being returned is not already shown in the list of container [items](#), use this to display the Despatches Awaiting POD Container Returns (Add Container) pop-up.

Note: *Container tracking information updates are based on the numbers of each returned container.*

Enter the return quantities against the required container [items](#) and select **Update (F8)** to save the details entered and display the [Items](#) Awaiting POD Confirmation window.

Despatches Awaiting POD Container Returns (Add Container) Pop-up

To display this pop-up, select **Add (F10)** on the Despatches Awaiting POD Container Returns pop-up.

Use this pop-up to add a container [item](#) that does not appear in the returns template defined for the company.

Fields

Container Item

Enter a valid container [item](#) code.

The [item](#) entered must be a container [item](#) and must not be in the list of containers shown in the previous window.

You can use the prompt facility on this field to select from the [Item](#) Master Scan pop-up.

Stockroom

Enter a valid [stockroom](#) code.

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

This defaults to the outbound container [stockroom](#) associated with the despatching [stockroom](#).

The container [item](#) must be stocked in the entered [stockroom](#).

Returned Quantity

Enter any positive numeric integer value to indicate the number of containers being returned by the customer.

The quantity entered is compared to the maximum returns quantity specified on the appropriate [item](#) definition and a warning message is displayed if the quantity entered is greater than the expected maximum return quantity.

Note: The [physical stock balance](#) of the container [item](#) in this [stockroom](#) is increased by the returned quantity.

Select **Update (F8)** to save the entered information and return to the Despatches Awaiting POD Container Returns pop-up, where the entered details are added to the displayed list of container returns.

Items Awaiting POD Confirmation Window

To display this window, press Enter twice on the POD Confirmation Details pop-up.

Use this window to:

- 1 Select items on the delivery that require amendment.
- 2 Add new items to a delivery.
- 3 Add or amend sundry charge details associated with a delivery.

The top of the window displays the despatch note, customer, reference and signatory details, together with the date on which the [order](#) was despatched and the date and time at which it was delivered to the customer.

The middle of the window displays details of all [items](#) included on the pick note.

Despatched and delivered quantities are displayed in the unit in which they were entered on the sales [order](#).

The container lines associated with a delivery are not visible on this window with the [ordered](#) product information. A Container Summary Enquiry window can be displayed by selecting the appropriate function.

Fields

Promotion Indicator

This field displays the promotion indicator associated with each delivered line.

It is displayed to give visibility of those [items](#) that are being delivered free of charge to the customer during the confirmation of delivery process.

Options

Amend (2)

Use this to amend the selected line details. The Enter Delivered [Balance](#) pop-up is displayed.

Note: Items that are not flagged as batch-controlled, lot-controlled or serial-controlled are treated as lot-controlled when recording delivery adjustments if the despatch was from a bonded warehouse.

Caution: Any delivery adjustments made to despatches from a bonded warehouse are written to the Delivery Exceptions File.

Functions

Add (F6)

Use this to a new [item](#), [kit](#) or lot to your pick note on the POD Addition pop-up.

Confirm (F8)

Use this to confirm the proof of despatch.

Sec Vals (F9)

Use this to display secondary [balance](#) details for the selected pick note line. This function is only displayed if you are using [Catchweight](#).

Charges (F19)

Use this to display any charges associated with the selected pick note line on the POD Charges pop-up.

Container Summary (F20)

Use this to display the Despatches Awaiting POD - Container Summary pop-up for the selected [outstanding](#) delivery.

In addition to performing updates for the base products delivered to the customer, the appropriate updates are also performed for the container [items](#) associated with these base products.

The [Order](#) Line and Pick/Despatch Line records for each container delivered are updated to reflect the delivered quantity of each container [item](#).

Where a returned quantity has been recorded against a container [item](#), additional container lines are added to both the [Order](#) Line and the Pick/Despatch Line files for each returned container [item](#). These lines are recorded with negative [ordered](#) and despatched/delivered quantities and are flagged as complete.

Stock updates for delivered containers are controlled by the setting of the Optional for Outbound Logistics field in the container/[item](#) profile, as shown in the following table:

	Optional for Outbound Logistics	Mandatory for Outbound Logistics
Stock movements generated		
Reverse POD movement	Despatched quantity	N
Customer issue	Delivered quantity	N
Physical stock balance reduced	Difference between despatched and delivered quantities	N

Caution: Override settings for the Optional for Outbound Logistics field in the specific container/item profile used are ignored when deciding whether stock updates are performed for a container item.

Stock updates for returned containers are shown in the following table:

	Optional for Outbound Logistics	Mandatory for Outbound Logistics
Stock movement generated	Y	N
Physical stock balance increased	Y	N

The Container Tracking (Header) and Container Tracking (Detail) files are updated with details of the containers sent to and returned by the customer on this delivery as shown in the table below.

	Not Tracked	Tracked against a Carrier Account	Tracked against a Customer Account
Stock movement generated			
Carrier entered when despatched	N	N	Y
No carrier entered when despatched	N	Y	Y
Returned containers	N	N	Y

Note: If a return quantity is recorded for a container [item](#) that is also delivered to the customer on the selected pick note, two transactions are recorded on the Container Tracking (Detail) file, one for the return and one for the delivery.

The value of containers delivered to the customer is removed from the [outstanding orders](#) value and added to the goods despatched not invoiced value.

Promotions

If a standard promotion [item](#) is under-delivered and the under-delivered quantity is cancelled from the [order](#), the system automatically reduces the Quantity Allocated to [Orders](#) on the appropriate constraint on the appropriate promotion by under-delivered quantity.

If a standard promotion [item](#) is over-delivered, the system automatically increases the Quantity Allocated to [Orders](#) on the appropriate constraint on the appropriate promotion by the over-delivered quantity.

If an [item](#) is added to a delivery, the system determines whether the [ordered item](#) is the promotion [item](#) on an active standard promotion. If it is, the system records the appropriate promotion number against the [order](#) line and automatically increases the Quantity Allocated to [Orders](#) against the appropriate constraint on the appropriate promotion by the delivered quantity.

Caution: Freeloader/loyalty items should not be added during POD, as the Promotion Indicator Cannot be entered.

Select Amend against a pick note line to display the Enter Delivered [Balance](#) pop-up or the Enter Delivered [Balance](#) by Lot pop-up for lot-controlled [items](#).

Despatches Awaiting POD Container Summary Pop-up

To display this pop-up, select **Container Summary (F20)** on the [Items](#) Awaiting POD Confirmation window.

Use this pop-up to view the container summary for the selected despatch.

The [order number](#) and despatch note number of the selected despatch is displayed.

The container summary for an [outstanding](#) delivery shows both the despatched quantity of each container sent to the customer (as recorded on the Pick/Despatch Lines file) and the delivered quantity of each container (calculated from the actual delivery quantities recorded against the base products associated with these container [items](#)).

Fields

Delivered Quantity

The delivered quantities shown against containers that cannot hold mixed products or are not optional for outbound logistics are protected and cannot be overridden.

However, the delivered quantities shown against any containers that can hold mixed products or are optional for outbound logistics are displayed and can be overridden.

The initial quantity displayed is the despatched quantity of each container as recorded on the appropriate pick note.

Functions

Add (F10)

Use this to add a despatched container that is not already present in the container summary. The Despatches Awaiting POD Add Container [item](#) pop-up is displayed.

Select **Update (F8)** to accept the entered details and track container quantities against the customer, if applicable.

Despatches Awaiting POD Add Container Item Pop-up

To display this pop-up, select **Add (F10)** on the Despatches Awaiting POD Container Summary pop-up.

Extra containers can be added to the despatched containers. This allows addition of containers that were not originally recorded as despatched. These would usually be optional containers.

Fields

Container Item

Enter a valid container [item](#) code.

Alternatively, use the prompt facility to select from the [item](#) Master Scan pop-up.

The [item](#) must be a container [item](#).

Despatch Quantity

Enter the quantity despatched.

Only integer numbers can be recorded.

Select **Update (F8)** to accept the entered container details. The container will be added to the list of container [items](#) on the Container Summary pop-up.

Enter Delivered Balance Pop-up

To display this pop-up, select Amend against a pick note line on the [Items](#) Awaiting POD Confirmation window.

(If the [item](#) is lot-controlled, the Enter Delivered [Balance](#) by Lot pop-up will be displayed.)

Use this pop-up to record the [balance](#) that the customer has accepted.

Fields

Stockroom

These fields display the [picking note's stockroom](#) code and description.

Item

These fields display the code and description of the [item](#) despatched.

Despatched

This field displays the quantity despatched expressed in multiple entry format, for example, 1 Case and 2 Bottles.

Note: *The number of fields used to represent this quantity depends upon the Multiple Unit Entry field for the [item](#).*

If you are using [Catchweight](#), the [item's](#) secondary [balance](#) and [unit of measure](#) are also displayed.

Adjustments

This field displays the sum of any adjustment [balances](#) previously entered, expressed in multiple unit entry format. If you have accessed this pop-up for the first time, this [balance](#) will be zero.

Note: *The number of fields used to represent this quantity depends upon the Multiple Unit Entry field for the [item](#).*

Delivered

Enter the delivered [balance](#) in multiple unit entry format. Initially, this [balance](#) will be zero.

Note: *The number of fields used to represent this quantity depends upon the Multiple Unit Entry field for the [item](#).*

The quantity entered may be automatically re-formatted based on the issue to stock and stock to purchase conversion factors defined for the [item](#). For example, 14 bottles may be automatically

re-formatted to become 1 case and 2 bottles if the [item](#) is supplied in cases and each case contains 12 bottles.

Difference

This field displays the calculated difference between the despatched [balance](#) and the sum of the adjustment and delivered [balances](#). Before confirmation of the adjustment is permitted, this [balance](#) must be zero.

Note: *The number of fields used to represent this quantity depends upon the Multiple Unit Entry field for the [item](#).*

Enter the delivered [balance](#) (expressed in multiple unit entry format) and then press Enter to display the POD Adjustments window.

Enter Delivered Balance by Lot Pop-up

To display this pop-up, select Amend against a pick note line for a lot-controlled [item](#) on the [Items Awaiting POD Confirmation](#) window.

(If the [item](#) is not lot-controlled, the Enter Delivered [Balance](#) pop-up will be displayed.)

Use this pop-up to record the [balance](#) the customer has accepted.

Fields

Stockroom

These fields display the [picking note stockroom](#) code and description.

Item

These fields display the code and description of the [item](#) despatched.

Lot

This field displays the lot reference.

Qty Delivered

Enter the delivered quantity for each lot in multiple unit entry format.

Note: *The number of fields used to represent this quantity depends upon the Multiple Unit Entry field for the [item](#).*

The quantity entered may be automatically re-formatted, based on the issue to stock and stock to purchase conversion factors defined for the [item](#). For example, 14 bottles may be automatically re-formatted to become 1 case and 2 bottles if the [item](#) is supplied in cases and each case contains 12 bottles.

UoM

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

Total Despatched

This field displays the quantity that was despatched expressed in multiple unit entry format, for example, 1 Case and 2 Bottles.

Note: *The number of fields used to represent this quantity depends upon the Multiple Unit Entry field for the [item](#).*

If you are using [Catchweight](#), the [item's](#) secondary [balance](#) and [unit of measure](#) are also displayed.

Total Adjustments

This field displays the sum of any adjustment [balances](#) previously entered, expressed in multiple unit entry format. If you have accessed this pop-up for the first time, this [balance](#) will be zero.

Note: *The number of fields used to represent this quantity depends upon the Multiple Unit Entry field for the [item](#).*

Total Delivered

This field displays the [balance](#) that was delivered. Initially, this [balance](#) will be zero.

Note: *The number of fields used to represent this quantity depends upon the Multiple Unit Entry field for the [item](#).*

Difference

This field displays the calculated difference between the despatched [balance](#) and the sum of the adjustment and delivered [balances](#). Before confirmation of the adjustment is permitted, this [balance](#) must be zero

Note: *The number of fields used to represent this quantity depends upon the Multiple Unit Entry field for the [item](#).*

Options

Maintain Adjustments

Use this to display the POD Adjustments window for the line.

Enter the delivered [balance](#) (expressed in multiple unit entry format) against each lot and then press Enter to display the POD Adjustments window for each lot.

POD Adjustments Window

To display this window, press Enter on the Enter Delivered [Balance](#) pop-up or on the Enter Delivered [Balance](#) by Lot pop-up.

Use this window to enter, amend or delete the delivery adjustment for the difference between the despatched and delivered [balances](#).

The top of the window displays the [item](#), the despatched and delivered [balances](#) and any difference between these [balances](#).

Note: Quantities are shown in multiple unit entry format.

The middle of the window shows any delivery adjustments already recorded against this pick note line. The following information is displayed against each adjustment:

- Adjustment reason
- Sign of the adjustment quantity
- Adjustment quantity
- [Unit of measure](#)

Fields

Reason Code

Enter a valid reason code for an adjustment.

Alternatively, use the prompt facility to select from the POD Adjustment Reason Codes pop-up.

Adjustment

Enter the primary adjustment [balance](#) and associated [unit of measure](#).

Note: The sign of the adjustment is determined by the reason code that you have selected. The only exception to this rule is when you require secondary [balances](#), as the primary [balance](#) can be zero; for example, the correct number of [items](#) has been delivered but their weight does not tally with that despatched.

Note: If the despatching [stockroom](#) is a bonded [warehouse](#) and the Reason Code requests reinstatement of the adjustment quantity onto the [order](#) is required the quantity must be an exact multiple of the [items](#) stock [unit of measure](#).

Quantity

Enter the primary adjustment [balance](#).

Secondary Balance (UoM)

Enter the secondary adjustment [balance](#), and associated [unit of measure](#), if necessary.

Options

Amend

Use this to amend the selected adjustment details (displayed in the middle of the window).

When you press Enter, these details are displayed in the line entry fields at the bottom of the window.

Delete

Use this to delete the selected adjustment and re-calculate any differences.

Press Enter and then select **Confirm (F8)** to confirm the changes and re-display the [Items](#) Awaiting POD Confirmation window.

POD Addition Pop-up

To display this pop-up, select **Add (F6)** on the [Items](#) Awaiting POD Confirmation window or the Enter Delivered [Balance](#) or Enter Delivered [Balance](#) by Lot pop-up.

Use this pop-up to add a new [item](#), [kit](#) or lot to a delivery.

Fields

Stockroom

These fields display the code and description of the [picking note's stockroom](#). All over-deliveries use the [stockroom](#) on the pick note.

Item

If you selected **Add (F6)** on the [Items](#) Awaiting POD Confirmation window, you can enter the [item](#) you want to add. Otherwise, this field displays your selected [item](#).

If the field is input-capable, you can use the prompt facility on this field to select from the [Item](#) Master Scan pop-up.

Note: If State Profile is active and the customer only accepts [items](#) that are on the state buying list then if the [item](#) is not on the appropriate state buying list the State Violation pop-up is displayed and the user is asked to confirm whether the [item](#) is to be added to the delivery, thus overriding the state violation error.

If Customer Licensing in Use is **ON** for the sales company additional validation ensures the customer has a valid license for any product added to a delivery.

If the customer does not hold a license for an [item](#), following warning message is issued:

WARNING: Customer is not licensed to this [item](#)

The offending [item](#) is shown in reverse image.

A decision must then be made to either remove or add the unlicensed [item](#) to the delivery.

If the customer does hold a license for an [item](#), but that license has expired, the following warning message is issued:

WARNING: Customer license has expired

The offending [item](#) is shown in reverse image.

A decision must then be made to either remove or add the [item](#) for which the customers' license has expired to the delivery.

Lot

Enter the lot of the [item](#) you want to add, if applicable.

You can use the prompt facility on this field to select from the Select Lot Reference pop-up.

Note: If the despatch was from a bonded [warehouse](#), lot number must be entered for any [item](#) that is not flagged as batch-controlled, lot-controlled or serial-controlled.

Delivered/UoM

Enter the quantity delivered and the [unit of measure](#).

You can use the prompt facility on the UoM field to select from the displayed pop-up.

Reason

Enter the reason code for the over-delivery.

Alternatively, use the prompt facility to select from the POD Adjustment Reason Codes pop-up.

Note: You cannot add an [item](#) or [item](#) and lot combination that it already included on the pick note unless that [item](#) is included as a [kit](#) component.

Press Enter to confirm the addition and re-display the POD Adjustments window.

State Violation Popup

To display this, add an [item](#) to a delivery that does not exist on the customers' state buying list, where that customer is configured to only accept [items](#) that are on the appropriate state buying list.

Use this to confirm whether the [item](#) which violates state rules should be added to a delivery.

You may override a state violation error because at the point of confirming the delivery the [item](#) in question may have already been delivered to the customer.

NOTE: You must have authority to override state violation errors in [order](#) to accept the [item](#).

Caution: Adding an item to a delivery that is not present on the appropriate state buying list should only be done when it does not contravene the rules laid down by the state into which the delivery is being made.

Functions

Accept item (F8)

Use this to add the [item](#) in question to the delivery, thus overriding the state violation error.

Note: This function is only available to users who are authorised to override state violation errors.

Caution: Adding an item to a delivery that is not present on the appropriate state buying list should only be done when it does not contravene the rules laid down by the state into which the delivery is being made.

Select **Accept [Item](#) (F8)** to add the [item](#) in question to the delivery or **Previous (F12)** to reject the [item](#).

POD Confirmation without Amendment Pop-up

To display this pop-up, select Confirm against several pick notes on the Select Despatch Note for POD Confirmation window

Alternatively, select **Confirm All (F8)** on the Select Despatch Note for POD Confirmation window.

This warning pop-up is only displayed if you have selected to confirm a number of pick notes without amendment.

The pop-up can display one of two messages:

POD Confirmation Details Warning

As these pick notes will usually share the same confirmation details, they should also share the same selection attribute; that is, if the list was generated by specific carrier, the warning is issued if the selected pick notes are for more than one carrier.

Despatched Secondary [Balances](#) Warning

This only applies to companies that use [Catchweight](#). The warning is displayed if the invoice values will be based on the secondary [balances](#) of the [items](#) that have been despatched; for example, in the Food industry it can be important to adjust the weight delivered.

Select **Confirm (F8)** to ignore the warning message and continue processing.

Alternatively, select **Previous (F12)** to re-display the Select Despatch Note for POD Confirmation window.

Release Held Invoices [2/OEPX]

Where an invoice has been held for pricing, and the [item](#) was intended to be free of charge, this task allows that invoice to be updated with an override [price list](#) of Free of Charge, thereby releasing the invoice ready for printing.

How the Held Invoice Occurs

During [Order](#) Entry, an [order](#) will be suspended with a Not Priced suspension code if the pricing process fails to associate a valid price with any [order](#) line. This could be because:

- No [price list](#) or price type is found for the customer and [item](#).
- An override [price list](#) or price type was specified but the [item](#) is not on that list.

However, there are a few situations where a zero price is valid and so does not cause the [order](#) suspension:

- The Free of Charge [price list](#) is specified as an override on the [order](#).
- The [item](#) is defined with a zero price on a [price list](#).
- Freeloader and loyalty promotion [items](#) will have been forced to a Free of Charge price type override.

Non-chargeable containers will have a zero price.

Note: To indicate a Free of Charge line, Standard Pricing uses a special [price list](#) FOC and Advanced Pricing uses a special price type of ZZZ.

Missing price discrepancies would normally be resolved before the [order](#) is processed, but if the [order](#) is released while a line is still un-priced the Suspended [Order](#) Release task will remind you via a warning pop-up.

Even if the [order](#) is suspended for another reason, Over Credit Limit, for example, which takes precedence over Not Priced, when you attempt to release the [order](#) you will still get this message and have to confirm the release.

If the [order](#) is released, allocated, picked and despatched, an invoice will be generated with an un-priced line.

When invoicing is run, it will not process the [order](#) but list the invoice on the Invoice Validation Error report with the following message:

Invoice is Held for Pricing

This invoice is now held and will not be processed until the un-priced lines are corrected.

A similar situation occurs with the Invoices task and the Credit Notes task, where you are reminded during the invoice entry that a line is un-priced, but are allowed to complete the invoice with the discrepancy. If un-priced lines are not corrected before the next invoicing run, any such invoices and credit notes will be held.

Note: The *Print Invoice Immediately* option in the Invoices task is not allowed if there is an un-priced line, so the invoice will be held in the next invoicing run.

If the Document Processing application is being used to print valued despatch notes or invoices, the invoice will similarly be held if there is an un-priced line. Whether you use the option to print the documents online or manually via the Print Selection task, the documents will not print while the invoice is held. The Document Pricing task in Document Processing performs the same function as the invoice run in Sales [Order](#) Processing, re-pricing lines to pick up prices previously missing and taking the Held state off the invoice if possible.

Freeloader promotions are given a Free of Charge price type on the [order](#) line, so these would never contribute to a Not Priced suspension. Where a Freeloader is established as taxable, there has to be a price on the Trade [Price list](#) on which the tax is calculated. If the price is not available, [Order](#) Capture will prevent the promotion line from being added to the [order](#). Therefore this situation will never contribute to a Not Priced suspension either.

Caution: If the Not Priced suspension code (NP) is set in the Inventory Descriptions file to Not Suspend (Rate = 1), the un-priced line will not be detected in invoicing, resulting in a zero value line.

Correcting Un-priced Invoice Lines

There are a number of facilities available to help identify the un-priced lines that are causing the invoice to be held:

- The [Orders](#) with Zero Price report will show the original [order](#) lines that have a zero price but are not marked as Free of Charge.

- In the Invoice Enquiry tasks you will see lines that have no price, and you can then interrogate the price result details to see if the line is already Free of Charge. If not, the [order](#) and invoice details should help identify whether the line should have a price or not.
- To find held invoices, the Invoices/Credit Notes task has a prompt facility on invoice numbers that shows the [status](#) of each invoice.

There are two ways of correcting the un-priced line:

- Where a price is required but is merely missing from a [price list](#), the price can be added to an appropriate [price list](#) and invoicing re-run. Because the [order](#) is now marked as Price at Despatch, the invoicing run will re-price all [order](#) lines and so, in the process, pick up a price for the [item](#) previously in error. If there are no other lines on the invoice with a similar discrepancy, the invoice will be released.
- Where the invoice line was intended to be free of charge, but the Free of Charge [price list](#) was not stated on the [order](#), the invoicing run continues to try, but fails, to find a price for the line and the invoice remains held. Adding the Free of Charge [price list](#) to the [order](#) is not sufficient, as this is not populated to the invoice, so there has to be an intervention directly to the invoice to state that it truly is a Free of Charge line. This Release Held Invoices task can then be used to force an invoice line to Free of Charge.

Note: *Non-chargeable container [order](#) lines do not create a line on the invoice, so can never be the reason for a held invoice.*

Forcing an invoice line to Free of Charge places a pricing override on the line: either an FOC [price list](#) for Standard Pricing, or a ZZZ price type for Advanced Pricing. Also, if Advanced Pricing is in use, the invoice pricing details also show the Free of Charge pricing result.

At least one line having been changed to Free of Charge, the invoice is released from its held [status](#). However, this Release Held Invoices task does not interrogate all lines on the invoice to find any other lines with a problem. It relies on the next invoicing run performing the normal pricing checks. You should therefore include this invoice in the next invoicing run.

If the Document Processing application is being used to print valued despatch notes or invoices, you should run the Document Pricing task to check all lines are now priced, and then print the Delivery Documentation.

Note: *You might consider placing this Release Held Invoice task in a [Work Management](#) process to initiate an invoicing run automatically for the single invoice (or Document Pricing and Delivery Documentation).*

When price elements are active, the General Ledger postings are based on the gross price on the invoice line, but obviously the Free of Charge price type has no [item](#) price and consequently no price elements, so there will be no price element postings.

Caution: If the World Trade application is being used to produce the Intrastat report, it is important that sale items are not identified as Free of Charge incorrectly. It is the presence of the Free of Charge override on an invoice line that identifies the despatch as a Type 30 Free of Charge Change of Ownership.

Note: *If taxable freeloader promotions are being used, the invoice line would naturally be Free of Charge, but there has to be price on a Trade Price type used to calculate the tax payable.*

Note: *If a trade price is missing, it should be added to the Trade Price type and invoicing should be re-run to pick up the new price.*

Release Held Invoice Selection Window

To display this window, select the Release Held Invoices task.

Use this window to select an invoice or credit note.

Fields

Invoice

Enter an invoice number for a sales/miscellaneous invoice, or a credit note number for a credit note.

You can select an invoice if you know that the document has been, or is likely to be, held for pricing, but you are not able to select an invoice that has already been printed or passed to EDI.

You can use the prompt facility on this field to select from the Invoices by Invoice Reference pop-up.

Type (Untitled)

Select one of the following:

IN - For an invoice

CR - For a credit note

Picking Note

Instead of selecting a sales invoice, you can enter a pick note number with its despatch sequence. The associated invoice is displayed.

Press Enter to display the Release Held Invoice Line Selection window.

Release Held Invoice Line Selection Window

To display this window, enter an invoice or credit note number on the Release Held Invoice Selection window.

Use this window to select the invoice line that has a zero price and needs to be set to Free of Charge.

Fields

Most of the information displayed is similar to that shown in an invoice enquiry task.

Held

This heading identifies that the invoice is currently in a held state.

Invoice

This field displays the invoice or credit note number selected.

Order Reference

This field displays the customer's [order](#) reference.

Picking Note

If an invoice relates to a single [picking note](#), that [picking note](#) number is shown.

Currency

This field displays the currency of the [order](#), and therefore the currency of the prices shown.

Name and Address (Untitled)

These fields display the customer's name and address.

Delivery Name and Address (Untitled)

These fields display the customer's usual [delivery address](#), unless it was overridden during [order](#) entry.

Line

This field displays the [order](#) line number or miscellaneous invoice line number.

Dnote

This field displays the despatch note sequence number for this line on the invoice.

Item

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

Quantity

This field displays the quantity despatched on the indicated despatch note.

Price

This field shows the unit price on each invoice line.

Note: *If the price is shown as zero, this may be the line causing the invoice to be held, but it is advisable to remember that it could already be set to a Free of Charge [price list](#), or be a zero price on a [price list](#).*

FOC

This shows the literal **FOC** for a line that is deliberately free of charge. This may be either a line already free of charge, or a line updated to free of charge within this task.

Description

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

Value

This field shows the nett invoice line value.

Options

Set FOC

Use this to select an un-priced line and force it to Free of Charge. The Free of Charge Confirmation pop-up is displayed.

Select an invoice line with Set FOC and then select **Update (F8)** to display the Free of Charge Confirmation pop-up.

If there are no further lines un-priced, the Release Held Invoice Selection window is re-displayed.

Free of Charge Confirmation Pop-up

To display this window, select an un-priced line with Set FOC and then select **Update (F8)** on the Release Held Invoice Line Selection window.

Use this window to select the invoice line that has a zero price and needs to be set to Free of Charge.

Functions

Cancel (F12)

Use this to ignore the chosen line. It will not be set to Free of Charge.

If you confirm the chosen line with **Confirm (F8)**, the Release Held Invoice Line Selection window is re-displayed with the line updated to show FOC. Otherwise, the Release Held Invoice Line Selection window is re-displayed unchanged.

Orders Awaiting Book In [3/OEPX]

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

This is a new option which provides a facility for users who are not normally authorised to [Order Capture](#) to add in [order](#) Book In details and release [orders](#) from book in suspension.

Orders Awaiting Book in Selection Window

To display this window, select the [Orders](#) Awaiting Book In task.

Use this window to select [orders](#) awaiting book in.

Fields

Order Number

Enter a single [order](#) that requires book in details to be entered.

Note: The [orders](#) relate to the sales company shown at the top of the screen.

Customer

Enter a customer that requires book in details to be entered.

Alternately, use the prompt facility to select from the Customer popup.

Note: the customers should exist in the sales company shown at the top of the screen.

Stockroom

Enter a [stockroom](#) that has [orders](#) requiring book in.

Alternately, use the prompt facility to select from the [stockroom](#) popup.

Note: the [stockroom](#) should exist in the sales company shown at the top of the screen.

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

Transport Centre

Enter a Transport Centre that has [orders](#) requiring book in.

Alternately, use the prompt facility to select from the transport popup.

Note: The Transport centre must exist in the sales company shown at the top of the screen.

Note: This function is only visible if the Sales Company is attached to a Transport Centre.

Enter any of the requested data to view the list of [orders](#) that could be released and press Enter.

Orders Awaiting Booking In Summary Window

To display this window, enter selection criteria in the [Orders](#) Awaiting Book in Selection Window

The list of [orders](#) awaiting release from Book In is displayed.

Options**Select for Booking In (1)**

Select the [order](#) for Book in.

Order Enquiry (2)

Select whole [order](#) enquiry for the selected [order](#).

Contacts (3)

To view contacts for the selected customer

Select a valid option to view more details for the [order](#) or customer.

Orders Awaiting Book In Detail Window

Select a single [order](#) from the Selection Window or from [Orders](#) Awaiting Booking In Summary Window to display booking in details.

Fields

Booking In time

Enter a valid time

Booking In Reference

Enter the booking in reference for the delivery.

This must be entered if the booking in time is entered.

Functions

Update (F8)

This function appears once a valid time and booking in reference have been entered. Selecting update adds the details supplied to the file and releases the [order](#) from suspend. If an active [Work Management business process](#) is found invocation of Suspended [Order](#) Release is ignored and left to the [business process](#) to action.

Contacts (F13)

View the contact details for this customer account.

Order Enquiry (F14)

View the whole [order](#) enquiry for this [order](#).

Enter requested details and update to release [order](#) and return to the selection window.

Order Text Maintenance [4/OEPX]

Use this task to add text onto an [Order](#) Header or line.

Order Text Maintenance Selection Window

To display this window, select the [Order Text Maintenance](#) task.

Fields

Order

Enter a valid [order number](#).

The [order](#) must not be cancelled or complete (depending on description file setting).

A new default (DFLT) Inventory Descriptions entry is shipped – TEXTALLOW.

Settings are:

0 (default) – Only Open [orders](#) can have the text amended

1 - Complete and Open

2 - Cancelled and Open

3 - Cancelled, Complete and Open [orders](#).

Customer

Enter a valid customer and [delivery address](#) to see a list of [orders](#) for the customer.

You can use the prompt facility on this field to select from the Customer Scan pop-up.

Order Ref

Enter a reference number in conjunction with the customer number to see the [orders](#) for the customer positioned to the selected [order](#) reference.

Enter a valid [order number](#) to view the [order](#) detail panel.

Orders by Customer Selection Window

To display this window, enter a customer in the [Order](#) Text Maintenance Selection window.

This shows a the user a list of [order](#) lines that are [outstanding](#) for the selected customer

Options

Select

Select the [order](#) for text maintenance.

Select an [order](#) line and return to the [Order](#) Text Maintenance Selection window.

Order Text Maintenance Detail Window

To display this window, enter an [order](#) in the [Order](#) Text Maintenance Selection window.

A list of the [order](#) lines is displayed, and shows if text is available for them. It also allows you to view and amend the text for an [order](#) line and for the whole [order](#).

Details of the [order](#) lines are shown.

The despatch quantity is shown as zero when no goods are despatched and increases in line with despatches made. If quantities are over despatched or over confirmed at POD then the quantity shown here is the quantity of the original [order](#) that is despatched.

Options

Order Line Text

Use this to go into the Text Maintenance option for text type L ([Order](#) line) to view and maintain the text.

Functions

Order Header Text (F21)

Use this to go into the Text Maintenance option for text type O ([Order](#) Header) to view and maintain the text.

Select **Exit (F3)** to leave the task.

Release Order for Invoicing [5/OEPX]

For [orders](#) that have an invoice consolidation of By [Order](#) (type A), release available despatches or consignments for invoice processing.

Select an individual [order](#) or list all despatched non-invoiced [orders](#) or select despatched non-invoiced [orders](#) for a customer account:

Fields

Order number

Enter the [order](#) to be released for invoicing.

Leave blank to list all despatched non-invoiced [orders](#) for the current company.

Customer

To list all despatched non-invoiced [orders](#) for a customer account, enter the [customer code](#).

Prompt to search for the customer account code.

Release single order – Customer Details Window

Enter the [order number](#) and press Enter to confirm. The customer details for the entered [order number](#) are displayed:

Fields

Order number

The [order](#) to be released for invoicing.

Customer order ref

The customer's [order number](#) for this [order](#).

Order Date

The date the [order](#) was received.

Invoice name and address

The name and address this [order](#) is invoiced to.

Delivery name and address

The name and address this [order](#) is delivered to.

Functions**Release order (F13)**

Use this to release the [order](#) for invoicing.

If the [order](#) has no despatches or consignments to be released for invoicing an error is shown:
“No despatches or consignments ready for invoicing”

If the [order](#) is already flagged as released:
“Despatches or consignments already released for invoicing”

If the [order](#) has despatches or consignments ready for invoicing but the [order](#) is not complete the Inventory Description window is shown and a reason code must be selected.

Note: The appropriate reason codes must be established for the Inventory Description:
ROFI - Release [Order](#) for Invoicing.

Select the appropriate reason code to confirm release or **Previous (F12)** to return to the previous panel.

Select orders to be released – Release Order for Invoicing Window

Enter blank to list all or key the customer account, press Enter to list the available [orders](#) to be released for invoicing.

A list of [orders](#) available to be released is shown:

Options**Select**

Use this to select the [orders](#) to be released for invoicing.

Fields**Order**

An [order](#) that is available to be released for invoicing.

Customer

The [delivery address](#) customer name.

Invoice

The invoice number established at confirmation of despatch or consignment.

Functions

Update (F8)

Select the [orders](#) and select Update to release the [order](#)(s) for invoicing.

If the [order](#) has despatches or consignments ready for invoicing but the [order](#) is not complete the Inventory Description window is shown and a reason code must be selected:

Note: The appropriate reason codes must be established for the Inventory Description:
ROFI - Release [Order](#) for Invoicing.

Change order sequence (F15)

Use this to reverse the sequence the [orders](#) are listed.

Select the appropriate reason code to confirm release or **Previous (F12)** to return to the previous panel.

Request Payment [6/OEPX]

Request a prepayment prior to [order](#) fulfillment. The option will show [orders](#), AR [items](#) and prepayment request for the entered customer and prepayment contract.

Prepayments Selection

Select a customer account and prepayment contract.

Options

Account Prompt

Select Prompt to search for a customer account.

Prepayment Contract Prompt

Select Prompt to search for Prepayment Contract number for the account.

New Contract

Enter the Prepayment Contract number and select New Contract to create a new prepayment contract.

Enter

Select Enter to display a list of Sales [Order](#), Prepayments and AR [items](#) for the customer prepayment contract.

If no contract exists an error is displayed.

Fields

Customer

Enter the customer account for prepayments, a prompt is available.

Prepayment Contract

Enter the prepayment contract for the prepayment request. A list of prepayments, [orders](#) and AR [items](#) for the reference is displayed.

Prompt to search for prepayment contract reference.

New Prepayment Contract

Select New Contract to establish a contract for a customer.

Fields

Customer

Enter the customer account for prepayments, a prompt is available.

Prepayment Contract

Enter the prepayment contract for the prepayment request.

Tax Code

Enter the [tax code](#) to be applied to prepayment requests. The Accounts Receivable customer [tax code](#) is defaulted.

Mandatory if tax is to be included, otherwise no tax is applicable to prepayments and not available.

Prepayment Contract Prompt

Select a prepayment contract from the list.

List is shown in prepayment contract ascending sequence.

Options

Previous

Return to the customer and Prepayment Contract selection.

Fields

S

Enter **1** to select a Prepayment Contract

Prepayments List

A list of prepayments, [orders](#) and invoices by date is displayed, [ordered](#) by document date.

Options

Exit

Exit the option.

Previous

Return to the customer and reference selection.

Filter

The default is to display a list of [Orders](#), Prepayments and AR [items](#). Select Filter to display a window to select the document types to be shown.

Restart

Rebuilds the list from the original customer account and prepayment contract selection.

Doc Date Sequence

On entry to the Prepayments List, documents are show in **Internal Ref** sequence. Select **Doc Date Sequence**, **Due Date Sequence** or **Internal Ref Sequence** to re-sequence the list.

Fields

Balance

The [balance](#) of the listed documents, includes all documents for the selection criteria, including those on previous and next pages.

- Sales [Orders](#) are displayed as positive documents
- Prepayments are displayed as negative [items](#)
- A/R [items](#) are displayed on their own designation, e.g. invoices are positive, credits negative and cash negative.

Note: cancelled [orders](#) and prepayments are excluded from the [balance](#) but displayed in the list of prepayments.

S

Perform the following actions:

1=Details will show an enquiry, for sales [orders](#) the Whole [Order](#) enquiry, for AR [items](#) the [Item](#) Details enquiry and for Prepayments the Prepayment Enquiry.

2=Add is only available for Sales [Orders](#) or Invoices. Select the Add Prepayment option to request a prepayment for the entered customer and Prepayment Contract and Sales [Order](#) or Invoice.

Note: A reference code for Prepayments must be established for the Sales [Order](#) Processing Company via the option Reference numbers in Sales [Order](#) Company maintenance.

3=Review is only available for Prepayment requests, a Prepayment amend window will be shown.

5=Match to display a list of Prepayment Requests to match to on account cash.

6=Print is available for Prepayment requests and matched on account cash, a Prepayment request or Prepayment Invoice will be printed.

8=Exclude the selected document from the [Balance](#) value

9=Cancel is only available for Prepayment requests. After selecting Cancel, the [outstanding](#) prepayment amount is set to 0 and the [status](#) is Cancelled.

Internal Ref

The internal document number. A two character code identifies the document type; PP payment request, SO sales [order](#), all other types are AR transaction types, see AR product guide for further details.

Doc Date

The document date

- For sales [orders](#) the [order](#) date is shown
- AR [items](#) the document date is shown
- For prepayments, the entered date is shown

Due Date

The document due date

- For sales [orders](#) the header due date is shown
- AR [items](#) the document due date is shown
- For prepayments, the payment date is shown

Original Value

The total value of the document and currency.

- For sales [orders](#) it is the goods value and prime currency
- For AR [items](#) it is the posting amount and prime currency
- For Prepayments it is the original amount and currency

Outstanding Value

The total value of the document and currency.

- For sales [orders](#) it is the goods value and prime currency
- For AR [items](#) it is the [outstanding](#) amount and prime currency
- For Prepayments it is the current amount and prime currency

S

The document [status](#).

- For sales [orders](#) blank is [outstanding](#), S is suspended, C is complete and X is cancelled.
- For Prepayments, blank is recorded, P is Printed and X is cancelled.
- For on account cash, M is matched to prepayment request, P is prepayment invoice printed.

- For all document types E identifies the document as excluded [Balance](#) value.

Filter

Select **Filter** to filter the document types shown.

Options

Clear

To clear any existing filters, select Clear.

Update

Select Update to filter the document types

Previous

Return to the Prepayment list

Fields

Sales Orders

Enter 1 to select Sales [Orders](#)

A/R Items

Enter 1 to select A/R [Items](#)

Prepayments

Enter 1 to select Prepayments

Prepayment Details

Select the **Details** option to view the prepayment details.

Fields

Account

The selected account code

Prepayment Contract

The selected Prepayment Contract is shown.

Prepayment

Prepayment number.

Percentage

The percentage established to the Prepayment, not shown if percentage is 0.

Tax Value

The tax value of the Prepayment.

Value

The value of the Prepayment and the currency.

Due Date

Enter the date the prepayment is due.

Order

The selected Sales [Order](#) and [order value](#) is shown.

Invoice

The selected Sales Invoice and invoice value is shown.

A/R Item

The A/R on account cash [item](#).

Prepayment Invoice

The prepayment invoice number.

Add/Amend Prepayment

Select the **Add Prepayment** or **Amend** to add or amend a Prepayment request.

Options**Update**

Select Update to Add or Amend a Prepayment.

Note: A reference code for Prepayments must be established for the Sales [Order](#) Processing Company via the option Reference numbers in Sales [Order](#) Company maintenance.

Note: If a prepayment is amended, the printed [status](#) will be set to blank.

Note: If amending a prepayment and the prepayment is matched to on account cash, a warning will be shown and must be confirmed to perform the update.

Previous

Return to the Prepayment list

Fields**Account**

The selected account code

Prepayment Contract

The selected Prepayment Contract is shown.

Order

The selected Sales [Order](#) and [order value](#) is shown.

Invoice

The selected Sales Invoice and invoice value is shown.

Due Date

Enter the date the prepayment is due. The date must be a valid date.

Percentage

Optionally enter a prepayment percentage. The prepayment amount will be calculated as a percentage from the [order](#) or invoice goods total. Select Enter to calculate the prepayment value.

Value

Enter the goods value of the Prepayment and the currency. The currency defaults to the currency established to the account in Accounts Receivable. The value is mandatory and the currency must be established to the General Ledger.

Tax Value

The tax value required for this prepayment.

Note: US sales tax, Canadian tax and Vertex is not supported.

Match Prepayments

Select **Match** for an on account cash posting to match to a prepayment request for an [order](#) or view any existing matched transactions.

Options

Clear

To clear any existing on account cash matched to a prepayment, select Clear.

Note: If a prepayment invoice has been produced, Clear is not available

Update

Select a Prepayment to match to the on account cash.

Previous

Return to the Prepayment list

Fields

A/R Item

The on account cash received.

Prepayment Request

Any matched prepayment request.

Prepayment Invoice

If invoiced, the prepayment invoice number.

Request No

Any [outstanding](#) prepayments.

Due Date

The payment due date for the prepayment.

Order

The selected Sales [Order](#) is shown.

Value

The value of the Prepayment and the currency.

Russian Specifics

If Russian Function is active, GL country specific parameter **069** is **1**, if the on account cash is matched to a Prepayment for an [order](#), the cash posted amount is split into notional 'goods' and 'tax' based on the [tax code](#) rate established to the prepayment contract. Amounts are posted to the following GL accounts:

- Debit the AR On account prepayment account for the total cash amount
- Credit the AR account control account for the total cash amount
- Debit the [Tax code](#) sales account for the tax amount
- Credit the AR prepayment tax account for the tax amount

The AR On account prepayment and AR prepayment tax account accounts must be established to [1/OEU] Prepayment Parameters.

Where on-account prepayment posting occurs a periodic [balance](#) of prepayments [outstanding](#) is maintained by customer.

Prepayment Print

Select option 6 to print or re-print a Prepayment request.

Prepayment Invoice

A non-fiscal invoice can be printed to confirm payment receipt.

Select option 6 to print or re-print a Prepayment Invoice.

Note: A reference code for Prepayment Invoice must be established for the Sales [Order](#) Processing Company via the option Reference numbers in Sales [Order](#) Company maintenance.

Despatch charge amendment [7/OEPX]

For a non-invoiced despatch, charges can be viewed and maintained for the despatch note, once invoiced maintenance is prohibited.

OE10Y99

Consignment Stock Invoice/Consignment Stock Credit [1/OEC, 2/OEC]

Consignment consumption is entered into the system in [order](#) to record the stock movements and generate the invoices or credits (or the GNI records for self-billing).

Consignment Stock Consumption Selection Window

To display this window, select the Consignment Stock Invoice or Consignment Stock Credit task. Use this window to select the customer for whom you want to raise an invoice.

Fields

Customer Code

Enter the customer and address sequence.

The customer must be one that holds consignment stock.

You can use the prompt facility on this field to select from the Customer Scan pop-up.

Customer Ref

Enter the reference for the customer's consumption.

Consumption Date

Enter or select the date of the customer's consumption. The default is the current system date.

Tax Point Date

Enter or select the tax point date from which the tax is to be charged.

Pricing Date

Enter or select the date on which the [order](#) is to be priced. This is important where you have [price lists](#) controlled by effective dates.

Use Customer Item Ref

Use this checkbox as follows:

Unchecked - If you wish to enter inventory [item](#) codes

Checked - If you wish to enter customer [item](#) references rather than inventory [item](#) codes

Note: The customer reference for an [item](#) must be maintained in [Item Maintenance - Item Alias](#), specifying the [customer code](#) as the external agent. This reference may then be used for posting the consumption or in self-billing.

Press Enter to display the Consignment Consumption Customer Detail window.

Consignment Consumption Customer Detail Window

To display this window, press Enter on the Consignment Stock Consumption Selection window.

Use this window to confirm and amend the processing defaults for the selected customer. If the account is for any currency other than the Accounts Receivable base currency, the details of the currency are also displayed.

Fields

Invoice and Delivery Name and Address

Enter the invoice and delivery name and address for the customer. The default is set up in the Customers maintenance task.

Stockroom

This field displays the consignment [stockroom](#) code.

Reason Code

Enter the reason for this type of transaction.

Alternatively, use the prompt facility to select from the RFCR Invoice/Credit Reason Codes pop-up.

Price List Code

Enter the [price list](#) to use. This must be in the same currency as the invoice or credit note.

Note: This field is not displayed if you are using Advanced Pricing.

Despatch Method

Enter the method of despatch.

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

Discount List

Enter the [discount list](#) to use for the document. This must be in the same currency as the invoice or credit note.

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

Period Number

Enter the account period to which to post the transaction. The default is the current Sales [Order Processing](#) period.

Cash Discount Code

Enter the cash settlement discount to use for the document. If you are authorised to change the settlement terms, use **Settlement Override (F13)**.

Note: *The following fields are only displayed for multi-currency customers.*

Currency

Enter the currency for this document. The default is the Accounts Receivable currency.

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

Currency Rate Code

Enter the currency rate code associated with a currency rate. You set up the rates in the General Ledger.

Currency Rate

Enter the currency exchange rate for the code in the first field. In the second field, select one of the following:

Multiply (1) - To multiply the transaction value by the currency rate to get the [base value](#)

Divide (2) - To divide the transaction value by the currency rate to get the [base value](#)

Note: *To use a fixed currency rate, leave the Currency Rate Code field blank and enter a fixed currency rate in the Currency Rate fields.*

Functions

Settlement/Payment Override (F13)

Use this to display the Payment Override pop-up.

Price Overrides (F14)

Use this to display the Header Price Overrides pop-up. This is only available if you are using Advanced Pricing.

Currency (F19)

Use this to display the Override Conversion Parameters pop-up.

Press Enter to display the Consumption Line Details window.

Consumption Line Details Window

To display this window, press Enter on the Consignment Consumption Customer Detail window.

Use this window to record the details of the consignment invoice/credit to be generated (or consumption to be self-billed later).

Quantities can be recorded in any of the valid units of an [item](#).

Note: For any line, there are two mandatory entries: the [item](#) number and the quantity. You only complete the other fields to override the defaults.

Fields

Select

Enter one of the following:

- 1 - To display the lot header details for the selected lot reference
- 2 - To enter multi-lingual text against a document line
- 4 - To enter consignment invoice quantities against multiple lots for the same [item](#)
- 5 - To display the Price Overrides pop-up (only available if you are using Advanced Pricing)
- 6 - To display the Consumption Reference pop-up

(This is only available if the customer is self-billing.) This allows the reference from the header to be overridden where consumptions are identified individually. (This may be necessary for matching of self-billed invoices on customer delivery references.)

Customer Item Reference

Enter the customer [item](#) reference for this document line. This is only applicable if the Use Customer [item](#) Refs field was **checked** on the Consignment Stock Consumption Selection window.

Item

Enter the [item](#) for this document line. Alternatively, this field will display the [item](#) related to the customer's [item](#) reference entered above.

You can use the prompt facility on this field to select from the [item](#) Master Scan pop-up.

Quantity

Enter the quantity of the [item](#).

UoM

Enter a valid [unit of measure](#) for the selected [item](#). The unit must be one of the three units (purchase, stock or issue) defined for the [item](#).

This qualifies the [unit of measure](#) in which the quantity to be invoiced is expressed. For invoices, the [unit of measure](#) defaults to that defined as the default sales unit for the [item](#) and [stockroom](#) combination.

Alternatively, use the prompt facility to select an appropriate [unit of measure](#) from those defined for the selected [item](#). The prompt facility displays either the [Unit of Measure](#) pop-up (if the selected [item](#) does not permit multiple unit entry or does permit multiple unit entry and a quantity has been entered) or the Enter Return Quantity pop-up (if the selected [item](#) permits multiple unit entry and no quantity has been entered).

The entered unit is recorded on the consignment invoice line (and its associated transactions) as the entered [unit of measure](#).

Price

Enter the net price in the transaction currency of the [order](#). This includes all discounts except the settlement discount. If you enter a fixed price you cannot enter a [price list](#).

Lot

Enter a valid lot reference for a lot-controlled [item](#).

A prompt is available to permit selection of a lot reference from a list of the available lots for the selected [item](#). See the Select Lot Reference Pop-up section for further information on lot processing.

O

As each product is added to an invoice, you choose which levels of container [item](#) associated with that product are also added to the invoice.

Enter one of the following values:

0 - To add only the non-optional containers associated with the product

1 - To add both non-optional and optional containers associated with the product

Note: *Only those containers that attract a deposit charge are added.*

This field defaults to add only the non-optional container [items](#) associated with the product when raising an invoice.

You must specifically request the inclusion of any optional containers associated with a product by entering **1** in this field.

The price to be assigned to a container line is retrieved from the wholesale [price list](#) defined for the operating company, the wholesale price type being defined in the Inventory [Descriptions file](#) (major type OMCP, description code WSPL) and the [tax code](#) on this record being the wholesale price type.

Note: *If the customer is a self-billing customer, containers are not allowed.*

Add. Cost

Enter the cost price of non-stocked [items](#) if the [item](#) has no cost in the [Item](#) Master file. This is used in Sales Analysis.

Disc %

Enter the line discount percentage. This overrides the normal discount rules. If you enter a discount percentage, you cannot enter a [discount list](#).

Note: This field is not displayed if you are using Advanced Pricing.

P. Lst

Enter the [price list](#) to use for this line. This must be in the same currency as the [order](#).

If no price exists on the [price list](#) for the [item](#), a line is generated for zero value. However, when you run the print invoice or credit note procedure, it attempts to re-price the line using the price at despatch routine. If this fails, the document is not printed, Accounts Receivable is not updated and it is reported on an exception report.

Note: This field is not displayed if you are using Advanced Pricing.

D. Lst

Enter the [discount list](#) to use for this line. This must be in the same currency as the [order](#).

Note: This field is not displayed if you are using Advanced Pricing.

Note: You can enter a price or [price list](#), but not both and a discount percentage or [discount list](#), but not both.

Tax

Enter the required [tax code](#).

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

Functions

Restart (F15)

Use this to re-start the procedure without saving any changes and return to the Consignment Stock Consumption Selection window.

Container Summary (F20)

Use this to display the Container Summary pop-up.

Press Enter to save the entered information and display the Consignment Consumption Summary window.

Consignment Consumption – Container Generation Override Pop-up

This pop-up is displayed for a document that includes [items](#) requiring containers (except for self-billing customers).

Use this pop-up to record the actual quantities required of any containers that contain mixed products or are optional for outbound logistics.

The reference for the document being entered is displayed.

Note: Containers are not recorded in the Self-billing Goods Not Invoiced file and so cannot be matched in Self-billing. Neither are they tracked against self-billed customers.

Fields

Item and Quantity

These are displayed when the pop-up appears per line (on selection of **OK**) but not when entered via the **Container Summary (F20)** function, when it shows the overall summary.

Container

This field displays the container code.

Description

This field displays the description of the container.

Expected Quantity

This field displays the quantity of containers expected to be required.

Note: *The system always calculates the optimum number of containers required to ship the quantity of product [ordered](#).*

Override Quantity

Enter a quantity to override the system-calculated number of outer or pallet containers to be invoiced.

Only integer values are allowed.

SR

This field displays the [stockroom](#). It may be overridden.

Functions

Add (F10)

Use this to add a container that was not automatically generated from a container profile.

Select **Update (F8)** to accept the quantities for the containers.

Consignment Consumption Summary Window

To display this window, press Enter on the Consumption Line Details window.

Use this window to review the information entered for the document.

The appropriate entered [unit of measure](#) is displayed against each invoice line quantity.

Note: *When displaying the summary of lines on a consignment, the details of any chargeable container lines that have been added to the document are listed immediately after the product lines.*

Note: *Container tracking information is updated to reflect the number of containers invoiced.*

Options

Price Details

Use this to display the Pricing Detail Enquiry. This is only available if you are using Advanced Pricing.

Functions

Pricing (F9)

Use this to display the prices for the invoice lines. This is only available if you are pricing interactively. If you are using batch pricing, you must run the separate batch pricing routine to price the invoice.

This function is used to re-price the current document based on current prices (taking account of price breaks, etc.).

Restart (F15)

Use this to re-start the procedure without saving any changes and return to the Consignment Stock Consumption Selection window.

Complete Invoice (F16)

Use this to complete the updates for the consumption and to create the invoice or credit note.

To complete the consignment consumption press Enter or **Complete Invoice (F16)** and return to the Consignment Stock Consumption Selection window, which displays the invoice or credit note number.

Select Lot Reference Pop-up

This pop-up is displayed from various options where lot, batch or serial [items](#) are involved.

This pop-up is used for prompting and enquiry on lots for an [item](#) in a consignment [stockroom](#). It applies to various consignment stock options where lot, batch or serial [items](#) are involved.

Press Enter to complete the selection and return to the previous window.

Shipment of Consignment Stock

Consignment Stock transfer [orders](#) are allocated picked and despatched in the normal manner. They may be automatically confirmed as received if the Auto Receipt of Transfers field is **checked** on the Customer Maintenance Additional Attributes pop-up.

Confirm Consignment Receipt [4/OEC]

Use this task to confirm the receipt of a consignment when Auto Receipt is not in use. This maintains the in-transit [balances](#) and updates the stock and costs at the receiving [stockroom](#). The acquisition movement is written at the point of consignment receipt.

The transfer will be from a consignment transfer [order](#) despatched via Sales [Order](#) Processing.

Confirm Consignment Receipt Selection Window

To display this window, select the Confirm Consignment Receipt task.

Use this window to confirm the receipt at a customer's consignment [stockroom](#) of stock in transit from another [stockroom](#) within the company. Inventory updates the records for the receiving [stockroom](#).

Fields

To Demand Company

Enter the demand company in which the customer is found. This field is only displayed if the current company is an Enterprise Supply company and will default to the current company.

From [Stockroom](#)

Enter the [stockroom](#) from which the consignment stock replenishment is being received. In an enterprise setting, this will be the [stockroom](#) in the supply company from which the goods have been shipped. This field may be left blank to display all in-transit receipts for the entered customer from the current company.

You can use the prompt facility on this field to select from the [Stockroom](#) Selection pop-up.

To Customer

Enter the customer and delivery point that is about to receive the consignment stock.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

The customer must be a customer that uses consignment stock.

Transfer Order Number/Despatch Note Number

To restrict the information displayed on the receipt window, you can optionally enter the consignment [order number](#) and also optionally enter the despatch note number.

If no despatch note number is entered, the details will be restricted to the consignment [order number](#) regardless of the despatch note.

If no [order](#) information is entered at all, all details for all consignments for the selected customer are displayed.

Note: If you use *DRP* and no [items](#) are found in the *IN In Transit* file for the specified selection criteria, an error message is displayed.

Press Enter to confirm the details to display on the Confirm Consignment Receipt Details window.

Confirm Consignment Receipt Items in Transit Window

To display this window, press Enter on the Confirm Consignment Receipt Selection window.

Use this window to select the [items](#) within the received consignment from the list of displayed [items](#) in transit. The [items](#) are added to this in transit list when a transfer [order](#) is confirmed as despatched from a [stockroom](#) in Sales [Order](#) Processing.

You must confirm the whole of the quantity despatched as received before it is removed from the in transit list. You can do this across more than one consignment receipt.

Fields

Note: The fields at the top of the window display the selection made.

Note: As a result of the selection made, an individual [order](#) line might appear on several despatch notes. It may then appear several times in the display.

Select All Lines to Update

Use this checkbox as follows:

Unchecked - To receive only selected lines

Checked - To receive all lines

Select (Sel)

Select one of the following:

Select [order](#) line for receipt - To select the line for receipt

Maintain lot header details - To maintain the lot header details for a line

Reference Date

This field displays the date of despatch from the From [Stockroom](#). This will cross-reference the calendar to derive period/week numbers.

Lot Number

If the [item](#) is lot-controlled, batch-controlled or serial-controlled, the reference number is displayed.

Consignment

This field displays the consignment transfer [order number](#).

Lin

This field displays the consignment transfer [order](#) line number.

Item

This field displays the [item](#) reference code for the [item](#) that is in transit.

Quantity

This field defaults to the quantity despatched ([outstanding](#)). You can specify the actual quantity received, which must not exceed the quantity despatched.

Note: If the received quantity is less than the quantity despatched, the received quantity will be booked into stock but the [balances](#) will remain in transit. The assumption is that the remainder of the [item](#) will be confirmed, via this window, in a subsequent receipt.

Note: If there are any discrepancies, you must use a consignment stock adjustment (with an appropriate reason code) after the quantity has been fully received at the receiving [stockroom](#).

UoM

This field displays the [unit of measure](#) for the [item](#) that is in transit.

The physical and [available stock balances](#) are updated by the received quantity and the in-transit quantity reduced accordingly.

These receipts are also updated in the Stock History and Movement files as transfer in quantities. These should match with the corresponding transfer out details added at confirmation of despatch of the transfer [order](#)

Select **Update (F8)** to save any details. This submits the batch program to update selected lines. The locations updated within Location Control will be the ones that correspond to the customer/delivery sequence on the consignment [order](#). A Consignment Received report is produced as part of the batch job, to provide printed proof of shipment receipts.

Consignment Stock Adjustment [6/OEC]

Use this task to adjust [physical stock](#) levels without altering any other stock levels. This is one transaction where it would be common to have a negative movement quantity.

For self-billed customers this transaction has no effect upon Goods Not Invoiced.

This transaction cannot be used to adjust container stock levels.

Record Stock Adjustment Selection Window

To display this window, select the Consignment Stock Adjustment task. Use this window to select the [stockroom](#) affected by this transaction and the date, reference information and reason code for the transaction.

Secondary Balance Validation and Adjusting Secondary Balance

The validation rules that apply to the secondary [balance](#) value normally follow those that apply to the primary [balance](#) for all transactions with the exception of this [physical stock](#) adjustment task. The normal rule is that the value must not be zero and takes the sign of the transaction quantity by default (you cannot enter a sign).

If you use this task, the transaction quantity can be zero (which is how you can adjust the secondary [balances](#) of an [item](#) without having to move stock). In this case, the secondary [balance](#) must still not be zero, but you can now specify the sign of this [balance](#).

Fields

Stockroom

Enter the [stockroom](#) code affected by this transaction, using up to 2 alphanumeric characters. This [stockroom](#) must exist in the company as a consignment [stockroom](#).

You can use the prompt facility on this field to select from the [Stockroom](#) Selection pop-up.

Reference

Enter the reference number of the movement, using up to 14 alphanumeric characters; you can link this with the reference type specified.

Reference Date

Enter or select a date to be used as the reference date. This field defaults to the current system date. The reference date is cross-referenced with the table of period and week end dates, to decide the week and period numbers for ageing the stock movement and history records.

Reference Type

Enter the reference type, using up to 3 alphanumeric characters.

Alternatively, use the prompt facility to select from the TRAN Movement Reference Type pop-up.

You can use the reference type field to enter a mnemonic to describe the reference number.

Narrative

Enter the narrative or description for the movement, using up to 20 alphanumeric characters.

Reason Code

Enter a reason code.

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

Note: *This information is written to the Movement History file. To help you recognise and analyse the movements, you can view and report on it.*

Press Enter to confirm the details. Press Enter again to display the Record Consignment Adjustment Detail window.

Record Consignment Adjustment Detail Window

To display this window, press Enter twice on the Record Stock Adjustment Selection window. Use this window to record the details of the [physical stock](#) adjustment.

Note: *The fields at the bottom of the window default from the information you specified on the Record Stock Adjustment Selection window.*

Fields

Stockroom

This [stockroom](#) code defaults from the Record Stock Adjustment Selection window, but you can change it.

Issued To

Enter the consignment customer and delivery sequence. If the current company is an Enterprise Supply company, the customer may exist in a different company and therefore a field is available to enter the demand company of the customer.

You can use the prompt facility on this field to select from the Customer Scan pop-up.

Item

Enter the [item](#), using up to 15 alphanumeric characters. The [item](#) must be linked to the [stockroom](#) and to the consignment customer through Inventory and OE Consignment Customer/[Item](#) Maintenance.

You can use the prompt facility on this field to select from the [Item](#) Master Scan pop-up.

Movement Quantity

Enter the quantity you want to adjust, using up to 11 digits, including three decimal places.

Note: *When this quantity will result in stock being negative, a pop-up will be displayed. For [stockrooms](#) where negative stock is allowed, this displays a warning message and you can select **Update (F8)** to accept the transaction. For [stockrooms](#) that do not allow negative stock, the pop-up will display an error message and the transaction cannot be processed.*

Lot

Enter the existing lot reference number that is affected by this movement.

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

Quantity Units

Enter the [unit of measure](#) code, as defined in the Inventory [Descriptions file](#) under major type UNIT. This is the [unit of measure](#) in which the movement quantity is expressed. The [unit of measure](#) defaults to the default inventory unit for this [item](#) and [stockroom](#) combination, but you can change this.

Cost/Unit

Enter the cost/unit, using up to 15 numeric characters including five decimal places. Cost/unit is not used for negative adjustments.

Note: *Only the costing method is displayed for FIFO costed [items](#).*

Press Enter to display the three units of measure for the [item](#). The first [unit of measure](#), equal to the issue units of the [item](#) at this particular [stockroom](#), is used as the default unit. You can still change the window at this point. If you receive a negative stock quantity, the software will display a warning. You can continue with the transaction if you have decided to accept a negative stock [balance](#) in this [stockroom](#). This is set in the [stockroom](#) record of the Inventory company profile. In this case, select **Continue (F8)** to override the warning message.

This transaction:

- Adjusts the [physical stock balance](#)

You can use this procedure to adjust lots, if the [item](#) is lot-controlled, batch-controlled or serial-controlled

Press Enter again to commit the update.

Consignment Stock Transfer [7/OEC]

Use this task to transfer goods back from the consignment [stockroom](#), which is on the customer site, back to one of the main site [stockrooms](#).

Record Consignment Stock Transfer Selection Window

To display this window, select the Consignment Stock Transfer task. Use this window to select the [stockroom](#)(s) affected by this transaction and the date, reference information and reason code for the transaction.

Fields

From Company

If the company is a linked Enterprise company, this field allows you to specify the Supply company for the customer.

From Customer/Delivery Sequence

Enter a valid customer/delivery sequence combination.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

The customer/delivery point in the From company (if entered) must be a valid consignment customer.

Reference

Enter the reference number of the movement, using up to 14 alphanumeric characters; you can link this with the reference type specified.

Reference Date

Enter or select a date to be used as the reference date. This field defaults to the current system date. The reference date is cross-referenced with the table of period and week end dates, to decide the week and period numbers for ageing the stock movement and history records.

Reference Type

Enter the reference type, using up to 3 alphanumeric characters.

Alternatively, use the prompt facility to select from the TRAN Movement Reference Type pop-up.

You can use the reference type field to enter a mnemonic to describe the reference number.

Narrative

Enter the narrative or description for the movement, using up to 20 alphanumeric characters.

Reason Code

Enter a reason code.

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

Note: *This information is written to the Movement History file. To help you recognise and analyse the movements, you can view and report on it.*

Press Enter to display the Record Consignment Stock Transfer Detail window.

Record Consignment Stock Transfer Detail Window

To display this window, press Enter on the Record Consignment Stock Transfer Selection window. Use this window to record the details of the stock to be transferred.

Note: *The fields at the top and the bottom of the window default from the information that you specified on the Record Consignment Stock Transfer Selection window.*

Fields

Item

Enter the [item](#), using up to 15 alphanumeric characters.

Alternatively, use the prompt facility to select from the [item](#) Master Scan pop-up.

Movement Qty

Enter the quantity you want to transfer, using up to 11 digits, including three decimal places.

Lot

Enter the existing lot reference number that is affected by this movement.

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

Quantity Units

Enter the [unit of measure](#) code, as defined in the Inventory [Descriptions file](#) under major type UNIT. This is the [unit of measure](#) in which the movement quantity is expressed.

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

The [unit of measure](#) defaults to the default inventory unit for this [item](#) and [stockroom](#) combination, but you can change this.

Options

Amend

Use this to recall a line for amendment.

Functions

Update (F8)

Use this to update the two [stockrooms](#) as appropriate.

Delete (F11)

Use this to delete all of the entered transactions.

Select **Update (F8)** to commit the transaction updates.

Maintain Self Bill Invoice [20/OEC]

Use this task to enter a self billed invoice manually. You need to enter self billed invoices manually when there is no EDI messaging available or if an EDI message failed.

Note: To receive self-billed invoices via EDI use option 4/ADAI in Advanced Shipping. The invoices received may relate to either AS or OE self-billing customers.

Note: You will need to establish the customer as a Trading Partner in the AI application (3/AI) and also define it as an Interface Trading Partner (6/AI).

Note: Programs from the AS application are required for this. However, in the future these will be migrated into OE and be accessible from the OEC menu.

When EDI messaging is available, record self billed invoices through the Receive Self Billed Invoice task in the EDI Module.

Self billed invoices are used when a customer uses stock from a consignment [warehouse](#) and then notifies the supplier of the transaction. The information is recorded in dummy invoice files until you process invoice matching. Once invoice details are matched with stock consumption details, an invoice is raised through Sales [Order](#) Processing.

Self-Billing Invoice Maintenance Selection Window

To display this window, select the Maintain Self Bill Invoice task. Use this window to select the customer for whom you want to enter a self billed invoice.

The customer may be a self-billing customer from either the OE or AS application.

Fields

Customer

You must enter the required customer and address sequence.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

Invoice Number

Enter the invoice number that you want to maintain or enter a new invoice number.

Alternatively, use the prompt facility to select from the Unmatched Self-Bill Invoices pop-up.

Press Enter to display the Maintain Self Billed Invoice Header window.

Maintain Self Billed Invoice Header Window

To display this window, press Enter on the Self-Billing Invoice Maintenance Selection window. Use this window to enter the details for the invoice.

Fields

Invoice Name and Address

Enter the name and address to which the invoice is to be sent. This information defaults from the customer details that are set up in Accounts Receivable and Sales [Order](#) Processing.

Delivery Name and Address

Enter the name and address for the point of delivery. This information defaults from the delivery details that are set up in Advanced Shipping.

Invoice Date

Enter or select the invoice date. The default is the current date.

Customer Invoice No

This field displays the invoice number assigned by the customer. It defaults from the invoice number specified on the Self-Billing Invoice Maintenance Selection window and cannot be changed.

Stockroom

Enter the [stockroom](#). This code defaults from Advanced Shipping or from the OE Customer Attributes. It can be changed for AS.

You can use the prompt facility on this field to select from the [Stockroom](#) Selection pop-up.

Currency

This field displays the currency assigned to your customer. It defaults from the customer details set up in Accounts Receivable and Sales [Order](#) Processing and cannot be changed.

Currency Rate Code

This field displays the currency rate code assigned to your customer and cannot be changed.

Currency Rate

This field displays the currency rate code assigned to your customer and cannot be changed.

Match Reference

The match reference will normally be left blank, as the self bill invoice will have several lines, each with different matching references. If this field is completed, it will be used as a default if new lines are to be added to the invoice.

Functions

Summary Totals (F10)

Use this to display the Invoice Summary Totals pop-up. These will already exist for an EDI invoice, but they can be changed here if necessary.

Delete (F11)

This can be used to delete the invoice if it has not already been partially matched. You can also use the Delete Self Bill Invoice task.

Note: This is only displayed if you are maintaining an existing invoice.

List Exceptions (F13)

Use this to display the Maintain Self Billed Invoice Line Details window. This displays the self billed invoice lines for those lines that are held awaiting correction.

Note: This is only displayed if you are maintaining an existing invoice.

List ALL (F14)

Use this to display the Self Billed Invoice Entry [Item](#) window. This displays all existing lines recorded against an invoice.

Note: This is only displayed if you are maintaining an existing invoice.

Trailer (F16)

Use this to display the Self Billed Invoice Trailer window.

Note: This is only displayed if you are maintaining an existing invoice.

Press Enter to display the Maintain Self Billed Invoice Line Details window. Alternatively, select **Update (F8)** to save any changes to the header details without changing invoice line details.

Invoice Summary Totals Pop-up

To display this pop-up, select **Summary Totals (F10)** on the Maintain Self Billed Invoice Header window. Use this pop-up to enter invoice details for the customer. Any existing details are displayed.

Fields

Goods Value

Enter the total value of the goods taken from the [stockroom](#).

Sundry Charges

Enter any additional charges to add onto the invoice, for example packaging costs.

Total Tax

Enter the total amount of tax to be charged.

Invoice Amount

The invoice total is calculated and displayed when you press Enter.

Payment Discount

This field is not currently used and should be left blank.

Press Enter to confirm your entries and re-display the Maintain Self Billed Invoice Header window. Alternatively, select **Previous (F12)** to re-display the Maintain Self Billed Invoice Header window without making any changes.

Maintain Self Billed Invoice Line Details Window

To display this window, press Enter on the Maintain Self Billed Invoice Header window. Alternatively, select **List Exceptions (F13)** on the Maintain Self Billed Invoice Header window.

Alternatively, select **List All (F14)** on the Maintain Self Billed Invoice Header window. Use this window to enter the [items](#) to include on the invoice. Any existing invoice lines are displayed in the middle of the window.

For OE Consignment Stock customers, the [item](#) must be defined in Consignment Customer/[Item](#) maintenance, or be defined as an alias of one of these, for the customer.

Detail lines held with errors will be displayed with an asterisk (*) in the Hold column.

New lines can be input using either the supplier's or customer's [item](#) number. The system will check that there is an active for shipping contract for the customer/delivery sequence/[item](#) number. If multiple contracts exist, the scan window will be displayed for you to select the required contract. If an inactive for shipping contract is selected, the system will not be able to retrieve a price/unit and this will need to be input manually.

Fields

Item Ref

Select one of the following:

Customer (1) - To use the customer [item](#) reference number

Supplier (2) - To use the supplier [item](#) reference number

Item Number

Enter the [item](#) number. This [item](#) must be attached to the contract.

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

Movement Qty

Enter the quantity to invoice.

Line Type

Select one of the following:

Reg (Blank) - For the line to be regular

Special (1) - For the line to be special

This special line facility can be used to create invoice lines where there will be no matching GNI. These special lines may have positive or negative values and they would be used in the following circumstances:

- Goods despatched manually outside the system - positive quantity and total value
- Customer returns - negative quantity and total value
- Price adjustment, but part number quoted - quantity **1**, total value positive or quantity **-1**, total value negative

Quantity Units

Enter the [unit of measurement](#) for the quantity entered.

Price/Unit

Enter the price per unit. If the unit price is input, the total value will be calculated. If the total value is input, the unit price will be calculated. The unit price will always be positive.

Line Value

This field displays the invoice value for the line. It is automatically calculated and displayed when you press Enter to confirm the line entry.

Receipt Date

You must enter or select the date on which the goods were received.

Tax Code/Value

Enter the [tax code](#). tax will be calculated by the system but can be manually adjusted to match the customer-supplied value within the tolerance levels defined in the General Ledger company profile.

If you change the [tax code](#), the tax value should also be blanked out so that the system can recalculate the new value.

Note: *The percentage tax that will be charged and the value that this charge incurs are displayed when you press Enter to confirm the line entry.*

Match Reference

You can optionally enter the appropriate match reference (Consignment Number, Customer's Delivery Reference, or Call-off/RAN Reference) and this can then be used to match the line to the GNI line.

Delivery Seq

This field displays the delivery sequence for your invoice.

Options

Amend

Use this to make changes to the [item](#) line details.

When selected, the line details are displayed in the fields in the lower part of the window. Make the required changes and then press Enter to confirm and re-display those details in the middle of the window.

Text

Use this to display the Maintain Text pop-up.

Delete

Use this to delete a line from the invoice.

Press Enter to confirm the deletion.

Functions

Detail/Summary (F15)

Use this to toggle the display between summary and detail.

Select **Update (F8)** to save any changes and re-display the Maintain Self Billed Invoice Header window.

Maintain Self Billed Invoice Trailer Window

To display this window, select **Trailer (F16)** on the Maintain Self Billed Invoice Header window if you are maintaining an existing invoice. Use this window to view a summary of the [order](#) details, the calculated total charge, the total tax and the calculated invoice total. You can also select to enter the charges for this invoice.

Functions

Summary Totals (F10)

Use this to display the Invoice Summary Totals pop-up.

Charges (F13)

Use this to display the Self Bill Invoice Sundry Charges Details window. The system will support the entry of three sundry charges. These are set up and input in a similar way to standard SOP.

Select **Update (F8)** to complete the maintenance process. Before completing the input/amendment of the invoice, the system will check that the accumulated line values [balance](#) back to the header totals. **Summary Totals (F10)** can be used to amend the header totals if necessary.

Self Bill Invoice Sundry Charges Details Window

To display this window, select **Charges (F13)** on the Maintain Self Billed Invoice Trailer window. Use this window to add charges to your selected invoice. The window displays the customer [order](#) reference, the date, the currency code and the currency rate attached to your selected invoice. Any existing charges are displayed in the middle of the window.

Fields

Note: The following fields correspond to the display fields in the middle of the window and the untitled line entry fields at the bottom of the window.

Charge Code

Enter the charge code.

Tax Code

Enter the [tax code](#). This must be the same as the [tax code](#) entered on the Maintain Self Billed Invoice Line Details window. The default is set up against the charge code in the [Inventory Descriptions file](#).

Note: The details displayed in the Amount, %Rate and tax Value fields are displayed automatically when you press Enter to confirm your charge.

Options

Select

Use this to select an existing charge for amendment.

The existing details are displayed in the line entry fields at the bottom of the window. Press Enter to save any changes and re-display the details in the middle of the window.

Delete

Use this to delete an existing charge from the invoice.

Select **Update Charges (F8)** to save the information and re-display the Maintain Self Billed Invoice Trailer window.

Automatic Match [21/OEC]

Use this task to process AS self-billed invoice matching automatically.

This processing also applies to customers using consignment [stockrooms](#) (non-AS) where the customer is flagged as self-billing in OE.

Self billing is commonly used in the Automotive industry to reduce the cost of matching supplier-raised invoices to goods received information. The customer calculates the expected invoice from the supplier directly from the goods received information. They then notify the supplier with details of this self-calculated invoice and pay it, usually via Electronic Funds Transfer.

This task may be run in test or live mode. In test mode the system checks and reports on matches, but does not generate an invoice, even if the whole invoice has been matched successfully. It is possible to select a specific customer or run the task for all customers with [outstanding](#) self bill invoices to match. GNIs will be selected for matching within the date range specified. The system will match self bill invoice lines with [outstanding](#) GNIs where there is an exact match on customer/delivery sequence/[item](#) number/matching reference/quantity/unit price.

If your customers do not use self billing, Advanced Customer Scheduling and Advanced Shipping will normally raise an invoice when a shipment is confirmed or, if you use consignment warehousing, when the goods are consumed by the customer.

If a customer is self billed, the invoicing process is delayed and the details are written to a Goods Despatched but not yet Invoiced (GNI) file for processing once the self billed invoice is received.

This self billed invoice is subsequently matched to the GNI and an internal invoice is raised for posting to the ledger.

Batch Match for Goods Not Invoiced Window

To display this window, select the Automatic Match task. Use this window to select the invoices you want to match.

Fields

From Date

Enter or select the date from which you want to run the process.

Note: Leave this field blank to process all invoices up to the date specified in the To Date field.

To Date

Enter or select a date up to which you want to run the process. The default is the current date.

Customer

You can optionally enter a customer if you only want to match invoices for a specific customer.

Note: Leave this field blank to include all customers in the process.

Test Run

Select one of the following:

Live Run (0) - To update files and transfer data from the matched lines to Sales [Order](#) Processing invoicing

Test Run (1) - To generate a report but not perform any file updates

Select **Submit (F8)** to submit the job for processing.

Manual Match [22/OEC]

Use this task to match a Self-billed Invoice (SBI) to shipment or consumption transactions. Manual match is used if you are not an EDI user and for any exceptions created by EDI processing.

This task also applies to customers using consignment [stockrooms](#) (non-AS) where the customer is flagged as self-billing in OE.

In the Special [Item](#) pop-up, for OE Consignment Stock customers, the [item](#) must be defined in Consignment Customer/[Item](#) maintenance, or be defined as an alias of one of these, for the customer.

Invoice matching works by presenting each invoice line for matching against goods despatched but not yet invoiced (GNI) records. Multiple GNI transactions can be selected for a single SBI line. Partial matching is allowed, and you can retain or drop the remaining GNI transaction quantity. Once an invoice line has been matched, the program will automatically advance to the next invoice line in the selected set.

This can be run in two modes:

Mode 1 - Self bill invoice supplied as a paper document

In this mode, the goods despatched but not yet invoiced lines are displayed for manual comparison with a paper self bill invoice. The lines on the paper document will be compared and matched with the GNI lines displayed on the window and stored in work files relevant to the session.

Mode 2 - Self bill invoice received via EDI or input via the Maintain Self Bill Invoice task

In this mode, self bill invoice lines are displayed and matched with GNI lines and stored in work files relevant to the session.

In either mode, after you have completed all work, you can save the work or discard it.

If work is discarded, the work file is cleared and no updates are applied.

If the work is saved and you do not choose to generate an internal invoice, all matching data is stored in the existing matched files. Matched GNI lines are then no longer visible in later matching sessions except by using the undo process. Reports exist to print details of these matched invoice lines which are associated with an unmatched invoice.

If the work is saved and you do generate an internal invoice, it is transferred to the Sales [Order Processing](#) invoice files. Invoice header and detail records are not created until the whole SBI invoice is matched.

The system's internal self bill invoices should then be printed and posted to the ledger in the normal way.

Self Billing Invoice Match Selection Window

To display this window, select the Manual Match task. Use this window to select the customer whose details you want to match.

Fields

Customer

You must enter the customer whose invoice you want to match.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

Note: *If you have checked the Allow Multiple [Delivery Address](#) field in the Advanced Shipping Customer/Del.Point Defaults task, GNI lines will be displayed for all delivery points for your selected customer.*

Note: *If you have left it unchecked, you must enter a customer and invoice number.*

Invoice Number

You must enter the customer-quoted self bill invoice number that you want to match.

Alternatively, use the prompt facility to select from the Unmatched Self-Bill Invoices pop-up, or enter a new invoice number and then select **New Invoice (F6)**.

From Date

Enter or select the start date of the date range that you want to use to limit the display of goods despatched but not yet invoiced lines (GNI lines).

Note: *The GNI date used for comparison is the confirm despatch or consignment stock consumption date.*

To Date

Enter or select the end date of the date range that you want to use to limit the display of GNI lines.

Display Sequence

The value in this field comes from the customer defaults but can be changed if necessary.

Select one of the following:

Delivery Reference (0) - To display the delivery reference for each GNI line

Customer Part Number (1) - To display the customer part number for each GNI line

Functions

New Invoice (F6)

Use this to display the Maintain Self Billed Invoice Header window if you are processing a new self bill invoice.

Add to Invoice (F7)

Use this to display the Maintain Self Billed Invoice Header window if you are processing a self bill invoice that has already been partially matched.

Auto List Existing (F8)

This function is for future use.

Press Enter to build a list of Self Billed Invoice lines and to display the Self Bill Invoice Matching Select [Items](#) to Match window.

Self Bill Invoice Matching Select Items to Match Window

To display this window, press Enter on the Self Billing Invoice Match Selection window.

Fields

Customer/Invoice

These fields display the customer and invoice selected.

Invoice Goods Value

This field displays the total goods value entered against the SBI header.

Unmatched Goods Value

At the start of the matching process, the value displayed in this field will equal the value displayed in the Invoice Goods Value field. Any invoice lines matched will be subtracted from this value. When this value reaches zero, the whole invoice is then matched and the system will generate a real invoice record.

Select

Enter one of the following:

- 1 - To display the Match by Reference window
- 2 - To display the Match by [Item](#) window
- 5 - To display the Self Bill Invoice Line Information pop-up

Del

This field displays the [delivery address](#) sequence.

Match Reference

This field displays any existing match reference number attached to the line.

Cust. Item Number

This field displays the customer's own [item](#) reference number attached to the line.

Date

This field displays the receipt date recorded against the invoice line. If this information is not supplied by the customer, the invoice date is shown instead.

Quantity

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

Value

This field displays the invoice line value.

Consignment

This field displays the Advanced Shipping consignment reference number recorded against the self bill invoice line. If the customer did not supply this information, the value from the invoice header will be shown instead. If no value is supplied, this field will be blank.

Functions

Summary (F10)

Use this to display the Invoice Summary Totals pop-up.

Charges (F13)

Use this to display the Self Bill Invoice Sundry Charges Details Manual Match window.

In Mode 2, any charges will have been received on the EDI message or input via the Maintain Self Bill Invoice task.

Finish Matching (F15)

Use this to finish the match. The Invoice Matching Finish Matching pop-up is displayed.

Save Current Match (F16)

Use this to save any current match that you have processed.

Create Special Items (F17)

In Mode 1, this facility can be used to create invoice lines where there is no matching GNI. These special lines may have positive or negative values and the quantity may be zero. They would be used in the following circumstances:

- Goods despatched manually outside the system - positive quantity and total value
- Customer returns - negative quantity and total value
- Price adjustment, but part number quoted - quantity 1, value positive or quantity -1, total value negative

If the unit price is input, the total value will be calculated. If the total value is input, the unit price will be calculated.

In Mode 2, any special lines will have been input via the Maintain Self Bill Invoice task.

Select All (F20)

Use this to select all invoice lines for matching.

Review Matched (F21)

Use this to review matched invoice lines. The Review Matched GNI Details pop-up is displayed.

Press Enter to validate a selection. The window that is displayed next depends on the selection you have made.

Match by Reference Window

To display this window, enter **1** next to an invoice line and then press Enter on the Invoice Matching Select [Items](#) to Match window. Use this window to match invoices by match reference.

Fields

Window Upper Half - Unmatched Invoice Line Details

This displays the active unmatched invoice line for your selected customer/invoice number/date range.

When an active line is successfully matched (**Match (F8)**) or skipped (**Skip (F9)**), the next invoice line is shown.

Match Reference

This field displays the match reference, if one has been specified, and it cannot be changed.

Invoice Quantity

This field displays the invoice line quantity, which must be matched against GNI transactions.

Unmatched Quantity

At the start of the matching process, the value displayed in this field will equal the invoice quantity. Any matched GNI transaction quantity will be subtracted from this value. When this value reaches zero, the invoice line is matched. A **Matched** text field will be displayed in the top right-hand corner of the window.

You can use **Match (F8)** even if the unmatched quantity exceeds zero, however you will need to process a pre-payment/quantity adjustment to complete the match.

If the unmatched quantity exceeds the invoice line quantity (that is, becomes negative), an error message is displayed and the match is not accepted. To match a GNI quantity greater than the invoice quantity, select a GNI line for a partial match and either drop the [balance](#), or retain the [balance](#) against the GNI record.

Invoice Goods Value

This field displays the invoice goods value, which must be matched against GNI transactions.

Unmatched Goods Value

At the start of the matching process, the unmatched invoice line value will equal the value displayed in the Invoice Goods Value field. The value of any GNI transactions matched will be subtracted from this value. When this value reaches zero, the invoice line is matched.

Window Lower Half - Goods Not Invoiced (GNI)

The lower half of the window will display all GNI records for the [item](#) displayed on the invoice line, within the date range entered on the Self Billing Invoice Match Selection window. These will also include a pre-payment record, if one exists; this can be selected for pre-payment in the same manner as selecting any other GNI record (see the Invoice Line Discrepancy Details Pop-up section for more information).

If the consignment number is known, this will further sub-select the list of GNI records. Values for the quantity and price are defaulted from the Goods Not Invoiced file.

Select (Sel)

Enter one of the following:

1 - To select the record for a match

This will update the invoice line quantity and value fields in the header.

Note: When you select Update (F8), the Invoice Line New Line Details pop-up will be displayed.

5 - To display the Self Bill Invoice Line information pop-up

Date

This field displays the date of consumption.

Consignment Ref.

This field displays the Advanced Shipping consignment number, if used.

Quantity/UoM

This is either a shipment quantity or a stock consumption quantity if it is a consignment stock type transaction.

You can overtype this to enter a lower shipment value for a partial match.

If you have a higher shipment quantity to be invoiced, select further GNI lines to match or enter an invoice quantity adjustment when the Invoice Line Discrepancy Details pop-up is displayed.

The Invoice Line Discrepancy Details pop-up is displayed automatically when you select **Match (F8)** and there is a difference in quantities or values. If you attempt to override the quantity to a value higher than the original GNI quantity, an error message is displayed.

Unit Price

This field displays the unit price, as it exists on the Goods Consumption Record, and cannot be altered. If you need to make any adjustment to the GNI, use the Invoice Line Discrepancy Details pop-up.

Drop

If you partially match a GNI line, you can either retain (enter **0**) or drop (enter **1**) the remaining GNI quantity.

If the quantity is retained, it can be matched with the next invoice line (with the same customer/[item](#)). This is the default.

If dropped, the *whole* cost of the original GNI line will be used in the average cost unit calculation to be written to the invoice line cost of sale field. If the quantity is retained, only the cost of the matching amount will be considered.

Usually, the remaining quantity is dropped where a known quantity has been either lost, rejected or in dispute. This can be the result of negotiations between you and the customer. The customer's goods despatched not invoiced figure will be reduced by the dropped value.

Remaining Quantity

This is the GNI quantity that remains after a line has been matched or dropped. After partial matching, the GNI line will be updated to show the remaining quantity as the transaction quantity. The next invoice line for this [item](#) can be matched to this GNI line.

Functions

Exit (F3)

Use this to leave this window with no updates. A warning pop-up will be displayed, asking for confirmation, as all matching performed to date will be lost.

Refresh (F5)

Use this to clear all selections and re-display the current invoice line.

Match (F8)

Use this to update the matched invoice line and then move to the next GNI line in the selected list. If there are no more selected lines to process, the Invoice Matching Finish Matching pop-up is displayed.

If you have matched the line and made changes to the quantities or prices, the Invoice Line Discrepancy Details pop-up is shown automatically. You can enter text in this pop-up to describe the changes.

If the line is NOT matched (that is, the unmatched quantity is greater than zero), the discrepancies pop-up is shown where you can adjust the quantity/price to force the match.

Skip (F9)

Use this to skip updates for this invoice line and go to the next invoice line for matching.

Previous (F12)

Use this to skip updates for this invoice line and go the previous invoice line. For first GNI line, this behaves in the same way as **Finish Matching (F15)**.

Exp/Sum (F14)

Use this to toggle between detail and summary displays on this window.

Press Enter to validate your selections. If you have entered 1 in the Drop field to drop the remaining GNI quantity, this will update the remaining quantity on GNI lines, and leave the Selection field populated. The invoice line quantity and value fields in the invoice line will be updated. When the unmatched invoice quantity becomes zero, the invoice line is matched and the **Matched** text field on the top right is displayed.

Self Bill Invoice Line Information Pop-up

To display this pop-up, enter **5** next to an invoice line and then press Enter on the Self Bill Invoice Matching Select [Items](#) to Match window. Use this pop-up to view line information (Mode 2) for your selected line.

Fields**Delivery Sequence**

This field displays the delivery sequence assigned to your selected invoice line.

Customer Part Number

This field displays the customer's [item](#) reference number.

Internal Item

These fields display the [item](#) code and description.

Match Reference

This field displays a match reference if one has been specified.

Delivery Date

This field displays the date on which the [item](#) was delivered.

Quantity

This field displays the quantity that was delivered.

UOM

This field displays the [unit of measure](#) attached to the quantity, for example, 100 peaches, 10 boxes and so on.

Goods Value

This field displays the value of the goods that were delivered.

Currency

This field displays the currency in which these values were priced, for example, GBP is British Pounds, USD is United States Dollars, and so on.

Tax Value

This field displays the tax calculated from the goods value.

Tax Rate

This field displays the percentage used to calculate the tax.

Unit Price

This field displays the price per unit for the specified [item](#).

Price UOM

This field displays the [unit of measure](#) used to calculate the goods value.

Select **Previous (F12)** to re-display the Self Bill Invoice Matching Select [Items](#) to Match window.

Goods Not Invoice Line Information Pop-up

To display this pop-up, enter **5** next to an invoice line and then press Enter on the Self Bill Invoice Matching Select [Items](#) to Match window. Use this pop-up to view line information (Mode 1) for your selected line.

Fields

Delivery Sequence

This field displays the delivery sequence assigned to your selected invoice line.

Customer Part Number

This field displays the customer's [item](#) reference number.

Internal Item

These fields display the [item](#) code and description.

Delivery Reference

This field displays a delivery reference if one has been specified.

Call Off/RAN Reference

This field displays a call off or RAN reference if applicable.

Consignment Number

This field displays a consignment number if applicable.

Contract Number

This field displays the contract number if applicable.

Stockroom

This field displays the [stockroom](#) if one has been specified.

Delivery Date

This field displays the date on which the [item](#) was delivered.

Quantity

This field displays the quantity that was delivered.

UOM

This field displays the [unit of measure](#) attached to the quantity, for example, 100 peaches, 10 boxes and so on.

Goods Value

This field displays the value of the goods that were delivered.

Currency

This field displays the currency in which these values were priced, for example, GBP is British Pounds, USD is United States Dollars, and so on.

Select **Previous (F12)** to re-display the Self Bill Invoice Matching Select [Items](#) to Match window.

Invoice Line Discrepancy Details Pop-up

This pop-up is displayed automatically when you select **Match (F8)** and there is a difference in quantities or values.

Note: *Accounts Receivable Summary [Balance](#) Updates*

When GNI records are created, the value of those records is added to the Accounts Receivable Account Summary [Balance](#)*, under the Goods Despatched Not Invoiced field. When the invoice is created, the invoice value is added to the customer's Accounts Receivable open [items](#) and removed from the Goods Despatched Not Invoiced field.

If your customers use self billing, they can change the price of an [item](#), which can introduce variances between the invoice value and the GNI value.

To make sure that the Accounts Receivable Summary [Balance](#) fields are in [balance](#), this variance will be applied to the Goods Despatched Not Invoiced field, within the invoice matching process. If you drop remaining quantities and values from the GNI file, the Accounts Receivable Goods Despatched Not Invoiced value must be reduced by the dropped value. The adjustment value needed is displayed in the Extended Value Adjustment field.

*This is used to provide a credit exposure statement for a customer, to be used when a credit check is carried out.

A credit exposure statement is made up of the following:

- All [outstanding](#) Accounts Receivable open [items](#) (invoices and credit notes).
- Open [orders](#) (these are unshipped Sales [Order](#) Processing [orders](#) and Advanced Shipping consignments).
- Goods that have been despatched but not invoiced.

Fields

Discrepancy Type

The type of discrepancy detected will be displayed here. This can be one of the following:

- Quantity Discrepancy, where the invoice line quantity is not the same as the sum of selected and matched GNI lines.
- Line Value Discrepancy, where the invoice line value is not the same as the sum of the selected and matched GNI lines. (This is the GNI quantity * the GNI Unit Price).
- Dropped GNI Remainders, where GNI records have been selected for a partial match, with the [balance](#) dropped from the system.

Invoice Quantity

This field displays the invoice line quantity.

Invoice Value

This field displays the extended invoice line value (quantity * unit price).

GNI Matched Quantity

This field displays the sum of the quantities selected for matching from the GNI records.

GNI Matched Value

This field displays the sum of the extended GNI values (quantity * unit price) selected for matching.

Discrepancy Quantity

This field displays the invoice line quantity minus the GNI matched line quantity.

Discrepancy Value

This field displays the invoice line value minus the GNI matched line value.

Dropped Quantity

This field displays the total quantity to be dropped from selected GNI records. A remaining quantity is dropped when the Drop field is set to **1**.

Dropped Value

This is the sum of the extended GNI values to be dropped from selected GNI records. This value will be subtracted from the Accounts Receivable Goods Dispatched Not Invoiced field, as this field originally contained the total GNI value.

The matched portion of the GNI will be subtracted from the Goods Despatched, Not Invoiced field and added to the customer's Accounts Receivable open [items](#).

Extended Value Adjustment

This field is the same as the Discrepancy Value field and displays the value adjustment required to [balance](#) the invoice line and matched GNIs. This value will be used to adjust the Accounts Receivable Goods Dispatched Not Invoiced field.

Quantity Adjustment

This is the same as the discrepancy quantity and shows the quantity adjustment required to [balance](#) the invoice line and matched GNIs. Any value displayed here will be the only valid value, and therefore not maintainable.

Add to Prepayment Log

Enter **1** to use the prepayment log; this is the default. The prepayment log is used if the invoice line quantity is greater than the GNI quantity. If you match the line, the overpayment quantity will be added to the prepayment log.

For example, you match an invoice line of £100 with a quantity of 10 against a GNI line of £60 with a quantity of 6.

The Extended Value Adjustment is £-40, with the Quantity Adjustment -4. If you create a prepayment, this creates a GNI line with these values, which can be matched to the next invoice line (with the same customer/[item](#) combination).

Alternatively, enter **0** if you do not want to use the prepayment log. Instead, an adjustment of £40 will be made to the Goods Not Invoiced field.

Match Reference

This is a free text field printed on reports which you can use to mark invoice lines that have had some sort of discrepancy action on them.

Functions

Update Adjustment (F8)

Use this to update the discrepancy details on this invoice line. If an invoice line can be matched, the next invoice line will be displayed for matching. If all selected lines have been matched, the Invoice Close window will be displayed.

Previous (F12)

Use this to return to the Matching Details window, retaining all the matching information already selected. This means that you can review the GNI records selected for matching and possibly revise their match selections. No updates are to occur.

Press Enter to validate any changes you made here.

Self Bill Invoice Sundry Charges Details Manual Match Window

To display this window, select **Charges (F13)** on the Self Bill Invoice Matching Select [Items](#) to Match window. Use this window to add charges to your selected invoice. The window displays the customer [order](#) reference, the date, the currency code and the currency rate attached to your selected invoice. Any existing charges are displayed in the middle of the window.

Fields

Charge Code

Enter the charge code.

Tax Code

Enter the [tax code](#). The default is set up against the charge code in the Inventory [Descriptions file](#).

Options

Select

Use this to select an existing charge for amendment.

The existing details are displayed in the line entry fields at the bottom of the window. Press Enter to save any changes and re-display the details in the middle of the window.

Delete

Use this to delete an existing charge from the invoice.

Functions

Expand/Summary (F15)

Use this to toggle between detail and summary information about charges.

Note: *The details displayed in the Amount, %Rate and Tax Value fields are displayed automatically when you press Enter to confirm your charge.*

Select **Update Charges (F8)** to save the information and re-display the Self Bill Invoice Matching Select [Items](#) to Match window.

Invoice Matching Finish Matching Pop-up

To display this pop-up, select **Match (F8)** (after the last invoice line) and then select **Finish Matching (F15)** on the Self Bill Invoice Matching Select [Items](#) to Match window. Use this pop-up to complete the matching process. The top of the pop-up displays the customer invoice number.

There are three fields; the first displays the invoice amount for each category on the invoice, the second displays the matched amount, if applicable and the third displays any difference that has occurred between the invoice amount and the matched amount.

Fields

Goods Value

These fields display the total invoice value.

Sundry Charges

These fields display the total sundry charges attached to the invoice.

Total Tax

These fields display the total tax calculated for the invoice.

Total Invoice

These fields display the total invoice value.

Functions

Summary Totals (F10)

Use this to display the Invoice Summary Totals pop-up.

Cancel (F11)

Use this to cancel the invoice match processing and return to the Self Billing Invoice Match Selection window with no updates. A warning pop-up will be displayed, asking you for confirmation, as all invoice matching in this session will be lost.

Generate Invoice (F15)

Use this to raise a standard Sales [Order](#) Processing invoice. This is only permitted when the unmatched invoice value is zero.

Save Current Match (F16)

If you have only matched some lines on a self bill invoice, use this to save your matches. You can then return to this matching session at a later date, in [order](#) to complete the process.

Interactive Match Report Selection Pop-up

To display this pop-up, select **Exit (F3)** to leave the task. Use this pop-up to choose whether to print an optional matching invoice.

Fields

Select (Untitled)

Select one of the following:

No Reports (1) - Not print a matching report, if you have not matched any invoices, or made any changes

Report Matches and Invoices Only (2) - To print an invoice matching report

All Reports (3) - To create all reports

Select **Update (F8)** to continue.

Delete Self Bill Invoice [23/OEC]

Use this task to delete an existing self billed invoice.

Delete Self Billed Invoice Selection Window

To display this window, select the Delete Self Bill Invoice task. Use this window to specify the invoice that you want to delete.

The customer may be using consignment [stockrooms](#) (non-AS) and be flagged as self-billing in OE.

Fields

Customer

You must enter the customer whose invoice you want to delete.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

Invoice Number

Enter the invoice number for the invoice that you want to delete.

Alternatively, use the prompt facility to select from the Unmatched Self-Bill Invoices pop-up. Press Enter to display the Delete Self Billed Invoice Details window.

Delete Self Billed Invoice Details Window

To display this window, enter a customer and invoice reference and then press Enter or select an invoice reference on the Delete Self Billed Invoice Selection window. Use this window to view any details held against the invoice you want to delete, and to delete the invoice.

Functions

Summary Totals (F10)

Use this to display the Invoice Summary Totals pop-up.

Confirm Delete (F23)

Use this to delete the selected self billed invoice.

Select **Confirm Delete (F23)** to delete the selected invoice. Automatic Conform Consignment Receipt

This happens automatically within Interactive Confirm Despatch (Both OE and WH).

If the customer is set to automatic consignment receipt, the physical and [available stock balances](#) are updated by the received quantity and the in-transit quantity reduced accordingly. This also updates the batch and FIFO cost records if appropriate.

These receipts are also updated in the Stock History and Movement files as transfer in quantities. These should match with the corresponding transfer out details already created within this option.

Note: *The locations updated within Location Control will be the ones that correspond to the customer/delivery sequence on the transfer [order](#).*

Build Container [11/OES]

System21 supports the building of containers (from unconfirmed pick note lines). Once built, a bar-coded Serial Shipping Container Code (SSCC) label can be printed for a container and the container added to a consignment. An electronic version of an ASN is produced for each consignment and the despatch of the consignment is then recorded (resulting in the generation of the appropriate stock movements and invoices for all of the [items](#) despatched on the consignment).

This process permits the building of different container types (i.e. cartons, pallets) in [order](#) that a bar-coded SSCC label can also be printed for these containers. Once built, a pack or container can be built onto another pack or container before being added to a consignment for despatch.

Note: *Containers (i.e. packs, cartons and pallets) can be built for any customer, not just for those requiring an ASN.*

Note: Container types constructed using this process should be those defined as the optional containers for a product within the container profile definition.

Note: This enhanced function could also be used to build the individual layers of a pallet, if necessary. With each layer being assigned its own unique SSCC code.

Note: The building of containers for the production of a bar-coded label using this task is not mandatory. It is only required if SSCC labels are required for a container [item](#).

The building of containers for the purpose of printing bar-coded SSCC labels is a far more formalised process than that implemented in System21 Drinks.

Note: Carton labels are printed in System21 Drinks during Pick Note Generation, based simply on the number of cartons the system determines is required to ship the [ordered](#) quantities of base product.

Build Container Selection Window

To display this window, select the Build Container task. Use this to build a container.

Note: In the following text, the words 'pallet' and 'container' are synonymous.

Fields

Customer

Enter the [customer code](#) and delivery sequence code of the customer to whom the container is to be shipped.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

Container Number

If known, enter the ID of an existing container to be maintained.

Alternatively, use the prompt facility to select from the Available Containers pop-up.

Leave this field blank and then press Enter to display a list of existing containers for the selected customer (or all customers, if none has been entered).

Note: It is not necessary to use the prompt facility for pre-existing containers for the entered [customer code](#). Entering a [customer code](#) and pressing Enter will display a list of existing containers for the selected customer.

Functions

New Container (F5)

Use this to request the generation of a new container.

Note: The customer must be entered prior to using this function.

A number is assigned to each new container using the same sequential number, ensuring that the Serial Shipping Container Code assigned to each container is unique.

The Assign Inventory [item](#) to a Container window is then displayed, if containers are active for the current company. Alternatively, the Add Pick/Despatch Lines to a Container window is displayed.

New Manufactured Container (F6)

Use this to request the generation of a new manufactured container.

Manufactured containers can optionally be built for a specific customer.

Maintain Manufactured Container (F7)

Use this to amend the details of a manufactured container.

Note: *The manufactured container ID must be entered prior to using this function.*

Delete Container (F11)

Use this to delete the container definition (container header and container lines) from the database. Confirmation is required.

Enter a valid customer and container ID and then press Enter to display the Add Pick/Despatch Lines to a Container window.

Assign Inventory Item to a Container Window

To display this window, enter a customer and container and then press Enter or select **New Container (F5)** on the Build Container Selection window. Use this window to specify an inventory [item](#) that represents the container being built.

A single inventory [item](#) can be associated with each container.

Note: *The inventory [item](#) should be one of the optional containers defined for the [items](#) to be shipped within it; i.e. it should not be a bottle or a keg, as these containers are integral to a product's definition.*

Fields

Container Item

Enter a valid inventory [item](#) code.

Alternatively, use the prompt facility to select from the [item](#) Master Scan pop-up.

The inventory [item](#) should be an optional container for the products being built onto the container.

The description of the inventory [item](#) code entered is displayed for verification.

Stockroom

Enter a valid [stockroom](#) code.

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

This field defaults to the empties [stockroom](#) associated with the supply point for the selected customer.

The container [item](#) must be stocked in the chosen [stockroom](#), as it will be consumed upon confirmation of despatch of the consignment onto which the selected container is built.

Note: *The allocated quantity of the container [item](#) at the selected [stockroom](#) is increased by 1 when the [item](#) is associated with a container.*

Press Enter to add details of the entered inventory container [item](#) to the container summary of the container. The quantity for this inventory container [item](#) is set to 1. The Add Pick/Despatch Lines to a Container window is then displayed.

Assign Inventory Item to a Container Window

To display this window, enter a container [item](#) and [stockroom](#) and then press Enter on the Assign Inventory [Item](#) to a Container window. Use this window to define inventory [items](#) to a container.

Functions

Add Item (F10)

Use this to add [items](#) to the container on the Add to Container pop-up.

Select **Add [Item](#) (F10)** to display the Add to Container pop-up.

Add to Container Pop-up

To display this pop-up, select **Add [Item](#) (F10)** on the Assign Inventory [Item](#) to a Container window. Use this window to build [items](#) from [outstanding](#) pick/despatch lines onto the current container. The quantities of [items](#) built onto containers are expressed in default inventory units.

Quantities are displayed in the appropriate default inventory unit for each [item](#).

Note: *Pick notes must have been generated before [items](#) can be built onto a pack or pallet.*

Fields

Order Number

Enter the required [order number](#). The products built into a pack or pallet must all be for the same [order number](#).

You can use the prompt facility on this field to select from the Available [Orders](#) pop-up.

Note: *This field is protected once an [item](#) has been added to the pack or pallet, thus preventing you from trying to add [items](#) for different [orders](#) to a pack or pallet.*

Pick Note

Enter the number of an [outstanding](#) pick note for the selected [order number](#).

Alternatively, use the prompt facility to select from the Unconfirmed Despatch Prompt pop-up.

Item

Enter a valid [item](#) on the selected [outstanding](#) pick note. The [item](#) must not be a container [item](#) and it cannot have an [order](#) line type of 4.

You can use the prompt facility on this field to select from the displayed pop-up. The list excludes the container [items](#) on the pick note.

Order Line

Enter the line number of the selected [item](#) on the [outstanding](#) pick note. This will be automatically pre-filled if the [item](#) has been selected by using the prompt facility.

Quantity

Enter the quantity of the [item](#) to be built onto the container. This will be automatically pre-filled if the [item](#) has been selected by using the prompt facility.

If the [item](#) being despatched is flagged as a multiple unit format [item](#) and its sales unit indicator signifies that it may not be sold in issue units, the entered quantity must be an exact multiple of stock units.

Lot Number

Enter the lot number of the product built onto the container if the [item](#) is subject to [lot control](#). This will be automatically pre-filled if the [item](#) has been selected by using the prompt facility and pre-allocation of lot numbers has been performed.

You can use the prompt facility on this field to select from the Select Lot Reference pop-up.

Location

Enter the location from which the product was picked if the [stockroom](#) is one subject to location control. This will be automatically pre-filled if the [item](#) has been selected by using the prompt facility and suggestions have been made regarding the locations from which stock should be picked on the selected pick note.

You can use the prompt facility on this field to select from the Select Location pop-up.

Stockroom

This field will default to the [stockroom](#) code from the selected pick/despatch header.

Expiry Date

You can optionally enter an expiry date for the product built onto the pack or pallet. This will be automatically pre-filled if the [item](#) has been selected by using the prompt facility and is subject to expiry date control.

Pick Complete

Use this checkbox as follows:

Unchecked - To indicate that further quantities for the selected pick/despatch line are to be built onto other containers

Checked - To indicate that no further quantities for the selected pick/despatch line are to be built onto other containers

This is automatically **checked** when the system determines that the quantity entered completes the selected picking request.

Functions

Update (F8)

Use this to confirm the details entered and add them to the list of [items](#) built onto the container.

At this point, the container summary for the optional container is updated with details of the non-optional container [items](#) associated with the base product selected. The number of each of these containers being calculated based on the quantity of each base [item](#) built onto the optional container.

Optional container [items](#) are associated with the container by specifying the appropriate container inventory [item](#) on the container header.

Once details for the selected [item](#) have been added to the container, this same window is re-displayed to permit the addition of further [items](#) to the current container.

Caution: No warning is given if you exit this pop-up without requesting **Update (F8)**. Any changes made will be lost.

After updating, select **Previous (F12)** to display the Container Details window.

Pick Note Item Details Pop-up

To display this pop-up, use the prompt facility on the [Item](#) field on the Add to Container pop-up. Use this pop-up to select an [item](#) to build onto a container from a list of [items](#) on the selected pick note.

A list of the [items](#) on the selected pick note is displayed. Quantities are displayed in the appropriate default inventory unit for each [item](#).

The promotion indicator is displayed if applicable to the line.

Options

Select

Use this to select the [item](#) to be built onto the container.

Use Select against a pick note line to return to the Add to Container pop-up.

Container Details Window

To display this window, press Enter on the Assign Inventory [Item](#) to a Container window. Alternatively, select **Previous (F12)** from the Add to Container pop-up. Use this window to build the container details for the selected customer and container combination.

Details of any pick/despatch lines already built onto a container are listed.

Only those pick/despatch lines that are not associated container lines can be built onto a container.

Associated containers are added to the container automatically as a result of building the products with which they are associated onto the container.

Quantities are displayed in the appropriate default inventory unit for each [item](#).

Note: *Although quantities are displayed in the appropriate default inventory unit they are stored on the database in the appropriate issue unit.*

Options

Amend

Use this to display the Add to Container pop-up, on which the selected details will be displayed.

Remove

Use this to remove the [item](#) from the container. Confirmation is required for removal.

Functions

Add Item (F10)

Use this to display the Add to Container pop-up in [order](#) to add further pick/despatch lines to a container. This is only available for containers that have not been put onto another container.

Note: *This function is not available for containers built via Warehousing Confirm Pick.*

Print Label (F13)

Use this to print an SSCC bar-coded label for the selected container.

Add to Consignment (F14)

Use this to add details of a container to a consignment. The Create Consignment window is displayed.

This function is only available for a container that has not been put onto another container.

Add to Container (F16)

Use this to display the Add to Container pop-up. The details of the selected container can be added to another container.

The container onto which the selected container is added must have already been created and must be for the same customer and [order number](#) as the selected container.

This function is only available where the selected container has not already been put onto another container or added to a consignment.

Remove from Container (F18)

Use this to display the Remove from Container pop-up. This will remove all details for the selected container from another container.

This function is only available where the selected container has been put onto another container.

Container Summary (F20)

Use this to display the Container Details Container Summary pop-up.

Select **Previous (F12)** to return to the Assign Inventory [Item](#) to a Container window.

Manufactured Container Details Window

To display this window, select **New Manufactured Container (F6)** or **Maintain Manufactured Container (F7)** on the Build Container Selection window. Use this window to build or amend the container details for a manufactured container.

Fields

Container ID

This field displays the container number.

Item

Enter an [item](#) for the container.

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

Quantity

Enter the quantity of this [item](#) for the container.

Lot Number

Where appropriate, enter a lot reference.

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

Functions

Delete (F11)

Use this to delete the [item](#) from the container. Confirmation is required.

Print Pallet Label (F13)

Use this to print a label for the pallet.

Select **Update (F8)** to save changes and return to the Build Container Selection window. No warning is given if you leave this window without using this function and any changes will be lost.

Add to Container Pop-up

To display this pop-up, select **Add to Container (F16)** on the Container Details window. Use this pop-up to record the container number onto which the current container is to be built. The ID of the current container is displayed.

Fields

Container ID

Enter the Container ID of the container onto which the current container is to be added.

Alternatively, use the prompt facility to select from the Available Containers pop-up.

The selected container must be for the same customer and [order number](#) as the current container if [items](#) have already been built onto that container.

Note: *Once a container has been added to another container, no further [items](#) may be added to that container without first removing it from the other container.*

Select **Update (F8)** to record the ID of the entered container number on the container header and container details for the current container and return to the Container Details window.

Remove from Container Pop-up

To display this pop-up, select **Remove from Container (F18)** on the Container Details window. Use this pop-up to remove the current container from another container. The ID of both containers is displayed for you to confirm the removal.

Functions

Remove (F18)

Use this to remove the ID of the identified container from the current container on the Container Header and Container Details files.

Select **Remove (F18)** to confirm the removal and return to the Container Details window.

Container Summary Pop-up

To display this pop-up, select **Container Summary (F20)** on the Container Details window. Use this pop-up to display a summary of the selected container.

Select **Update (F8)** to save the changes and return to the Container Details window. No warning is given if you leave this pop-up without selecting **Update (F8)** and any changes will be lost.

Create Consignment [12/OES]

Use this task to build consignments, by recording details of the containers (i.e. pallets) on each consignment, and then confirm the despatch of the consignment and generate an ASN (as appropriate).

If the Charges First Despatch field is **checked** in the company profile, despatch consignment will default the sales [order](#) sundry charges for the first despatch only.

Once the list of containers on a consignment has been built, you confirm the despatch of the consignment in [order](#) to generate the stock movements that reflect the despatch of goods built onto the consignment.

The quantities on the stock movements written by this task are expressed in the default inventory unit of each [item](#).

When recording the despatch of an [order](#) line, the [outstanding order balance](#) of the appropriate account or accounts is reduced by the value of the stock suggested for pick and the goods despatched not invoiced value increased by the value of the goods despatched.

The value to be subtracted from the [outstanding](#) customer [balance](#), which is passed to the Account Summary [Balance](#) Update routine, optionally includes the tax value of that stock as well as its goods value (if the Include Tax Values in [Outstanding](#) Debt field is **checked** in the SOP company profile).

The value to be added to the goods despatched not invoiced [balance](#), which is passed to the Account Summary [Balance](#) Update routine, optionally includes the tax value of the despatched goods as well as their goods value (if the Include Tax Values in [Outstanding](#) Debt field is **checked** in the SOP company profile). If an invoice is generated for the despatched goods (i.e. proof of delivery of the despatched goods is not required), any sundry charge values associated with the invoice generated are also included in the customer's [outstanding](#) debt value at this point.

Charges are presented and recorded for the first despatch only when charges first despatch is established for the sales [order](#) company.

A charge will apply to all despatches irrespective of this setting if that charge is established to the Inventory Descriptions Major type CFAD.

Caution: This does not prohibit manual amendments or additions to charges at the time of despatch.

Create Consignment Selection Window

To display this window, select the Create Consignment task. Use this window to select the consignment for which you want to maintain ASN details.

Fields

Consignment

Enter a consignment to maintain.

Alternatively, use the prompt facility to select from the Available Consignments pop-up.

Functions

New Consignment (F6)

Use this to create a new consignment. The Consignment Header Details pop-up will be displayed.

Press Enter to display the Pallet Details window.

Consignment Header Details Pop-up

To display this pop-up, **select New Consignment (F6)** on the Create Consignment Selection window. Alternatively, select **Header Details (F10)** on the Container Details window.

Use this pop-up to define the basic details for a consignment.

When the Create Consignment task is launched from the menu, there are no associated containers or [orders](#), but when the request to create a new consignment is used during the pallet build process, the current [order](#) is used to default some of the values in this pop-up.

- 1 If the order has a booking-in time, the Required Delivery Date and Time, and the Estimated Arrival Date and Time fields use the Delivery Date and Booking-In Time values from the first order being added to the consignment.
- 2 Similarly, if the order has a booking-in reference, that is also defaulted from first order being added to the consignment.

Fields

Customer

Enter a valid [customer code](#).

Alternatively, use the prompt facility to select from the ASN Customer Prompt pop-up.

Note: ASN details do not have to be set up for customers to build and despatch consignments.

Booking Reference

Enter a reference for the booking. This is a reference given by the customer to confirm a booking-in time slot for receiving the delivery.

If container details already exist, this field and the following dates may default from the associated [order](#).

Vehicle Reference

Enter a reference for the vehicle.

Vehicle Registration

Enter the vehicle registration number.

Carrier

Enter the carrier.

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

Delivery

Required Date

Enter or select the date on which the customer requires to take receipt of the delivery.

Required Time

Enter the time on that day at which the customer requires to take receipt of the delivery.

Arrival

Estimated Date

Enter or select the estimated date on which you expect the shipment to arrive.

Estimated Time

Enter the estimated time on that day at which you expect the shipment to arrive.

Select **Update (F8)** to save your changes and display the Container Details window. No warning is given if you leave this window without selecting **Update (F8)** and any changes will be lost.

Container Details Window

To display this window, enter a consignment and then press Enter on the Create Consignment Selection window. Use this window to add containers to the consignment and request an ASN and the despatch of the consignment.

Note: A warning is displayed if the [order](#) has booking-in details and the booking-in reference, or delivery date and time on the [order](#), are not the same as the booking-in reference and the required delivery date and time on the consignment.

Fields

Container

Enter the containers that are to be part of this consignment. Packs or pallets can be added to any consignment for the appropriate customer.

A pack that has been added to another pack or pallet cannot be added directly to a consignment. The [items](#) in the pack are added to the consignment by adding the bigger pack or pallet to the consignment.

You can use the prompt facility on this field to select from the Available Containers pop-up.

Functions

Header Details (F10)

Use this to display the Consignment Header pop-up.

Delete (F11)

Use this to delete a pallet from the consignment. Confirmation is required.

Select **Update (F8)** to display the Confirmation Selection pop-up. No warning is given if you leave this window without selecting **Update (F8)** and any changes will be lost.

Confirmation Selection Pop-up

To display this pop-up, select **Update (F8)** on Container Details window. Use this window to add containers to the consignment and request an ASN and the despatch of the consignment.

Fields

Despatch Method

Enter the despatch method.

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

Send ASN

Note: *If the customer does not have a Trading Partner relationship set up for the document type ASN, it is not possible to select to send the ASN.*

Select one of the following:

No (0) - Not to send ASN details

Yes (1) - To send ASN details

Note: *This field is not displayed if customer ASN details have not been set up for the customer for whom this consignment has been built.*

Despatch Consignment

Select one of the following:

No (0) - Not to despatch the consignment

Yes (1) - To despatch the consignment

Select **Update (F8)** to save the consignment details and return to the Create Consignment Selection window. If a request is made to send an ASN for the selected consignment, any container lines on the Container Lines file for the selected consignment are not written to the AI Pack/Pallet Lines file.

If a container on the consignment being sent contains other containers, the data extracted onto the AI Container Lines file must include the details of all [items](#) in all containers inside the container associated with the consignment.

If a request is made to confirm despatch of the selected consignment, the stock despatched on the consignment is moved off the original pick/despatch note and a new pick/despatch note is generated for the despatched stock. This process also moves the appropriate container quantities off the original pick/despatch note and onto the new pick/despatch note, thus building the appropriate container lines for this new pick/despatch note.

No warning is given if you leave this window without selecting **Update (F8)** and any changes will be lost.

Resend ASN [13/OES]

Use this task to re-send ASN for a selected consignment.

Resend ASN Window

To display this window, select the Resend ASN task. Use this window to select the consignment that you want to re-send.

Fields

Consignment

Enter the consignment number for which an ASN is to be re-sent.

Alternatively, use the prompt facility to select from the Available Consignments pop-up.

Customer ASN Details must have been set up for the customer specified on the Consignment Header of the selected consignment.

Press Enter to re-send the selected consignment. A confirmation pop-up will be displayed, on which you select **Confirm Resend (F8)**.

Despatch Documentation [14/OES]

Use this to print documentation for the selected consignment.

Request Despatch Documentation Window

To display this window, select the Despatch Documentation task. Use this window to select the consignment for which you want to produce the documentation.

The ASN despatch note shows the line quantity expressed in both [stockroom](#) issue units and entered units.

The expectation is that [orders](#) for multiple unit format [items](#) will be raised in the [item](#) stocking unit (i.e. cases) and therefore the pick note shows both the number of issue units (bottles) and the number of stocking units (cases) being despatched.

Note: *If a split unit is despatched, this will show on the ASN despatch note as a decimal fraction.*

Promotions

The description of any promotion indicator associated with the [items](#) printed on the clean pick/despatch note is displayed to give visibility on the picking /delivery documentation to those [items](#) being given to the customer free-of-charge.

Containers

A container summary is printed on each consignment despatch note generated, after the text "CONTAINER SUMMARY FOLLOWS".

Only those containers for which the customer is going to be charged are shown on the despatch note.

The container summary shows the following details for each container:

- Container [item](#) code
- Container [item](#) description
- Container [item](#) quantity

Fields

Consignment

Enter a consignment.

Alternatively, use the prompt facility to select from the Available Consignments pop-up.

Press Enter to request the documentation. No confirmation will be displayed.

ASN Container Label Print [15/OES]

SSCC labels can be printed individually as each SSCC is built or can be produced en masse for a variety of selection criteria via this task.

The label header shows the following based on the customer Group Validation code:

1=Sainsbury

2=Tesco

0=Blank

Print Pallet Labels Window

To display this window, select the ASN Container Label Print task. Use this window to select the containers for which you want to produce labels.

Fields

Consignment

Enter a consignment.

Alternatively, use the prompt facility to select from the Available Consignments pop-up.

Pallet Number

Enter a range of container or pallet numbers.

You can use the prompt facility on these fields to select from the Available Containers pop-up.

Customer

Enter a customer.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

Selection Mode

Select one of the following:

Single Pack/Container (01)

Pack/Container Range (02)

Consignment (03)

Customer (04)

Pack/Container Range for Customer (05)

Note: *The entries you need to make will depend upon the selection made in this field.*

Select **Produce Labels (F8)** to request the labels.

Complete Partially Despatched Orders [16/OES]

Use this task to tidy up [order](#) details when part despatches of an [order](#) are made on consignments.

When completing an [order](#) line, the [outstanding order balance](#) of the appropriate account or accounts is reduced by the value of the stock taken off picking from the [order](#).

The value of the de-[allocated stock](#), which is passed to the Account Summary [Balance](#) Update routine, optionally includes the tax value of that stock as well as its goods value (if the Include Tax Values in [Outstanding](#) Debt field in the SOP company profile is **checked**).

Refer to the [Batch Allocation](#) section in the Reports and Batch Processing chapter of this product guide for an example of the calculation required to establish the de-allocated tax value of an [order](#) line.

Complete Part Despatched Orders Window

To display this window, select the Complete Partially Despatched [Orders](#) task. Use this window to select the [orders](#) that you wish to complete.

Fields

Order Number

Enter an [order number](#) you wish to complete.

Despatch Date

Enter or select a due date, prior to which you want to complete part despatched [orders](#).

Note: *You only need to enter an [order number](#) or a due date.*

Select **Submit (F8)** to process the request.

Chapter 4 Advanced Pricing

Introduction to Advanced Pricing

Advanced Pricing is an alternative way of handling pricing and discounting, in [order](#) entry, amendment, and invoicing.

Caution: If you have outstanding orders recorded on your system it is recommended that you carefully analyse the effects that activating Advanced Pricing will have on your pricing set up before you activate it.

To use Advanced Pricing within a company you must set the Pricing Structure in the company profile to **Advanced**. Advanced Pricing will replace the standard routines and can affect the following:

- [Order](#) entry
- [Order](#) amendment
- Sundry invoices and credits
- Invoices and re-pricing

Advanced Pricing uses all of the features of Standard Pricing with the following enhancements:

- Price and [discount lists](#) for customers or [item](#) groups, or both
- Discounts at customer head office or group level, which apply to all [delivery addresses](#) for a customer or group of customers
- Retrospective discount schemes

Note: [Catchweight](#) is not supported by Standard Pricing; therefore you must use Advanced Pricing if you want to use [Catchweight](#) (set up using **Advanced Pricing (F14)** on the Company Profile Maintenance Control Details window in the Sales [Order](#) Company Profile task).

Note: The system distinguishes between Standard Pricing and Advanced Pricing by using the word *type* instead of *list*, so in Advanced Pricing we refer to a pricing type rather than a [price list](#).

Base [Price List](#) Generation

This task creates a [price list](#) from the base list prices in the [item](#) Master file. It is useful in a data take-on situation, or base [price list](#) update, where the base prices have been established in the simplest manner on the [item](#) Master file and need to be transferred into a [price list](#) useable in Sales [Order](#) Processing.

Global Pricing

Use Global Pricing to create one price type from an existing one, with the option to uplift prices by a percentage. It contains the following tasks:

- Global Pricing Request
- This task specifies the new and old price types, the definition of the uplift, and the specification of other parameters. You can review and amend the created work file.
- Global Pricing Amendment
- Use this task to review the global uplifts and amend any detail prices which require special attention.
- Global Pricing Update
- This task takes the work file and creates the new price type.

Mass [Item](#) Price Uplift Overview

Use the Mass [Item](#) Price Uplift tasks to define a price change for one or more [items](#) and apply this uplift to any of [price lists](#) on which the [items](#) appear.

The process is in four stages:

- Maintenance - Mass [Item](#) Price allows a list of [items](#) to be added to a work file, specifying the price increase and effective start date.
- Mass [Item](#) Price Uplift Report lists the proposed [price list](#) changes.
- Mass [Item](#) Price Uplift Review allows the proposed [price list](#) changes to be reviewed and changed as required.
- Mass [Item](#) Price Uplift Update updates the [price lists](#) with the agreed new prices.

If you need to uplift an [item's](#) price because the duty element has changed, use the Global Duty Amendment task in Inventory Management to specify the new duty rates. This automatically generates proposed price uplifts and adds the [items](#) to the uplift work file. Those [items](#) can then be seen using the Maintenance - Mass [Item](#) Duty task, and subsequently processed through the Mass [Item](#) Price Uplift Report, Mass [Item](#) Price Uplift Review and Mass [Item](#) Price Uplift Update tasks in the same way as other [item](#) price uplifts.

Price List Updates

There are a few rules about when and how a [price list](#) will be updated:

A price change cannot be applied to a [price list](#) before that [price list](#) is active, in other words, where the proposed start date is before the [price list](#) start date.

Similarly, a price change cannot be applied to a [price list](#) after that [price list](#) has expired, in other words, where the proposed start date is after the [price list](#) end date.

In both situations, the [price list](#) update is allowed where a [price list](#) has no specified end date:

- The previous price will now expire on the day before the new start date.
- The new price will be effective from the new start date and have no specific end date.

Note: Where a [price list](#) has qualifying quantity prices, the price change is applied as an absolute value change to each quantity break price. It does not pro-rata the change in any way according to the existing break prices.

Price Elements

When price elements are active, a new set of elements is present for the new price and date, but these will have the old price breakdown. There is no attempt to automate a change to the elements

and re-[balance](#) them to the price. The element breakdown has to be made manually using the Mass [Item Price Uplift Review](#) task.

To prevent a new price being created with a set of elements that do not [balance](#), the Prevent Update indicator is automatically set **On**. You have to review the price elements and set the Prevent Update indicator **Off** before the new price is created.

Advanced Pricing Logic

For each customer you can control whether prices and discounts should be applied at [delivery address](#) sequence level or customer account level only.

Note: *If there is no customer account sequence 000 defined, the Price at [Delivery Address Level](#) option is assumed to be on.*

For each [order](#) line, price types are retrieved in the following sequence:

Price (Price Type 2)

- 1 Apply price overrides including any fixed price.
- 2 If the Price at Delivery Address Level field is checked, it will apply prices for the customer delivery sequence.
- 3 If no price is found for the customer delivery sequence, or the Price at Delivery Address Level field is unchecked, it will apply prices for the customer account, sequence 000.
- 4 Read price types lowest sequence first until a valid customer and item combination is retrieved.

Note: *Refer to the Customer Maintenance Additional Details Pop-up section in the Maintenance chapter of this product guide for more details regarding the Pricing at [Delivery Address Level](#) field.*

Order Types

The [order](#) type attribute allows price and discount types to be established that are applicable to only selected types of [order](#). The [order](#) types being defined on the Inventory [Descriptions file](#) with a major type of ORST, and optionally allocated to an [order](#) during Sales [Order Entry](#). A default [order](#) type can be established on the Inventory [Descriptions file](#), major type DFLT and code ORST, where the first character of the code's [Tax Code](#) field is taken for the default [order](#) type.

This might, for example, be used where the same product could be sourced locally or imported. If the sales requirement is to be satisfied by an import [order](#), the price could be higher than if the [item](#) was sourced locally.

It can be specified on all price and discount types, except Retrospective discounts, when defining the price type profile. It is optional.

- A price or discount type **with** an [order](#) type will only be considered if the [order](#) type matches the type on the sales [order](#).
- A price or discount type **without** an [order](#) type will be considered for every sales [order](#).

The pricing type sequence still determines the [order](#) in which prices will be applied:

- If a price type with a blank [order](#) type is encountered before a price type with a specific [order](#) type, the earlier one is used.

- However, if the earlier price type has a specific [order](#) type, then it will be ignored until a subsequent price type with a matching, or blank, [order](#) type is found.

Note: Allocate low sequence numbers to price types for specific types of [order](#), and higher sequence numbers to price types that apply to any [order](#). This will prevent a general price from being applied inadvertently.

In the case of discounts, they are again still applied as normal, in sequence:

- A discount type with a blank [order](#) type will always be applied.
- Any discount types with a specific [order](#) type will be applied if the [order](#) type matches.

Discount (Price Types 1, 5 and 7)

- 1 Discount overrides will be applied, including any fixed discounts.
- 2 If the Price at Delivery Address Level field is checked, discounts will be applied for the customer delivery sequence.
- 3 If no discount is found for the customer delivery sequence, or the Price at Delivery Address Level field is left unchecked, discounts will be applied for the customer account, sequence 000.
- 4 If no details are found, discounts will be retrieved either:
 - By Sequence (Discount application 1)
Price types will be read, starting with the lowest sequence. All valid customer and [item](#) combinations will be applied.
 - By Net/Gross (Discount application 2)
All net discounts will be read, starting with the lowest sequence. Then all gross discounts will be read, starting with the lowest sequence. All valid customer and [item](#) combinations will be applied.

Free Quantity Discounts

A qualifying breakpoint is used to give a number of units free on reaching a certain target. For example, 12 bottles for the price of 10 would be defined as a breakpoint of 12 and a discount quantity of 2.

This feature is also known as Free Goods.

For each multiple or the target quantity [ordered](#), the number of free goods is given as a discount, this proportion being converted into a discount value. Any [ordered](#) quantity not making a multiple of the qualifying target is charged at the normal price.

For example:

A bottle is priced at £15, with a free quantity discount of 2 bottles in every 12.

- If the [order](#) is fewer than 12 bottles, the price is undiscounted at £15 each.
- If the [order](#) is for 24 bottles, the full discount is applied so 4 bottles are free. A discount of 4/24^{ths} is £2.50 per bottle, so the price is £12.50 each.
- If the [order](#) is for 30 bottles, 24 bottles are discounted at £12.50 each and 6 bottles are at the full price of £15. The total value is £390, which is an average price of £13 each. The average unit discount is recorded as £2 per bottle.

Equivalent Units

Where discounts are based on qualifying quantity breaks, and where you would prefer to only define one discount type that is applicable to a number of different [items](#), the definition of equivalent units is a useful option. It is particularly appropriate at [order](#) level for [item](#) group and [item](#) family discounts, although it can also be used at line level.

Each [item](#) may have a different issue unit, 75cl and 37.5cl bottle sizes for instance, where it would be difficult to define a meaningful qualifying quantity of mixed [items](#). However, it may be possible to equate them to a business standard or common unit, known as an equivalent unit.

For example, you could use the equivalent unit factor to express [item](#) quantities in terms of a standard case. If you define a standard case as 9 litres, that is 12 x 0.75 litre bottles, any [item](#) stocked in cases of 12 x 0.75 litre bottles would have an equivalent case factor of 1.0000.

Therefore, 12 x 0.75 litre bottles = 9 litres = 1 equivalent unit.

Or, 12 x 0.375 litre bottles = 4.5 litres = 0.5 equivalent units.

On each [item](#), you would define an equivalent unit code, in this example to express [item](#) quantities in terms of a standard 9 litre case; this unit could be 9L. This code would be defined like other units of measure on the Inventory [Descriptions file](#) with a parameter type UNIT. On each [item](#) you would also define the equivalent unit factor to convert the stock unit to the equivalent unit.

When defining the price type profile for the discount, you **check** the Apply Equivalent Unit field. When defining the qualifying breaks for the discount, you enter the number of equivalent units for each qualifying break.

When an [order](#) is priced, the [ordered](#) quantity is converted to equivalent units to see which qualifying break it reaches, in the normal manner in which discounts are achieved.

If an [item](#) does not have an equivalent unit defined, it is assumed to be 1.0, equivalent to the stock unit.

Note: *Equivalent units cannot be used in conjunction with Free Quantity Discounts.*

Optimum Unit

[Item](#) and [item](#) group level discounts are determined based on a simple comparison of the quantity [ordered](#), or total quantity [ordered](#) in the case of a group, to the qualifying breaks. Any quantity [ordered](#), whether a whole number of units, or a fraction of a unit, will still be considered as applicable for a discount.

The optimum unit feature is a useful refinement, whereby you might want to encourage volume sales by giving discounts for [orders](#) are placed in multiples of an optimum quantity. The discount is only given on reaching the optimum unit.

An example is where discounts are given for quantities of a product in whole pallet loads, but not for partial pallets.

If additional discount breaks are defined, the first discount is given on any quantity over the first break up to the next qualifying break.

The optimum unit is defined on the [Item](#) Master file as a conversion factor from the stock unit to an optimum unit; that is, the number of stock units in one optimum unit. If an [item](#) does not have an optimum unit factor, that [item](#) is excluded from any optimum unit discounts.

Note: *Optimum units cannot be used in conjunction with equivalent units.*

When defining the price type profile for the discount, you select the [item](#) level as the optimum unit. When defining the qualifying breaks for the discount, you specify the number of optimum units for each break.

The discount given can be a percentage or a unit value, but not a free quantity discount.

Note: *Unit discount values are in pricing units. Optimum units are only relevant in determining qualifying breaks, not in the definition of the discount value given.*

Note: *Free of Charge lines are excluded from optimum unit discounts.*

The [order level](#) option has a special setting: optimum unit level [item](#) group discounts.

- An [item](#) level optimum unit discount considers each [order](#) line separately. This is not really appropriate for applying optimum unit discounts.
- An [order](#) level optimum unit discount considers the whole number of optimum units for all lines in an [item](#) group, thus determining the qualifying break and appropriate discount to each line in that [item](#) group.
- A **total** level optimum unit discount considers the whole number of optimum units for **all** lines on the [order](#) that qualify for an optimum unit discount, in any [item](#) group. It is this optimum unit total that is then used for looking up the qualifying break quantity in each [item](#) group, and the potentially higher discount given accordingly for each [item](#) group.

Any lines on the [order](#) not falling into an optimum unit discount are ignored in this calculation.

Note: *There is an assumption that all [items](#) that have an optimum unit factor across these [item](#) groups have an equivalent optimum unit, in this example, pallet. There is no check that the [items](#) are actually defined with the same optimum unit code; that is merely a user reminder when the [item](#) is defined.*

Note: *A default optimum unit code can be set up in the Inventory [Descriptions file](#), type IN, code OPTU, and the default [unit of measure](#) code in the [Tax Code](#) field.*

Price Type Application

Line level - Price and apply line discount type 1 followed by line discount type 7.

[Order](#) level - Apply [order](#) discount type 1 followed by [order](#) discount type 7. After all other discounts, apply whole [order](#) discount type.

Discount Restriction by Class

This allows discount pricing types to be grouped into classes, to control whether only one or all discounts in the class should be applied.

Price Elements

This allows a price to be defined broken down into its constituent elements and the subsequent posting of a sales invoice to the General Ledger, split into those constituent parts.

This is an optional feature, activated in the Sales [Order](#) Processing company profile.

Note: Certain states in the USA need to file the details of the elements that make up the total price of a product before the product can be sold in those states. You can use this option to define the breakdown of a price into its constituent elements.

Advanced pricing rules

Price & Discount Derivation

When an [order](#), or an invoice, needs to be priced the following checks and conditions are followed to find a price and applicable discounts.

Find a Price

Price types with a price function of 2 are searched matching on Currency, [Order](#) Type, Customer and [Item](#), the first effective price being used.

The price types are retrieved in the following sequence:

Overrides

If the [Order](#) Line a has a fixed price override this becomes the line price. No further searching.

If the [Order](#) Line has a price type override this becomes the only price type considered. No further searching.

If the [Order](#) Header has a price type override this becomes the only price type considered. No further searching.

Delivery Point Pricing

If the Customer account requires delivery point pricing (1):

- Search any price type restrictions on the customer delivery point, in restrictions sequence, matching on delivery point or customer account.

- Stop when an applicable price is found

- otherwise continue search

If restrictions exist for the customer account (000):

- Search any price type restrictions on the customer account, in restrictions sequence, matching on delivery point or customer account.

- Stop when an applicable price is found

- otherwise stops without a price

If restrictions do not exist for the customer account (000):

- Search all price types, in price type sequence, matching on delivery point or customer account.

Stop when an applicable price is found
otherwise stops without a price

Customer Account Pricing

If the Customer account does not require delivery point pricing (0):

If restrictions exist for the customer account (000):

Search any price type restrictions on the customer account, in restrictions sequence, matching on customer account.

Stop when an applicable price is found
otherwise stops without a price

If restrictions do not exist for the customer account (000):

Search all price types, in price type sequence, matching on customer account.

Stop when an applicable price is found
otherwise stops without a price

If no price is found the [order](#) is likely to be suspended with a No Price suspend code.

Find line discounts

The following process is first performed looking for discount types of function code 1. The whole process is then performed again for special discount types of function code 7.

They are searched looking for **Line** level discounts, matching on Currency, [Order](#) Type, Customer and [Item](#), each effective discount being applied.

The discount types are retrieved in the following sequence:

Overrides

If the [Order](#) Line a has a fixed discount value override this becomes the only line discount. No further searching.

If the [Order](#) Line has discount percentage overrides these become the only line discounts. No further searching.

If the [Order](#) Header has discount percentage overrides these become the only line discounts. No further searching.

If the [Order](#) Line a has a discount type override of the correct function, these become the only line discounts. No further searching.

If the [Order](#) Header a has a discount type override of the correct function, these become the only line discounts. No further searching.

Delivery Point Discounts

If the Customer account requires delivery point pricing (1):

Search any discount type restrictions on the customer delivery point, in restrictions sequence, matching on delivery point or customer account.

Apply any applicable discounts found

Continue search through of customer account

If **restrictions** exist for the customer account (000):

Search any discount type restrictions on the customer account, in restrictions sequence, matching on delivery point or customer account.

Apply any applicable discounts found

Searching stops

If **no restrictions** exist for the customer account (000):

Search all discount types, matching on delivery point or customer account. The sequence depends on the Company Profile setting.

If Company Profile Discount Application is **Sequence**

- Search in discount type sequence
- Apply any applicable discounts found
- Searching stops

If Company Profile Discount Application is **Nett/Gross**

- Search all Nett discounts first in discount type sequence
- Apply any applicable discounts found
- Then search all Gross discounts in discount type sequence
- Apply any applicable discounts found
- Searching stops

Customer Account Pricing

If the Customer account does not require delivery point pricing (**0**):

If **restrictions** exist for the customer account (000):

Search any discount type restrictions on the customer account, in restrictions sequence, matching on customer account.

Apply any applicable discounts found

Searching stops

If **no restrictions** exist for the customer account (000):

Search all discount types, matching on customer account. The sequence depends on the Company Profile setting.

If Company Profile Discount Application is **Sequence**

- Search in discount type sequence
- Apply any applicable discounts found
- Searching stops

If Company Profile Discount Application is **Nett/Gross**

- Search all Nett discounts first in discount type sequence
- Apply any applicable discounts found
- Then search all Gross discounts in discount type sequence
- Apply any applicable discounts found
- Searching stops

Find order discounts

Having completed the line level discounts, the process is repeated to process [Order](#) level discounts, first function 1 then function 7.

The process is the same as described above for Line level discounts but with the following differences:

The search is for [Order](#) level discounts.

This includes function 1 discounts where [Item](#) level is **Family**.

Fixed discount values, and discount percentage overrides are not relevant.

The accumulation of [order](#) line quantities and values is used to determine the appropriate discount break given.

Find whole order discounts

Once the [order](#) is complete, and the total [order value](#) known, a search is then made for **Whole Order** discounts, function 5.

They are searched looking for a **match** on Currency, [Order](#) Type, and Customer each effective discount being applied.

The process is the same as described above for Line level discounts but with the following differences:

The [Order](#)/Line attribute is not relevant.

As elsewhere, the match is against delivery point and customer account, so both discounts can apply.

Discount overrides are not relevant.

It is always the total value that is used to determine the appropriate discount break given.

Any number of whole [order](#) discounts can be applied.

The whole [order](#) discount is always a percentage, that percentage being applied to the **Nett** price of each [order](#) line.

Pricing Authority [1/OEA]

Use this task to maintain a user's pricing authorities.

The maintenance of the pricing lists depends on price authority. The pricing authority is in the range 1 - 9, with 1 being the lowest, and 9 being the highest. Therefore, a user with an authority of 5 can maintain pricing lists, also known as types, with an authority of 5 or lower, that is 5, 4, 3, 2 and 1.

Price Authority Maintenance Window

To display this window, select the Pricing Authority task. Use this window to view the authority levels of users and to select a profile for amendment.

Fields

Position To

Enter a user profile at which to start the display.

Select User Profile

Enter an existing user profile to amend or enter a new user profile to create a new authority.

You can use the prompt facility on this field to select from the Select User ID pop-up.

Options

Select

Use this to amend the pricing authority.

Delete

Use this to delete the pricing authority.

Functions

Add (F10)

Use this to add a new pricing authority.

Enter a new user profile and then press Enter or select an existing profile to display the Amend Authority Class pop-up.

Amend Authority Class Pop-up

To display this pop-up, either enter a new user profile and then press Enter or select an existing user profile on the Price Authority Maintenance window. Use this window to enter or amend the details for the pricing authority.

Fields

User

Enter the user profile. If you selected a profile on the previous window, you cannot change this field.

Authority

Enter or select an authority level, with 1 being the lowest and 9 the highest.

Press Enter to save the information and then select **Previous (F12)** to return to Price Authority Maintenance window.

Pricing Type Profile [2/OEA]

Use this task to create pricing type profiles.

The pricing type profile specifies how the [price lists](#) and [discount lists](#) for your [items](#) and customers will function.

You can set up pricing profiles for many different currencies and functions. You can define these all under one pricing type.

Pricing Type Profile Maintenance Selection Window

To display this window, select the Pricing Type Profile task. Use this window to enter the pricing type, currency and function for which you want to define a profile.

Fields

Pricing Type

Enter a three-character alphanumeric code for the pricing type.

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

Caution: Pricing type 999 is a special price type. If a customer or item belongs to a specific group, this price type assumes that that the customer or item is in that group for all group-based price types. Although it saves a lot of set up time, it does have detrimental effects on performance.

Currency Code

Enter the currency for the pricing type.

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

Price Function

Enter the pricing function.

Alternatively, use the prompt facility to select from the PRTP Pricing Functions pop-up.

Press Enter to display the Pricing Type Profile Maintenance Identification window. Pricing Type Profile Maintenance Identification Window

To display this window, press Enter on the Pricing Type Profile Maintenance Selection window. Use this window to enter or maintain the description, sequence number, authorisation and price type category for your profile.

Fields

Pricing Type

This field displays the selected price type.

Currency Code

This field displays the selected currency code.

Price Function

This displays the selected price function.

Description

Enter a description for the type.

Sequence Number

Enter the sequence number for the price type. This is used when the software is searching to find price types to apply to [order](#) lines. The price types are searched in ascending sequence number [order](#) from 1 to 999, so a price type with a low sequence number will be searched and applied before a price type with a high sequence number.

Authorisation

Enter or select the minimum user authorisation level required to maintain this pricing type.

Price Type Category

Enter a category for this price type.

Alternatively, use the prompt facility to select from the OMPC Price Type Category pop-up.

Press Enter to display the Pricing Type Profile Maintenance Details window.

Pricing Type Profile Maintenance Details Window

To display this window, press Enter on the Pricing Type Profile Maintenance Identification window. Use this window to enter or maintain the pricing type details. The price type, description, sequence, currency code, authorisation, price function, and category details are brought forward from the previous window.

Fields

Description

Enter a description for the type. The value from the previous window will be displayed but can be amended here.

Discount Class

Enter a discount class.

Alternatively, use the prompt facility to select from the DCLS Discount Class pop-up.

This will allow discount pricing types to be grouped into classes, to control whether only one or all discounts in the class should be applied.

This is only applicable on discount price types (price function 1).

If this field is left blank, all discount pricing types are considered in sequence and dealt with following the normal discount application rules.

With discount classes defined, each discount type in the class is considered as a set, and additional rules are applied.

The discount class is defined in the Inventory [Descriptions file](#), under major type DCLS. The Limit parameter on the DCLS entry determines whether all discounts in the class are applied or only the first discount found is applied:

0 - All discount types in this class are applied.

1 - Only the first discount type found in this class is applied.

2 - Only the very first discount type found is applied.

The discount types are processed in the usual manner by price type sequence.

- If the very first discount type found has a discount class, and that class is flagged with a 2, only this discount is applied and all other discount types are ignored.
- Otherwise:
- When the first discount type is found in a class and that class is flagged with a 1 (or a 2), only this first discount in the class is applied and any other discounts encountered with the same class are ignored. Note that when a discount type is encountered with a class flagged with a 2, if it was not the very first discount type, it is too late to condition the complete restriction and so it is treated like the class flag of 1.
- If the discount types are defined in a class which is flagged with a zero, all discount types in that class are applied.
- If a discount type has no class defined (blank), it is treated like a flag of zero, and all these discount types are applied.

Order Type

You can optionally enter an [order](#) type if this price or discount is to be restricted to only this type of [order](#).

You can use the prompt facility on this field to select from the ORST User [Order](#) Type pop-up.

This is the same [order](#) type that can be allocated to an [order](#) during [order](#) entry.

If this field is left blank, this price or discount applies to all [orders](#).

[Order](#) types are allowed on all price types except retrospective discounts.

Customer Level

Select one of the following:

All (0) - To apply the profile to all customers

Customer (2) - To apply the profile to a specific customer

Customer Group (3) - To apply the profile to a group of customers

You set up customer groups in the Inventory [Descriptions file](#) under major type CUSG.

Item Level

Select one of the following:

All (0) - To apply the profile to all [items](#)

The [Item](#) Level field cannot be All if the Customer Level field is set to All.

[Item](#) (1) - To apply the profile to a specific [item](#)

[Item](#) Group (2) - To apply the profile to a group of [items](#)

You set up [item](#) groups in the Inventory [Descriptions file](#) under major type ITMG.

Optimum Unit (3) - To apply the profile to a group of [items](#) only when the optimum unit quantity is [ordered](#)

This is only applicable on discount price types (price function 1).

Qualifying break limits have to be defined as quantities, not values, so the Break Limit Based On field must be set to 2.

The discount given can be a percentage or value, but cannot be a free goods quantity, so the Discount Defined As field cannot be set to **Quantity**.

If the discount given is a value, that is the Discount Defined As field is set to **Value**, the value entered is treated as a unit discount per stocking unit [ordered](#).

Note: *The pricing process automatically calculates the number of optimum units and you cannot override this.*

Note: *If the [Item](#) Master Optimum Unit Factor field is zero, the [item](#) is excluded from optimum unit discounts.*

Note: *The discount is applied as a normal discount to an [order](#) line. It is not applied to free of charge lines, or to [order](#) lines which do not make up at least one optimum unit.*

Note: *Free of charge (price type ZZZ) [order](#) lines are NOT included in the total.*

Family (4) - To apply the discount profile to a family of [items](#)

This is only applicable on discount price types (price function 1).

The list of [items](#) added in the Pricing Type task make up the family.

Qualifying break limits have to be defined as quantities, not values, so the Break Limit Based On field must be set to 2.

Note: *If you set the Customer Level field to All, you cannot set the [Item](#) Level field to All.*

Apply Equivalent Unit

Use this to specify whether or not you want to use the [item's](#) equivalent unit factor to convert the line quantity into equivalent units before searching for breakpoints.

Use this checkbox as follows:

Unchecked - Not to use the equivalent unit factor

Checked - To use the equivalent unit factor

This field is only available for discounts (function 1) and retrospective discounts (function 6).

It can be used on [item](#) (level 1), [item](#) group (level 2) and family (level 4) discounts, but not in conjunction with optimum units (level 3).

No. of Break Points

Breakpoints are levels at which prices or discounts are applied. Enter the number of levels you want the pricing type code to have.

The breakpoints can be value or quantity breaks. This is governed by the Break Limit Based On and Rate Code fields.

Note: *If you do not require a tiered discount but you want multiple discounts, set this field to 0 and then use the No. of Values field or the No. of Percentages field.*

No. of Values

Enter the number of values for this discount type.

You can only use this field if you are setting up or maintaining a discount type and if the No. of Break Points field is set to **0**.

Note: *Usually you would keep discount types by value and discount types by percentage separately; you would not enter both on one discount type.*

No. of Percentages

Enter the number of percentage discounts. These are displayed in pairs against each value line.

You can only use this field if you are setting up or maintaining a discount type and if the No. of Break Points field is set to **0**.

Presentation

This field is not currently supported by the software.

Break Limit Based On

For an optimum unit discount, qualifying break limits have to be defined as quantities, not values, so this field must be set to **Quantity**.

Select one of the following:

Value (1) - If the qualifying limit to receive a discount is based on the [order](#) line value

Quantity (2) - If the qualifying limit to receive a discount is based on the [order](#) line quantity

You can only use this field if you are setting up or maintaining a discount type.

Note: This field is only applicable when you have entered a number of breakpoints and left the number of values and percentages blank.

Discount Defined As

If the Apply Equivalent Unit field is **checked**, discounts given can be percentages or values but not free goods quantities.

For an optimum unit discount, the discount given can be a percentage or value, but cannot be a free goods quantity, so this field cannot be set to **Quantity**.

If the discount given is a value (this field is set to **Value**), the value entered is treated as a unit discount per pricing unit.

Select one of the following:

Percentage (1) - If the discount is expressed as a percentage

Value (2) - If the discount is expressed as a value

Quantity (3) - If the discount is expressed as a quantity

You can only use this field if you are setting up or maintaining a discount type.

Note: This field is only applicable when you have entered a number of breakpoints and left the number of values and percentages blank.

Percentage

The discount given will be a percentage of the unit price.

Value

The discount given will be fixed monetary value taken off the unit price.

Quantity

The qualifying breakpoints are used to give a number of units free when reaching certain targets, for example, 12 bottles for the price of 10 would be defined as a breakpoint of 12 and a discount quantity of 2.

This feature is also known as Free Goods.

It is only applicable to discount price function 1.

It can only be used for specific [items](#), not groups of [items](#), so the [Item](#) Level field must be set to [Item](#).

The quantity being given free is always in proportion to a quantity being [ordered](#) so the Break Limit Based On field must be also set to **Quantity**.

Only one breakpoint is considered, so the No. of Break Points field should be set to **1**.

Discount values and percentages are not appropriate, so the No. of Values and No. of Percentages fields must be **zero**.

Order Level

Select one of the following:

At line level (0) - If the individual [order](#) lines are compared to the qualifying breakpoints and discounts are given to each line regardless of any other line on the [order](#) and regardless of the optimum unit (if set)

On whole [order](#) ([item](#) groups only) (1) - If the [order](#) line values, or quantities, are accumulated for all lines in an [item](#) group and the total is compared to the qualifying breakpoints

The discount achieved is then applied to each of those [order](#) lines.

Where the [Item](#) Level field is set to **Product Family**, like [item](#) groups, the discount is given based on the mix and total number of [ordered items](#) in the family, the difference being the discount given can be different for each [item](#) in turn.

Where the [Item](#) Level field is set to **Optimum Unit**, it considers the whole number of optimum units for all lines in an [item](#) group, thereby determining the qualifying break and appropriate discount to each line in that [item](#) group.

For example, there is a 10% discount for [orders](#) of 100 boxes of pens. You [order](#) 100 split into 10 [order](#) lines.

- The [order](#) line quantity is 10 boxes. Therefore, you miss the 10% discount because it is less than the qualifying quantity of 100.
- The whole [order](#) is 100 boxes. Therefore, you receive the 10% discount because it reaches the qualifying limit of 100.

[On order](#) total (2) - This is only appropriate where the [Item](#) Level field is set to **Optimum Unit**. It considers the whole number of optimum units for all lines on the [order](#) that qualify for an optimum unit discount, in any [item](#) group. It is this optimum unit total that is then used for looking up the qualifying break quantity in each [item](#) group, and the discount given accordingly for each [item](#) group.

You can only use this field if you are setting up or maintaining a discount type.

Applied To

Select one of the following:

Gross (1) - To apply the profile against gross unit price

(Discount percentage is calculated from the [order](#) price.)

Nett (2) - To apply the profile against the nett unit price

(Discount percentage is calculated from the last discounted [order](#) price.)

For example, if the value of the [order](#) was £100 and there were two discounts each of 10%:

- Gross discount - The first 10% discount would be applied to the £100, giving £10 discount. The second 10% discount would be applied to the £100, again giving another £10 discount. The total discount is £20 and the [order](#) price is now £80.
- Net discount - The first 10% discount would be applied to the £100 giving £10 discount and making the [order](#) price £90. The second 10% discount would be applied to the £90, giving £9 discount. The total discount is £19 and the [order](#) price is now £81.

Note: This field is only applicable if you have entered a number in the Number of Percentages field. It does not apply to number of values.

Retrospective Target

This is only applicable on retrospective discount types, function 6.

Enter the target that the retrospective discount scheme must achieve in [order](#) to qualify for the retrospective discount. This target can be either a value or a quantity, according to the selection made in the Break Limit Based On field.

Note: *When the Apply Equivalent Unit field is checked, this target quantity is being defined in equivalent units.*

Press Enter to save the information, and return to the Pricing Type Profile Maintenance Selection window.

Restrictions File Update Pop-up

This pop-up is displayed automatically if you make changes to the sequence number or add a price type for all customers, and have set the Restriction Generation field to Automatic in the company profile.

Note: *The updates made are specific to the relevant price type, currency and price.*

Use this pop-up to specify how you update the prices using the defined profile.

Fields

Update Method

Select one of the following:

Interactive (1) - To update the prices immediately

Background (2) - To submit the job to a data queue

This is processed by the Restrictions Monitor, an Inventory Management subsystem.

No Update (3) - Not to update the prices

Select **Update (F8)** to submit the job for processing.

Note: *You must still select **Update (F8)**, even if you select No Update.*

Pricing Type [3/OEA]

Use this task to maintain the pricing type details.

The pricing type details are the Advanced Pricing equivalents of [price lists](#), [discount lists](#), and so on. They replace the lists you maintain in standard Sales [Order](#) Processing.

The default pricing unit is dependent on the setting of the Quantity Formatting Details Display field in the Inventory Management company profile and the Multiple Unit Entry field in the [Item](#) Master file.

If the Quantity Formatting Details Display field is **checked** and the Multiple Unit Entry field is left **unchecked**, the default pricing unit in the Pricing Type maintenance task is the [item's](#) default sales unit.

If these fields are not set in this way, the default pricing unit is the [item](#) issue unit.

With the flags set as above, if quantity breaks are in use, the pricing unit is shown by default against each quantity break. **F13** can be used to toggle between the pricing and issue units on the Pricing Type Maintenance Quantity Breaks window.

For price type of '2 – price', the presentation flag is maintainable and defaults from the price type profile.

Pricing Type Maintenance Window

To display this window, select the Pricing Type task. Use this window to select the pricing type you want to maintain.

Fields

Pricing Type

Enter the pricing type for the price or [discount list](#).

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

Note: *The pricing type must already have a profile set up.*

Currency Code

Enter the currency for the list.

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

Effective Date

Enter or select the date on which these details become effective. The default is the current date.

Note: *You can have more than one price or discount for an [item](#) by staggering the effective date, but you can only have one type effective at any one time.*

Press Enter to display the Pricing Type Maintenance Details window.

Pricing Type Maintenance Details Window

To display this window, enter the selection details and then press Enter on the Pricing Type Maintenance window. Use this window to select the pricing line you want to amend.

This window displays the information you defined on the price type profile. The exact information displayed depends upon the selected price type.

Fields

PRODUCT FAMILY

This message is shown when a [discount list](#) is defined with an [Item](#) Level of 4 (Product Family). The entry format is like that for [Item](#) Level 1, where a number of [items](#) are added to the discount type.

Note: *It is the [items](#) present in this list that constitute a family.*

Apply Equivalent Unit

This field indicates whether or not you use the [item's](#) equivalent unit factor to convert the line quantity into equivalent units before searching for breakpoints.

This checkbox will be displayed as follows:

Unchecked - If discount qualifying breaks will not be based equivalent units but will be based on issue or pricing units

Checked - If discount qualifying breaks will be based equivalent units

Note: *This will only be displayed for discount price functions.*

Apply To

This displays the name of an [order](#) type when a specific [order](#) type has been defined for a price or discount.

If the price or discount type has no specific [order](#) type, the message *All [Orders](#) is displayed.

Position To

Enter the customer, customer group or [item](#) at which you want to start the display.

Options**Amend**

Use this to maintain the price or discount details on the Amend Pricing Detail pop-up.

Details

Use this to display further details for this pricing line.

You can also change the details.

Delete

Use this to delete the pricing line.

Functions**Add (F10)**

Use this to display the Add Pricing Detail pop-up.

Select Amend against a line to display the Amend Pricing Detail pop-up.

Add/Amend Pricing Detail Pop-up

To display this pop-up, select a pricing line with Amend or select **Add (F10)** on the Pricing Type Maintenance Details window. The title of the pop-up varies according to whether you are adding or amending a pricing line. Use this pop-up to enter the details for the pricing line. The exact fields displayed in this pop-up depend on the pricing type profile.

Fields

Presentation

Select one of the following:

Discount not shown on invoice (0) - To display the net price

Discount is shown on invoice (1) - To display the gross price

Start Date

Enter or select the date from which the amended pricing details apply.

End Date

Enter or select the date from which the details cease to apply. If there is no end date, enter **0**.

UoM Code

Select the [unit of measure](#) for the prices and discounts. If you change the UoM, you are prompted for the conversion factor.

UoM Factor

If you enter a new pricing line, you must specify the conversion factor that will apply to the price or discount.

The [unit of measure](#) factor is the figure used to convert the [unit of measure](#) in the [stockroom](#) to the [unit of measure](#) used for pricing and issue.

If you are using [Catchweight](#), you must enter the UoM for [item](#) level price types, because then, if possible, the UoM Factor is calculated from it. If it cannot be calculated: you will not be prompted to enter a factor. [Catchweight items](#) are calculated by the known factor, and for type **1 items**, the price UoM must be a secondary UoM.

If you are not using [Catchweight](#), if the [item](#) uses a secondary UoM you can change the conversion factor.

Note: For [item](#) groups and all [item](#) price types, there is no difference between a [Catchweight](#) and a non [Catchweight](#) company.

You can use the prompt facility on this field to select from the UNIT Unit Description pop-up.

Price

Enter the price. You can price or discount any [item](#) with a secondary UoM by that UoM.

Break Limit Based On

If the Apply Equivalent Unit field is **checked**, discounts can only be based on quantities and this field cannot be set to **Value**.

For an optimum unit discount, qualifying break limits have to be defined as quantities, not values, so this field must be set to **Quantity**.

Select one of the following:

Value (1) - To base the discount on value

Quantity (2) - To base the discount on quantity

Note: Product family discount are always based on accumulated quantities, so this field must be set to Quantity and cannot be changed.

Rate Code

Select one of the following:

Percentage (1) - To base the discount on percentage

Value (2) - To base the discount on value

Order Level

Select one of the following:

Line (0) - To calculate the discount for the line

This is not appropriate for family discounts ([Item](#) Level 4).

[Order](#) (1) - To calculate the discount for the [order](#)

This only applies to [item](#) group discounts ([Item](#) Level 2), [item](#) group optimum unit discounts ([Item](#) Level 3), and family discounts ([Item](#) Level 4).

For [item](#) groups discount ([Item](#) Level 2):

- The [order](#) line values, or quantities, are accumulated for all lines in the [item](#) group and the total is compared with the qualifying breakpoints. The discount achieved is then applied to all those [order](#) lines.

For [item](#) groups optimum unit discount ([Item](#) Level 3):

- As for [item](#) groups ([Item](#) Level 2), the [order](#) line quantities are accumulated to find a qualifying breakpoint, but additional criteria apply:
 - The optimum unit is based on quantities, not values, so only an accumulated line quantity is appropriate.
 - If an [item](#) has no optimum unit defined, the [order](#) line is excluded from the group total.
 - The total quantity is converted to the optimum unit using the optimum unit factor, and the achieved discount is only given if at least one optimum unit is reached.
- For example, if the stock unit is a case and the optimum unit is a pallet of 20 cases, the optimum unit factor is 20. When 20 or more cases are [ordered](#) the [item](#) group discount is applied.

For [item](#) family discounts ([Item](#) Level 4):

- The [order](#) level is automatically set to [Order](#) (1).

- The [order](#) line quantities are accumulated for all lines in the [item](#) family, and the total is compared with the qualifying breakpoints on each of the [item](#) discount details. The individual discounts achieved are applied to each [order](#) line.
 - This differs from an [item](#) group discount ([Item](#) Level 2), where the single discount achieved is applied to all the [items](#) equally, in that here, for family discounts, different discounts can be given to each [item](#).
 - It differs from an [item](#) discount ([Item](#) Level 1) where the discount is based on the single [order](#) line, in that here, for family discounts, the discount is based on the overall size of the [order](#).
- The [items](#) in the family could have different units of measure. The following rules apply:
 - If the Apply Equivalent Unit field is **unchecked**, it will assume the [items](#) in the family already have some kind of similar unit and the line quantities can be accumulated without conversion.
 - If the Apply Equivalent Unit field is **checked**, the [ordered](#) units will first be converted to equivalent units before matching the total to the qualifying breakpoints.
 - If an [item](#) has no equivalent unit defined, it will assume one stock unit is the same as an equivalent unit.

Discount Defined As

If the Apply Equivalent Unit field is **checked**, discounts given can be percentages or values but not free goods quantities.

For an optimum unit discount, the discount given can be a percentage or value, but cannot be a free goods quantity, so this field cannot be set to **Quantity**.

If the discount given is a value, that is, this field is set to **Value**, the value entered is treated as a unit discount per pricing unit.

Select one of the following:

Percentage (1) - If the discount is expressed as a percentage

Value (2) - If the discount is expressed as a value

Quantity (3) - If the discount is expressed as a quantity

You can only use this field if you are setting up or maintaining a discount type.

Note: *This field is only applicable when you have chosen to use one or more breakpoints.*

Please refer to the Pricing Type Profile Maintenance Details Window section for a full explanation of this field.

Order Level

Enter one of the following:

0 - If the individual [order](#) lines are compared to the qualifying breakpoints, and discounts given to each line regardless of any other line on the [order](#) and regardless of the optimum unit if set

1 - If the [order](#) line values, or quantities, are accumulated for all lines in an [item](#) group and the total compared to the qualifying breakpoints and the discount achieved is then applied to each of those [order](#) lines

Where the [item](#) level is Product Family, as with [item](#) groups, the discount is given based on the mix and total number of [ordered items](#) in the family, the difference being that the discount given can be different for each [item](#) in turn.

Where the [item](#) level is Optimum Unit, it considers the whole number of optimum units for all lines in an [item](#) group, thereby determining the qualifying break and appropriate discount for each line in that [item](#) group

2 - To consider the whole number of optimum units for all lines on the [order](#) that qualify for an optimum unit discount, in any [item](#) group

This is only appropriate where the [item](#) level is Optimum Unit.

It is this optimum unit total that is then used for looking up the qualifying break quantity in each [item](#) group, and the discount is given accordingly for each [item](#) group.

Next Near Breakpoint

Enter the next level at which prices or discounts start to apply.

Select **Update (F8)** to save the information and then select **Previous (F12)** to return to the Pricing Type Maintenance Details window.

Pricing Type Maintenance Quantity Breaks Window

To display this window, select Details against a pricing line on the Pricing Type Maintenance Details window. Use this window to enter the quantity, value and percentages for the discount breaks. The fields displayed depend on the pricing profile.

Fields

Apply Equivalent Unit

This field indicates whether or not you use the [item's](#) equivalent unit factor to convert the line quantity into equivalent units before searching for breakpoints.

It is only relevant for discount functions 1 and 6.

This checkbox will be displayed as follows:

Unchecked - If the [ordered](#) quantity will not be converted to equivalent units to determine which qualifying break is applicable

Checked - If the [ordered](#) quantity will be converted to equivalent units to determine which qualifying break is applicable

Qualifying Quantity

Enter the value at which the discount becomes active.

Each [order](#) multiple of the qualifying quantity is given the same discount. [Ordering](#) anything less than this qualifying quantity achieves no discount, and any quantity [ordered](#) in excess of a multiple is similarly not discounted.

Note: *The window displayed depends on how the profile is set up, specifically the values in the No. of Break Points, No. of Values, No. of Percentages, Rate Code and Break Limit Based On fields.*

Qualifying Quantity (Units)

When a discount is given based on a quantity break, this heading shows which [unit of measure](#) is currently displayed. If the discount is defined at [item](#) level, a [unit of measure](#) code will also be displayed beside the quantity.

Issue Unit - The qualifying quantity is in [item](#) issue units.

Pricing Unit - The qualifying quantity is in price type pricing units. This is only relevant if the price type detail has a pricing unit which is different from the issue unit. The pricing [unit of measure](#) is displayed. The **Qualifying Units (F13)** function is used to toggle between the issue and pricing units.

Equivalent Unit - The qualifying quantity is in equivalent units. This is only relevant if the Apply Equivalent Unit field is **checked** for this price type. If this is an [item](#) level discount, the [item's](#) equivalent [unit of measure](#) is shown.

Optimum Unit - The qualifying quantity is in the [item's](#) optimum units.

Note: *When discounts are based on values, the heading is Qualifying Value and none of the qualifying unit detail is relevant.*

Note: *When the No. of Break Points field is 0 or 1, the discount applies to any quantity, so none of the qualifying unit detail is relevant.*

Free Goods

Enter the free goods given at this break level.

Note: *This field is only displayed if the Discount Defined As field is set to Quantity.*

Price

Enter the price per issue unit that applies at this break level.

Value

Enter the value to apply at this break level.

Percentage Rates

Enter the percentage rate of the discount for this break level.

Functions

Quantity Breaks (F13)

Use this to toggle the display between issue units and pricing units.

Qualifying Units (F13)

This is only available when a discount is based on a quantity qualifying break, and you are not working in equivalent or optimum units. It toggles between issue units and pricing units.

Select **Update (F8)** to save the information and to return to the Pricing Type Maintenance Details window. If you have the Restrictions Generation set to Automatic in the company profile, the Restrictions File Update pop-up is displayed.

Pricing Type Maintenance Price Element Details Window

To display this window select **Update (F8)** on the Pricing Type Maintenance Quantity Breaks window when price elements are in use.

Use this window to enter the price element breakdown for a price. Where qualifying breaks are active, this window is presented for each break price in turn.

Note: *When adding a new price and adding a second or subsequent breakpoint, the previous element values are brought forward from the previous breakpoint. The total may not immediately [balance](#) the breakpoint price, but it will assist in entering a complex price element structure.*

Fields

Element

This field displays a list of the twelve possible price elements.

Description

This field displays the price element description for each of the elements active in this company.

Value

You can optionally enter a value for each active element.

Print

Use this checkbox as follows:

Unchecked - If a print is not required

Checked - For outbound sales documentation, for the price type, to print the price element value

Summary

Use this checkbox as follows:

Unchecked - If a print is not required

Checked - For outbound sales documentation, to print a document summary for the price element

Breakpoint

Where qualifying breakpoints are in effect, each breakpoint price has to have balancing set of price elements. This field displays a reminder of the breakpoint being maintained.

Price

This field displays a reminder of the breakpoint price being maintained.

Total

This field displays the current total of the price element values entered.

Difference

To assist in balancing the price element values to the price, this field displays the current difference between the two.

Once the difference is zero, **Update (F8)** is available to accept the entered data.

Change Authorisation No

Each change must have some kind of identification entered. There is no validation on this field.

Note: *In the US, this should match the authorisation of the state.*

Press Enter to validate the price elements and update the reconciling totals. Once the difference is zero, for all breakpoint prices, select **Update (F8)** to accept the entered data.

Pricing Type Deletion [4/OEA]

Use this task to delete all prices and discounts for a pricing type. You can only delete pricing types that have an end date before the entered effective date. In other words, you cannot delete pricing types that are still active.

The deletion is processed via a batch job.

Pricing Type Deletion Window

To display this window, select the Pricing Type Deletion task. Use this window to select the pricing type and effective date for which you want to delete all prices or discounts.

Fields

Pricing Type

Enter the price or discount type.

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

Effective Date

You must enter or select the effective date for the deletion. Sales [Order](#) Processing will delete any lines with an effective end date that falls before it. This field is mandatory and cannot be left blank.

Note: For some price types, you may need to specify the range of customer types or [item](#) types in the fields displayed in the confirmation pop-up.

Press Enter to confirm the entries and then select **Submit Job (F8)** to submit the batch job.

Price Element Maintenance [5/OEA]

Use this task to define up to twelve elements that make up a price for a specific company. If set up, whenever a price is defined, the makeup of the price must be defined against one or more of these elements. This price breakdown can then be used to analyse invoice values in more detail in the General Ledger.

Note: Price elements are switched on the Advanced Pricing Functions pop-up in the Sales [Order Company Profile](#) task.

Price Element Description Maintenance Window

To display this window, select the Price Element Maintenance task. Use this window to establish the required price elements and give each of them a name.

Fields

Description

Enter a description for the element required. The description for each element can be a maximum of 30 characters each.

Once an element has a description, that element is considered to be in use and will be presented during price maintenance.

Note: Although you need to define all the possible elements required, not all elements need to be defined for every item or every price.

Caution: If you change the set of elements that are active, those changes may cause the existing price element breakdowns to become invalid.

Select **Update (F8)** to save the details to file.

Report by Pricing [6/OEA]

Use this report to see all the [price lists](#) for a specific customer and [item](#).

Note: If price elements are active, the report includes the price element breakdown of each price.

Pricing Report Window

To display this window, select the Report by Pricing task. Use this window to specify what you want to include in the pricing report.

Fields

Customer

Enter a customer and [delivery address](#).

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

Report Type

Select one of the following:

Discounts (1) - To print discounts

Prices (2) - To print prices

Both (3) - To print both prices and discounts

Items Required

Enter the [items](#) for which you want a report.

Press Enter to validate your entries. Then press Enter again to submit the job to produce the report.

Generate Customer Restrictions [7/OEA]

This task generates customer price restrictions automatically. You can specify whether or not the restrictions are applied to all customer price types.

You can only use this task if you have set the Restriction Generation field in the Sales [Order Processing](#) company profile to **Automatic**. If the field is set to **Manual**, an error message is displayed and no further processing is possible.

The task processes price types with a pricing function of **1** (Discount), **2** (Price), **5** (Whole [Order Discount](#)) and **7** (Special Allowance Only). It **does not** process type **6** (Retrospective Discount) price types.

Generate Customer Restrictions Pop-up

To display this pop-up, select the Generate Customer Restrictions task.

Fields

Include/Exclude All Customer Price Types (Untitled)

Select one of the following:

Include "All Customer" Price Types (1)

Exclude "All Customer" Price Types (2)

Select **Confirm Submission (F8)** to submit the batch job.

Global Pricing Request [11/OEA]

Use this task to update prices or discounts globally. You can specify either a percentage increase or percentage decrease.

Global Pricing Maintenance Window

To display this window, select the Global Pricing Request task. Use this window to select the lists you want to update and the changes you want to make.

Fields

Old Pricing Type

Enter the old pricing type. This must be an existing [price list](#).

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

Currency Code

Enter the currency code of the old [price list](#) code.

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

Effectivity Date

Enter or select the date on which to take the prices from the old list.

New Pricing Type

Enter the new [price list](#) type.

Start Date

Enter or select the start date for the new prices.

End Date

Enter or select the end date for the new prices. Enter **0** for no end date.

New Authority Class

Select the authority class of the new [price list](#). This is a number between 1 and 9. The higher the number, the greater the authority needed to update the list.

Note: This is matched to the user's authority, and a user has to have the same authority class or higher if they are to access the [price list](#).

Factor (%)

Enter the percentage uplift to apply to the old price. Enter a negative percentage to reduce the price.

Or:

Stockroom/Applied Margin

Enter a percentage uplift to apply to the standard cost of the [item](#) in the [stockroom](#) specified.

Number of Decimals

Select the number of decimals required.

Multi-currency Details

Note: The following fields are only used for multi-currency companies.

Currency

Enter the currency.

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

Currency Rate Code

This field displays the currency rate code.

Currency Rate

This field displays the currency rate for the currency rate code.

Multiply or Divide

This field displays one of the following:

Multiply (1) - If the currency rate is multiplied by the transaction value to get the [base value](#)

Divide (2) - If the currency rate is divided by the transaction value by the to get the [base value](#)

Functions

Currency (F19)

Use this to display the Override Conversion Parameters pop-up, which you use to override currency details for transactions where currencies are not linked to the Euro. Refer to the [Transcriptional Order Entry](#) section in the Processing chapter of this product guide for more information.

Press Enter to save the details and display the Global Pricing Maintenance Customer Range window.

Override Conversion Parameters Pop-up

To display this pop-up, select **Currency (F19)** on the Global Pricing Maintenance window. Use this pop-up to override currency details for transactions where currencies are not linked to the Euro.

Fields

Rate Code

Enter the currency rate code.

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

Rate

If you do not enter a currency rate code, enter the currency rate.

Multiply or Divide

Select one of the following:

Multiply (1) - To multiply the currency rate by the transaction value to get the [base value](#)

Divide (2) - To divide the transaction value by the currency rate to get the [base value](#)

Press Enter to save the details and return to Global Pricing Maintenance window.

Global Pricing Maintenance Customer Range Window

To display this window, press Enter on the Global Pricing Maintenance window. Use this window to specify the range of customers to which this uplift applies.

Fields

Customer/Customer Group

Enter the range of customers and [delivery addresses](#) or customer groups to include in this uplift.

You can use the prompt facility on these fields to select from the Customer Scan pop-up.

Press Enter to save the information and display the Global Pricing Maintenance [Item](#) Range window.

Global Pricing Maintenance Item Range Window

To display this window, press Enter on the Global Pricing Maintenance Customer Range window. Use this window to define the range of [items](#) to be included in the uplift.

Fields

Use these fields to select what you want to include in this uplift. You can specify a range for each of the following:

- [Item](#)
- [Item](#) type
- [Item](#) class
- [Item](#) group major
- [Item](#) group minor

- Division
- Sub-division
- Inventory source
- [Price list](#) sequence code
- EEC tariff code
- Tariff reference
- Search family

Note: You can leave any or all of these fields blank. You can use the prompt facility on all fields except for the [Price List](#) Sequence Code fields and the Tariff Reference fields.

Note: Only eight-character tariff codes are permitted in companies defined within the World Trade application. This ensures that the tariff code definition within Inventory Management remains compatible with the definition of the first portion of an [item's](#) commodity code within the World Trade application (which is still restricted to eight characters).

Enter the required ranges and then press Enter to display the Global Pricing Maintenance Review window.

Global Pricing Maintenance Review Window

To display this window, press Enter on the Global Pricing Maintenance [Item](#) Range window. This window displays the entered information for you to check.

If the selections are not correct, select **Previous (F12)** to return to the Global Pricing Maintenance window so you can work through the all of the windows in [order](#), making any necessary changes.

Select **Submit to Batch (F8)** to submit the batch job if the information is correct.

Global Pricing Amendment [12/OEA]

Use this task to amend a global uplift, defined using the Global Pricing Request task.

Amend Pricing Workfile Window

To display this window, select the Global Pricing Amendment task. Use this window to select a global uplift, which is taking place so you can create a price type.

The default pricing unit is dependent on the setting of the Quantity Formatting Details to Display field in the Inventory Management company profile and the Multiple Unit Entry field for the [item](#).

If the Quantity Formatting Details to Display field is **checked** and the Multiple Unit Entry field is left **unchecked**, the default pricing unit in the Pricing Type maintenance task is the [item's](#) default sales unit.

If these flags are not set in this way, the default pricing unit is the [item's](#) issue unit.

With the flags set as above, if quantity breaks are in use, the pricing unit is shown by default against each quantity break. **F13** can be used to toggle between the pricing and issue units on the Pricing Type Maintenance Quantity Breaks window.

Options

Select

Use this to amend a price type.

If you select the price type for amendment, the same procedure is followed as that described in the Pricing Type Maintenance task; refer to this for more detail.

Delete

Use this to delete the price type from the global update list.

Select a price type for amendment to display the Pricing Type Maintenance Details window.

Global Pricing Update [13/OEA]

Use this task to select a price type to run the global update defined using the Global Pricing Request task immediately.

Note: *You must process all the special amendments using the Global Pricing Amendment task before selecting this task.*

Update Live File Window

To display this window, select the Global Pricing Update task. Use this window to select the update you want to run immediately.

Fields

Untitled (Select)

Select **Selected** against each price type line to be updated.

Select **Update (F8)** to submit the update process to a batch job.

Base Price List Creation [14/OEA]

Use this task to create a [price list](#) from the Base List Prices on the [Item](#) Master file.

This is useful in a data take-on situation, or base [price list](#) update, where the base prices have been established in the simplest manner in the [Item](#) Master file and need to be transferred into a [price list](#) useable in Sales [Order](#) Processing.

All [items](#) on the [Item](#) Master file are considered.

- If an [item](#) has no base list price, it is ignored. This will effectively exclude non-saleable [items](#). However, if the [item](#) previously had a price which has now become zero, the [item](#) is not added to the [price list](#) on the new effective date.
- If there is a base list price present, this is added to the [price list](#), effective from the selected start date and expiring on the selected end date.
- If an effective price already exists on the [price list](#) with no specific end date (99/99/99), the end date on that price is set to expire before the start date for the new price.
- If an effective price already exists on the [price list](#) with dates that overlap the selected dates for this new generation, this new price is ignored and a message printed on the output report.

Base list prices are assumed to be in base currency, so if the price type is not in base currency, the base list price is converted to the [price list](#) currency using the exchange rate information that exists in the General Ledger.

Note: *This does not create the price element breakdown, but the report indicates the elements that need to be established manually using the Pricing Type maintenance task.*

Generate Base Price List Selection Window

To display this window, select the Base [Price List](#) Creation task. Use this window to select the [price list](#) and then submit a batch job to perform the update.

Fields

Pricing Type

Enter an existing pricing type code. It must be defined as an [Item](#) level and All Customer pricing type.

You can use the prompt facility on this field to select from the Pricing Type Select pop-up.

Start Date

Enter or select the start date for the new prices.

End Date

Enter or select the end date for the new prices.

Currency Code

Enter the currency code for the pricing type if it is not the base currency for the company.

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

Currency Rate Code

The currency rate code is retrieved from the company profile and displayed in this field.

Currency Rate

The exchange rate that is displayed in this field is retrieved from the General Ledger for the currency rate code from the company profile.

Multiply/Divide (Untitled)

Multiply (1) or Divide (2) is displayed here, as determined in the General Ledger when the exchange rate is created.

Note: When converting from the Euro to target IN currencies you must use multiply here. No override of these rates will be permitted on other windows.

Functions

Currency Overrides (F19)

Use this to display the Override Conversion Parameters pop-up. Enter either the rate code or the rate, and whether it is to be multiplied or divided.

Note: This function is only available when the currency of the [price list](#) is not the base currency of the company. The pop-up which is displayed when you select **Currency Overrides (F19)** can be used to change the currency rate for the calculation of the [price list](#) to be created.

Select **Submit (F8)** to submit the batch job.

Mass Item Price Maintenance [15/OEA]

Use this task to select [items](#) and specify the price change.

It creates a work file that contains the details of the price uplifts you enter. Once a work file is in progress, you can continue to use this task to add further [items](#).

You then use the Report Mass [Item](#) Price Uplift and Mass [Item](#) Price Uplift Review tasks to review and correct the proposed changes, and finally update the [price lists](#) with the Mass [Item](#) Price Uplift Update task.

Mass Item Price Uplift Maintenance Reminder Window

To display this window, select the Maintenance - Mass [Item](#) Price task when there are already [items](#) on the work file. Use this window to start a new run or to continue with the existing records.

Functions

Delete Existing Records (F11)

Use this to delete previously created records in the work file and start a new run.

Previous (F12)

Use this and then press Enter to see current existing records in the work file.

Select **Previous (F12)** and then press Enter to display the Uplift Maintenance Selection window.

Mass Item Price Uplift Maintenance Window

To display this window, select the Maintenance - Mass [Item](#) Price task if there are no records currently in the work file. You use this window to enter:

- The [items](#) whose prices are to change
- The date on which the new price becomes effective

If you select this task when records have previously been entered, a message will be displayed, stating that records have previously been set up in the work file. You have the option to add additional [items](#).

Note: To amend [items](#) you have already added, use the Mass [Item](#) Price Uplift Review task.

Fields

Default Start Date

This field displays the default starting date for the price changes you define on this window. This date cannot be earlier than the current date. You can apply different dates to individual price changes by specifying a date at line level.

Currency Code for Price Uplift

Enter the currency code for the price uplift. The system will check that the combination of [item](#) and currency exists on at least one [price list](#). In a single-currency company, the currency code from the company profile is displayed and you are prevented from entering anything in this field.

Item

Enter the [item](#) number for which you want to uplift the price. The [item](#) cannot be entered more than once.

You can use the prompt facility on this field to select from the [Item](#) Master Scan pop-up.

Price Change

Enter the amount by which the price is uplifted. The [item](#) price will be increased by this amount.

If a negative change is entered, the [item](#) price will be decreased by this amount.

Caution: Be careful not to reduce a price by a decrease that might make the price negative.

Description

The software updates this field when the other [item](#) details have been entered.

Start

Enter or select the date on which the price uplift should be carried out for an individual [item](#). If you leave this field blank, the default start date is used.

Enter the required [item](#) price changes and then press Enter to validate and refresh the window. Select **Update (F8)** to update the Uplift work file.

Mass Item Duty Maintenance [16/OEA]

Use this task to view the [items](#) whose price will change because of duty uplift. You can review or amend the displayed records.

Mass Item Duty Uplift Maintenance Window

To display this window, select the Maintenance - Mass [Item](#) Duty task. You use the Global Duty Amendment task in Inventory Management to amend the Tariff Code. This calculates a proposed uplift in the duty element of the cost for an [item](#). After review, you can amend the Duty Value field in the [Item](#) Master file. As a result of this, there is a corresponding task to uplift [price lists](#) globally by the same amount. [Items](#) that are affected by the change in duty, but have not yet been entered on a valid [price list](#), are listed and highlighted, with an appropriate message explaining that the [item](#) is not referenced on a valid [price list](#).

Fields**Default Start Date**

This field displays the default starting date for the price changes you define on this window. This date cannot be earlier than the current date. You can apply different dates to individual price changes by specifying a date at line level.

Currency Code for Price Uplift

Enter the currency code for the price uplift. The system will check that the combination of [item](#) and currency exists on at least one [price list](#). In a single-currency company, the currency code from the company profile is displayed and you are prevented from entering anything in this field.

Item

Enter the [item](#) code.

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

Price Change

Enter the price change.

Start

Enter the start date.

Select **Update (F8)** to save the details.

Mass Item Price Uplift Report [17/OEA]

You can optionally use this task to list all the [items](#) entered on the work file via the Maintenance - Mass [Item](#) Price task, in [order](#) to review the proposed [price list](#) changes.

When you have run this task, you can then use the Mass [Item](#) Price Uplift Review task to correct or alter the proposed changes, and finally update the [price lists](#) with the Mass [Item](#) Price Uplift Update task.

The report shows all the prices lists on which this [item](#) is currently defined.

It lists the following details for each [item](#):

Item and Description

The [item](#) code and the [item's](#) description

Price Lists

Price Type

The price type code

Currency

The currency of the [price list](#)

Cust/Group

If the [price list](#) is applied at customer level, the [customer code](#) and delivery sequence number are shown.

If the [price list](#) is applied at customer group level, the customer group is shown.

Otherwise, this column is blank.

Start Date

The current start date of the [price list](#)

End Date

The end date of the [price list](#)

99/99/99 indicates that there is no end date.

New Start Date

The proposed new start date on the [price list](#) for this [item](#) price

Prevent Update

YES indicates that this price will not be updated.

NO indicates that the [price list](#) will be updated when the Mass [Item](#) Price Uplift Update task is run.

***Note:** Records are initially automatically set to prevent update if there is a problem with the proposed price increase, for example, where there are multiple records with start dates that conflict with the start date of the uplift.*

Qualifying Quantity

The qualifying quantity at which this price applies

If this is blank, no qualifying quantities apply.

Current Price

The current price for the [item](#) on this [price list](#), for the qualifying quantity, and in the date range shown

New Price

The proposed new price for the [item](#) on this [price list](#), for the qualifying quantity, and in the new date range shown

Element

The [item's](#) cost elements are listed.

Description

The standard elements' descriptions

Value

The element values

Messages

No Elements

If there are no cost elements defined for this [item](#)

Select Confirm **Submit (F8)** to submit the batch job to produce the report.

Mass Item Price Uplift Review [18/OEA]

Use this task to review and correct the proposed [price list](#) changes.

The Report - Mass [Item](#) Price Uplift task can also be used to review the proposed changes and once the review is complete, the [price lists](#) are updated with the Uplift Update task.

Mass Item Price Uplift Review Selection Window

To display this window, select the Mass [Item](#) Price Uplift Review task. You use this window to review the [items](#) for which there are price changes.

Fields

Item

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

Description

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

Currency Code

This field displays the currency code specified when the [items](#) were added to the work file.

Options

Select

Use this to select the [item](#).

Select an [item](#) to display the Mass [Item](#) Price Uplift Review [Price Lists](#) window.

Mass Item Price Uplift Review Price Lists Window

To display this window, select an [item](#) and then press Enter on the Mass [Item](#) Price Uplift Review Selection window. This window displays all of the current [price lists](#) that would be affected by the uplift.

You can select any of the displayed lines to see the price details and make amendments.

Options

Select

Use this to select a [price list](#) line in [order](#) to review or amend the price detail.

Select a [price list](#) line to display the Price Breaks pop-up.

Price Breaks Pop-up

To display this pop-up, select a [price list](#) line on the Mass [Item](#) Price Uplift Review [Price Lists](#) window. This pop-up displays the details of the current price and new price of the [item](#) on the [price list](#). You can amend the displayed new price or the start date, or alter the update condition indicator.

Fields

Prevent Update

This will determine whether or not to prevent this price update.

Use this checkbox as follows:

Unchecked - Not to prevent this update

Checked - To prevent this update

Note: *Records are initially automatically set to prevent update if there is a problem with the proposed price increase, for example, where there are multiple records with start dates that conflict with the start date of the uplift.*

Start Date

This field displays the new start date for the price increase. You can change this date if necessary.

New Price

This field displays the new price after the applying the proposed uplift. You can change this price if necessary.

Select **Update (F8)** to save the changes. The Global Price Uplift Element Details window is displayed if price elements are active.

Global Price Uplift Element Details Window

To display this window, select **Update (F8)** on the Price Breaks pop-up if price elements are active. Use this window to enter the price element breakdown for the new price. Where qualifying breaks are active, this window is presented for each break price in turn.

Fields**Element**

This field displays a list of the twelve possible price elements.

Description

The price element description is shown for each of the elements active in this company.

Value

For each active element, a value can be entered.

Breakpoint

Where qualifying breakpoints are in effect, each breakpoint price has to have balancing set of price elements. This field displays the breakpoint being maintained.

Price

This field displays the breakpoint price being maintained.

Total

This field displays the current total of the price element values entered.

Difference

To assist in getting the price element values to [balance](#) the price, this field displays the current difference between the two.

Once the difference is zero, **Update (F8)** is made available to accept the entered data.

Change Authorisation No

Each change must have some kind of identification entered. There is no validation on this field.

Note: *In the USA, this should match the authorisation of the state.*

Select **Update (F8)** to save the entered values.

Mass Item Price Uplift Update [19/OEA]

You need to run this task to process the proposed price changes and update the [price lists](#).

Caution: This task will make mass changes to the price list. You must ensure you have fully reviewed the proposed price changes.

The [price lists](#) will be updated for every proposed change on the work file, unless the entry is marked as Prevent Update.

The uplift work file is then cleared in readiness for another uplift session.

An audit report is printed, showing all the prices lists updated for each [item](#).

It lists the following details for each [item](#):

Item and Description

The [item](#) code and the [item's](#) description

Price Lists

Type

The price type code

Curr

The currency of the [price list](#)

Cust/Group

If the [price list](#) is applied at customer level, the [customer code](#) and delivery sequence number

If the [price list](#) is applied at customer group level, the customer group

Otherwise, this is blank.

Start Date

The current start date of the [price list](#)

End Date

The end date of the [price list](#)

99/99/99 indicates that there is no end date.

New Date

The proposed new start date on the [price list](#) for this [item](#) price

Qualifying Quantity

The qualifying quantity at which this price applies

If this column is blank, no qualifying quantities apply.

Current Price

The current price for the [item](#) on this [price list](#), for the qualifying quantity, and in the date range shown

New Price

The proposed new price for the [item](#) on this [price list](#), for the qualifying quantity, and in the new date range shown

Element

The [item's](#) cost elements are listed.

Description

The standard elements' descriptions are shown.

Value

The element values

Messages**Update Prevented**

This shows entries on the work file set to Prevent Update. This [price list](#) entry has not been updated.

No Elements

This shows that there are no cost elements defined for this [item](#).

Select Confirm **Submit (F8)** to submit the batch job.

Enquire on Pricing Type [21/OEA]

Use this task to view the details of a price or discount type. The following information is displayed:

- Currency
- Effectivity date
- Customers
- [Item](#) code and descriptions
- Breakpoints and prices - for [price lists](#)
- Qualifying values and percentage rates - for [discount lists](#)

Pricing Type Enquiry Selection Window

To display this window, select the Enquire on Pricing Type task. Use this window to select the pricing type on which you want to enquire.

Fields

Pricing Type

Enter the pricing type on which you want to enquire.

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

Currency Code

This field displays the default currency, but you can change it.

You can use the prompt facility on this field to select from the Select Currency pop-up.

Effective Date

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

Press Enter to display the Pricing Type Enquiry Detail window. Pricing Type Enquiry Detail Window

To display this window, enter or select a pricing type and then press Enter on the Pricing Type

Enquiry Selection window.

Use this window to view the customer and [item](#) details for the selected pricing type.

Fields

PRODUCT FAMILY

This message is displayed when a [discount list](#) is defined with an [Item](#) Level of 4 (Product Family). The entry format is like that for [Item](#) Level 1 where a number of [items](#) are added to the discount type.

Note: It is the [items](#) present in this list that constitute a family.

Apply Equivalent Unit

This field indicates whether or not you use the [item's](#) equivalent unit factor to convert the line quantity into equivalent units before searching for breakpoints.

This checkbox will be displayed as follows:

Unchecked - If discount qualifying breaks will not be based on equivalent units, but on issue units

Checked - If discount qualifying breaks will be based on equivalent units

Apply To

This field displays the name of an [order](#) type when a specific [order](#) type has been defined for a price or discount.

If the price or discount type has no specific [order](#) type, the message *All [Orders](#) is displayed.

Position to Customer

Enter a customer and delivery sequence and then press Enter to search for and display this customer.

Item

Enter an [item](#) and then press Enter to search for and display this [item](#).

Options

Details

Use this to display the Pricing Type Enquiry Pricing Detail pop-up.

Qualifying Limits

Use this to display the Pricing Type Enquiry Quantity Breaks window.

Select Details against a line to display the Pricing Type Enquiry Pricing Detail pop-up.

Pricing Type Enquiry Pricing Detail Pop-up

To display this pop-up, select Details against a line on the Pricing Type Enquiry Detail window. Use this pop-up to view the customer's pricing details for the selected [item](#).

The start and end dates for this [item](#), together with the [unit of measure](#) and [unit of measure](#) factor, are displayed.

The pricing unit is shown by default for [items](#) where the Multiple Unit Entry field is left **unchecked**.

Select **Previous (F12)** to return to the Pricing Type Enquiry Detail window.

Pricing Type Enquiry Quantity Breaks Window

To display this window, select Qualifying Limits against a line on the Pricing Type Enquiry Detail window. Use this window to view details of the breakpoints and prices for [price lists](#) and qualifying values and percentage rates for [discount lists](#). The fields displayed depend on the pricing profile.

Functions

Quantity Breaks (F13)

Use this to toggle the display between issue units and pricing units.

Qualifying Units (F13)

This function is only available when a discount is based on a quantity qualifying break, and not working in equivalent or optimum units. It toggles between issue units and pricing units.

Select **Previous (F12)** to return to the Pricing Type Enquiry Detail window.

Pricing Type Enquiry Price Element Details Window

To display this window, press Enter on the Pricing Type Enquiry Quantity Breaks window, if you are enquiring on a price type. Use this window to view the price element breakdown for a price. Where qualifying breaks are active, this window is presented for each break price in turn.

Note: *If a difference is showing between the break price and element totals, it could be because a change has been made to the element structure and this [price list](#) has not been reviewed.*

Select **Previous (F12)** to return to the Pricing Type Enquiry Detail window.

Enquire on Pricing by Customer/Item [22/OEA]

Use this enquiry to display a list of the price and discount types for a specified customer and [item](#).

Pricing Enquiry Selection Window

To display this window, select the Enquire on Pricing by Customer/[item](#) task. Use this window to select the customer and [item](#) for which you want to run the price or discount enquiry.

The default pricing unit is dependent on the setting of the Quantity Formatting Details Display field in the Inventory Management company profile and the Multiple Unit Entry field in the [item](#) Master file.

If the Quantity Formatting Details Display field is **checked** and the Multiple Unit Entry field is left **unchecked**, the default pricing unit in the Pricing Type maintenance task is the [item's](#) default sales unit.

If these flags are not set in this way, the default pricing unit is the [item](#) issue unit, as it was before this enhancement.

With the flags set as above, if quantity breaks are in use, the pricing unit is shown by default against each quantity break. **F13** can be used to toggle between the pricing and issue units on the Price Enquiry Qualifying Limits window.

Fields

Customer

Enter a customer and delivery sequence.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

Item Number

Enter an [item](#).

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

Price Function

Select one of the following:

Discount (1) - To display the discount types for this customer and [item](#)

Price (2) - To display the price types for this customer and [item](#)

Press Enter to display the Pricing Enquiry Detail window.

Pricing Enquiry Detail Window

To display this window, press Enter on the Pricing Enquiry Selection window. Use this window to review the price types for the selected customer. If the window is blank, no price or discount types have been set up for this customer and [item](#) combination.

Options

Select

Use this against a price or discount type to display the type details; for example, the qualifying limits and prices for a [price list](#), or the qualifying limits and values for the [discount list](#).

Use Select against a line to display the Pricing Enquiry Qualifying Limits window.

Pricing Enquiry Qualifying Limits Window

To display this window, use Select against a line on the Pricing Enquiry Selection window. Use this window to view the price structure or the discount levels for the price type selected. The fields displayed depend on the pricing profile.

Functions

Quantity Breaks (F13)

Use this to toggle the display between issue units and pricing units.

Qualifying Units (F13)

This function is only available when a discount is based on a quantity qualifying break, and not working in equivalent or optimum units. It toggles between issue units and pricing units.

Select **Exit (F3)** to leave the enquiry.

Chapter 5 Retrospective Discounts

Retrospective Discounts Introduction

You can set up retrospective discounts if you are using Advanced Pricing. Retrospective discounts are used to give your customers or groups of customers, rebates against agreed quantities or invoice values within a specific time period.

For example, if you have an excess of seasonal stock left, you can offer a 15% discount [on orders](#) of 500 units or more to designated customers in the months of May, June and July.

Retrospective Scheme Header [1/OED]

Use this task to create or maintain the scheme headers for retrospective discount schemes. These control how and when discount schemes apply to customers, or to customer groups.

Note: *Once any accruals or payments have been updated by the Process Period End task, you cannot use this task to maintain the scheme details.*

Retrospective File Maintenance Selection Window

To display this window, select the Retrospective Scheme Header task. Use this window to create or maintain a retrospective discount scheme.

Fields

Retrospective Discount Scheme Number

Enter a number to create or maintain a retrospective discount scheme.

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

Press Enter to display the Retrospective File Maintenance Detail window.

Retrospective File Maintenance Detail Window

To display this window, press Enter on the Retrospective File Maintenance Selection window. Use this window to enter scheme header information for a retrospective discount scheme.

Fields

Description

Enter or amend the description for your retrospective discount scheme, using up to 34 alphanumeric characters.

Scheme Level

Select one of the following:

Customer (1) - If the scheme is applied at customer level

Customer Group (2) - If the scheme is applied at customer group level

Note: *The scheme level must be at the same customer level as your selected price type code. You set this up on the Pricing Type Profile Maintenance Details window in Advanced Pricing.*

Starting Date

Enter or select the start date for the discount scheme. This is the date from which the system will extract values of all invoices generated to calculate your customers' retrospective discount schemes [balances](#).

Ending Date

Enter or select the end date for the discount scheme. This is the date on which the system will stop extracting values from invoices.

Start Period

Enter the start period for the scheme in the format YYYYPP. (YYYY must not be less than the current year, and PP must be in the range 1-13.)

Note: *The period specified applies only to retrospective discounting, and is independent of any other period or calendar.*

Scheme Duration

Enter the duration for the scheme in months (in the range 1-99).

Price Type Code

Enter the price type code for the retrospective discount scheme. (This must be a price type that has a price function of 6.)

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

Note: *The price type code must be at the same customer level as the selected scheme level. The customer level of the price type is set up in Pricing Type Profile Maintenance Details window in Advanced Pricing.*

Scheme Currency

Enter the currency in which the discounts are calculated.

Note: *This must be the same as the currency code specified for the pricing type profile set up in the Pricing Type Profile maintenance task in Advanced Pricing (price function 6).*

Multi Currency Scheme

The retrospective discount scheme accumulates in the currency specified for the price type. Payments are made in the price type currency, unless they are posted to Cash Management. In this case, payments are converted to the account posting currency.

Use this checkbox as follows:

Unchecked - If only invoices in the scheme's specified currency are included in the discount scheme's calculations

Checked - If invoices for all relevant currencies are included in the discount scheme's calculations

Note: *You can raise invoices in any number of currencies.*

Target Type

The target type is the amount the customer or customer group has to achieve in [order](#) to qualify for a discount.

Select one of the following:

Up to and over target (0) - If the full accumulated sales value, or quantity, is used to determine the level of discount

Over target (1) - If only the amount by which the accumulated sales value or quantity exceeds the retrospective target is used to determine the level of discount

You set up the retrospective target on the Pricing Type Profile Maintenance Details window in Advanced Pricing.

Currency Rate Code

Enter the currency rate.

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

Payment Type

The discount earned by the customer can be paid to them in a number of ways.

Select one of the following:

Manual cheque (0) - (Cash Management posting)

Accounts Receivable credit (1)

Loan ledger credit (2)

Credit note (3)

Loan Number

Enter a loan number if you selected **Loan ledger credit** as the payment type.

Bank Account

Enter a bank account number.

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

G/L Expense Code

Enter a general ledger expense account code.

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

G/L Accrual Code

Enter a general ledger accrual account code.

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

Press Enter to save the information and display the Extension Code pop-up. Press Enter to update any changes made for each account and return to the Retrospective File Maintenance Selection window.

Retrospective Scheme Detail [2/OED]

Use this task to add customer or customer group details to your retrospective discount scheme.

Caution: Schemes which are set up for customer groups must have a single nominated payee for their award.

Retrospective Scheme Detail Maintenance Selection Window

To display this window, select the Retrospective Scheme Detail task. Use this window to select a scheme.

Fields**Retrospective Discount Scheme Number**

Enter a retrospective discount scheme number.

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

Note: *The details displayed on the Retrospective Detail Maintenance Customers window depend on whether your selected scheme is set up for a single customer or customer groups.*

Press Enter to validate the scheme and display the Retrospective Detail Maintenance Customers window.

Retrospective Detail Maintenance Customers Window

To display this window, enter a retrospective discount scheme number and then press Enter on the Retrospective Detail Maintenance Selection window. Use this window to select the customer that you want to link to the retrospective discount scheme in [order](#) to maintain their payment details. You can also use this window to add a new customer to the scheme in [order](#) to set up their payment details.

Options

Amend

Use this to display the Amend Customer Detail pop-up.

Delete

Use this to delete the customer and address sequence number displayed.

Functions

Add (F10)

Use this to display the Add Customer Detail pop-up.

Select Amend against a customer to display the Amend Customer Detail pop-up.

Retrospective Detail Maintenance Customer Group Window

To display this window, enter a retrospective discount scheme number set up for customer groups and then press Enter on the Retrospective Detail Maintenance Selection window. Use this window to select the customer group that you want to link to the retrospective discount scheme. You can also use this window to add a new customer group for the scheme in [order](#) to set up their payment details.

Options

Amend

Use this to display the Amend Customer Group pop-up.

Delete

Use this to delete the customer group displayed.

Functions

Add (F10)

Use this to display the Add Customer Group pop-up.

Add/Amend Customer Detail Pop-up

To display this pop-up, for a customer level scheme, select Amend against a line or select **Add (F10)** on the Retrospective Detail Maintenance Customers window. Use this pop-up to add details for a new customer that you want to set up for payment from the specified retrospective discount scheme.

Fields**Customer Number**

Enter the customer account number.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

Sequence

Enter the customer's address sequence code.

Account Payee

Enter or amend the account payee details for the scheme.

Address

Enter or amend the customer's address details.

Post Code

Enter or amend the customer's postcode.

Tax Application

Enter one of the following to apply tax to this customer:

- 0 - If no tax is applied
- 1 - For tax current codes/current rate
- 2 - For tax invoice codes/current rate
- 3 - For tax invoice codes/invoice rate

This is used to calculate the amount of tax you pay on the retrospective discount scheme.

You can use the prompt facility on this field to select from the VATM pop-up.

Press Enter to validate the customer account number and display the customer's record automatically in the pop-up.

Add/Amend Customer Group Pop-up

To display this pop-up, for a customer group scheme, select Amend against a line or select **Add (F10)** on the Retrospective Detail Maintenance Customer Group window. Use this pop-up to add details of a new customer group that you want to set up for payment from the specified retrospective discount scheme.

You can add multiple payees with a percentage split for each customer group.

Fields

Customer Group

Enter the customer group code.

Alternatively, use the prompt facility to select from the CUSG Customer Groups pop-up.

Add Multiple Payees

Use this checkbox as follows:

Unchecked - To pay only the customer account number specified

Checked - To add multiple payees

Note: Check this field to add multiple payees and display the Add Customer Detail pop-up. Enter the percentage payment split that you want each customer in the group to receive from the retrospective discount scheme. There must be more than one customer in the group and the total percentages allocated to the customers must equal 100%. A warning message is displayed if 100% split is not achieved.

Press Enter to validate and update your entries and re-display the Retrospective Scheme Detail Maintenance Selection window.

Retrospective Scheme Copy [3/OED]

Use this task to copy details from an existing retrospective discount scheme to a new scheme. For example, you can use this task if a scheme is due to expire, or you want to create a new scheme based on the details already set up in an existing scheme.

Retrospective File Copy Selection Window

To display this window, select the Retrospective Scheme Copy task. Use this window to enter the number of the existing retrospective discount scheme that you want to duplicate, and the new scheme number to which you want to copy the details.

Fields

Existing Scheme Number

Enter the existing scheme number that you want to duplicate.

New Scheme Number

Enter the new scheme number to which you want to copy the existing scheme.

Press Enter to validate your entries and display the Retrospective File Copy Detail window.

Retrospective File Copy Detail Window

To display this window, press Enter on the Retrospective File Copy Selection window. Use this window to amend the existing scheme defaults for your new retrospective discount scheme.

Note: *The Retrospective File Copy window displays the same set-up fields as those on Retrospective File Maintenance Detail window.*

Fields**Starting Date**

Enter or select the starting date for the new scheme.

Ending Date

Enter or select the end date for the new scheme.

Start Period

Enter the period in which the scheme is to commence.

Scheme Duration

Enter the number of months for which the scheme will be effective.

Note: *You cannot change any other fields in this task. You have to create the scheme here and change any further details in the Retrospective Scheme Header task.*

Select **Update (F8)** to create the scheme. A message is displayed to tell you that the new scheme has been created with the new name you specified.

Retrospective Discounting Day End Processing [20/OED]

Run this task daily to extract invoice details for all sales invoices generated for that day for all current retrospective discount schemes. Invoice details are extracted according to the field settings entered on the Retrospective File Maintenance Detail window and in the Pricing Type Profile maintenance task.

Invoices are eligible for inclusion in schemes if:

- Invoices are in the date range of the scheme.
- [Kit](#) components are ignored.
- The customer/[item](#) combination satisfies the selection criteria.

Select Confirm **Submit (F8)** to submit the job for processing.

Process Period End [21/OED]

Use this task to close the period duration set up in the Retrospective Scheme Header task.

This routine processes all sales invoice data that has been extracted by the Retrospective Discounting Day End Processing task. From the day end data of all sales to date, it calculates a prediction of what the sales achievement value will be at the end of each current retrospective discount scheme. This information is included on an automatically-generated Accruals report.

However, if this task is run to process the last period of a retrospective discount scheme, the prediction calculated is included on the Payments report together with the exact payments to be made for each scheme.

You must run the following two additional routines to correspond with payment types of Manual Cheques (0) and Credit Notes (3) (set up in the Retrospective Scheme Header task):

Payment Type - Manual Cheques (0) (Cash Management Posting)

Run the Process Cash Book Payments task.

Payment Type - Credit Notes (3)

Run the Process Credit Note Creation task.

Retrospective Period End Processing Selection Window

To display this window, select the Process Period End task. Use this window to select the period for which you want to run the day end processing job.

Fields

Period to be Processed

Enter the period number, in the format YYYYPP.

Note: *Payments are made if you specify the scheme's end period, or if the scheme is a loan ledger. In all other circumstances, the system will make accruals.*

Select Confirm **Submit (F8)** to submit the job for processing.

Process Payments Amend [22/OED]

Use this task to change the matured scheme's amounts and rates that are due to be paid. When you run the last Retrospective Discounting Day End Processing and Process Period End tasks for a retrospective discount scheme, payment records are generated for the matured scheme, and are displayed on the Payments report.

Retrospective Payments Amendments Selection Window

To display this window, select the Process Payments Amend task. Use this window to select the scheme you want to amend.

Fields

Scheme Number

Enter a matured scheme number.

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

Press Enter to display the Retrospective Payments Amendments Detail window.

Retrospective Payments Amendments Detail Window

To display this window, enter a scheme number and then press Enter on the Retrospective Payments Amendments Selection window. Use this window to select the customer that you want to amend.

Options

Select

Use this to select the line you want to amend.

Select the customer you want to amend and then press Enter to display the Retrospective Payments Customer Amendments window.

Retrospective Payments Customer Amendments Window

To display this window, select a customer and then press Enter on the Retrospective Payments Amendments Detail window. Use this window to change the values and rates for a customer/[item](#) combination participating in the selected retrospective discount scheme.

Options

Select

Use this to amend the values for the [item](#).

Delete

Use this to delete the values for the [item](#).

When you select a line, the line values for the following fields are automatically displayed at the bottom of the window for you to change or delete:

- Attain Qty - The quantity of sales, in the [item's](#) issue [unit of measure](#), over the scheme duration
- Attain Value - The value of the sales quantity
- Attain Rate - The discount rate, which is the same as the discount pricing type set up in Advanced Pricing
- Achieve Value - The amount to be paid

Note: If you select a line with Delete to delete the values, a message is displayed requiring you to confirm deletion.

Select **Update (F8)** to save the information and return to the Retrospective Payments Amendments Detail window.

Process Cash Book Payments [23/OED]

Use this task if you specified Manual Cheque as the payment type in the Retrospective Scheme Header task.

Once you have run the last Process Period End routine for a scheme which has the Cash Management payment type, use this batch job to generate the Cash Management posting and produce a manual cheque from Cash Management.

Select Confirm **Submit (F8)** to submit the job for processing.

Process Credit Note Creation [24/OED]

Once you have run the last Process Period End routine for a scheme, use this task to generate a credit note for the achieved value of the discount scheme.

This task produces a report that lists all credit notes that have been generated.

Note: Use the Invoices/Credit Notes task in Sales [Order](#) Processing to print the credit note.

Select Confirm **Submit (F8)** to submit the job for processing.

Process Retrospective Archiving [25/OED]

Use this task to purge completed retrospective discount schemes.

Retrospective File Archiving Selection Window

To display this window, select the Process Retrospective Archiving task. Use this window to select the retrospective discount scheme that you want to archive.

Fields

Retrospective Discount Scheme Number

Enter a matured scheme number.

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

Leave this field blank to purge all matured discount schemes.

Select **Submit Job (F8)** to submit the job for processing.

Chapter 6 Enquiries

Whole Order Enquiry [1/OEE]

This enquiry provides a multi-level view of [order](#) details.

From the display of the details of the whole [order](#) you can request a more detailed inspection of both [order](#) header and [order](#) line information.

If the [order](#) has been suspended, the suspension description is shown highlighted at the top of the panel. 'Cash with [Order](#)' or 'Pro Forma Invoice' will be shown for those codes, where appropriate.

The tax values of both the [order](#) header and each [order](#) line are shown in this enquiry. [Order](#) header values are displayed inclusive or exclusive of tax as appropriate (based upon the setting of the Include Tax Values in [Outstanding](#) Debt flag in the SOP company profile).

Quantities are initially displayed in the [unit of measure](#) chosen as the default in the SOP company profile and toggles are available to show quantities in any of the available [item](#) units (i.e. issue, stock or purchase).

There are two ways in which to select the [order](#). These are:

- Select the sales [order number](#).
- Select the customer and the [order](#) reference.

Whole Order Enquiry Selection Window

To display this window, select the Whole [Order](#) task. Use this window to select the [order](#) on which you want to enquire.

If the [item](#) on an [order](#) line resulted in a state violation error when the [order](#) was placed, that [order](#) line is highlighted.

Fields

Order

Enter the sales [order number](#).

Order Ref

If you enter or select a customer, you must also enter the [order](#) reference.

Customer

Enter the customer account and the delivery sequence.

You can use the prompt facility on the first field to select from the Customer Scan pop-up.

Press Enter to display the Whole [Order](#) Enquiry Summary window.

Customer Status Pop-up

To display this pop-up, press Enter on the Whole [Order](#) Enquiry Selection window if the customer is on stop or a [status](#) is set on the account in Accounts Receivable. This pop-up is only displayed if the customer [status](#) (or that of the parent if the customer is part of an account hierarchy) is set to one of the following in Accounts Receivable:

Account Stop = Yes

Account [Status](#) = Recommend for Deletion

Legal [Status](#)

Suspend Trading

Uncertain Debt

This pop-up can precede various enquiry windows. In each case, you can press Enter to proceed to the window due to be displayed next.

Note: The same rules as for credit checking are applied to determine the [status](#): i.e. the account [status](#), if set, overrules the account stop [status](#) and the parent [status](#) is displayed if the account is in a hierarchy.

Fields

Customer

These fields display the [customer code](#), delivery sequence and name.

Status

This field displays a description of the current [status](#) or customer stop indicator set against the customer in Accounts Receivable. If the customer is in a hierarchy, this is checked instead and the hierarchy [status](#) is shown.

Press Enter to proceed to whichever window is due to be displayed next.

Whole Order Enquiry Summary Window

To display this window, press Enter on the Whole [Order](#) Enquiry Selection window. This window displays a summary of the selected [order](#) details. [Order](#) header information and a list of [order](#) lines (both [ordered](#) products and associated containers) are displayed. Use **Page Up** and **Page Down** to scroll through the [order](#) lines.

Note: If the customer is on stop or a [status](#) is set on the account in accounts receivable, the Customer [Status](#) Pop-up is displayed before this window. Press Enter to continue.

There is a [status](#) code for each line on the [order](#). These are:

Blank - Action has taken place.

A - The last action is an allocation.

I - The last action is a confirmation of despatch which moves the [status](#) to invoice, or awaiting POD.

Note: If the [order status](#) is set to I and there is an invoice number displayed, the [order](#) (or [order line](#)) has been invoiced. If the [order status](#) is set to I but there is no invoice number, the [order](#) (or [order line](#)) is either awaiting POD or is a DRP [order](#) that has been delivered.

If you are using Advanced [Order](#) Entry, you can also see the following types of [order](#) line codes:

DD - Direct delivery

BB - Back to back purchase [order](#)

RS - Reservation

NS - Non-stock [order](#) line

WO - Back to back production [order](#)

Note: These codes are displayed in a field on the right-hand side of the window.

If the [order](#) is suspended, a reverse image message is displayed at the top of the window giving the reason for the suspension. This is followed by the three important dates from the [order](#) header:

- [Order](#) date - customer's [order](#) date
- System [order](#) date - the date on which the [order](#) was entered
- Delivery required - the delivery due date for the [order](#)

The [order value](#) information is displayed both in the transaction currency of the account and in the base currency of the system. These [order values](#) (prime and base) include the value of any chargeable containers (excluding those charged on a daily rental basis) associated with the products [ordered](#).

If tax values are included in the [outstanding](#) debt value of a customer, the tax value of the [order](#) is shown (in preference to the [order's base value](#)). A toggle is available to switch the display between prime and [base values](#) under these circumstances.

Note: Values are initially displayed in the prime currency of the [order](#).

The final header information is dependent on whether the invoice price will be the price ruling at [order](#) (code 1) or despatch (code 2).

A list of the [order](#) lines is then displayed. The container lines added to an [order](#) because of their association with the [ordered](#) products are displayed immediately after the last [ordered](#) product.

Note: Container lines have been added to the [order](#) with an [Order](#) Line Type of 4.

Note: If you are using POD and have completely despatched an [order](#), I will be displayed in the [Status](#) (S) field, but the Inv No field will remain blank because there is no invoice number as yet. This will also be the case if you are using DRP and have delivered the [order](#).

Fields

Order Suspended (Untitled, Reverse Image Message)

This is only displayed if the [order](#) is suspended. The description details the reason why the [order](#) was suspended.

This will display the demand [order](#) details, the [item](#) requested by the customer, the [item](#) being shipped and the reason why a replacement [item](#) is being shipped.

Note: If the [item](#) being supplied is not the one originally [ordered](#) by the customer, the description of the [item](#) will be highlighted.

Note: The goods/tax values are displayed in preference to the prime and base goods values of an [order](#) if tax values are included in [outstanding](#) debt values.

S (Status Code)

The [status](#) code for each line on the [order](#) is indicated by the following values:

Blank - No action has taken place.

A - Last action is an allocation.

I - Last action is a confirmation of despatch which moves the [status](#) to invoiced, or awaiting POD.

Note: If the [order status](#) is set to I and there is an invoice number displayed then the [order](#) (or [order line](#)) has been invoiced. If the [order status](#) is set to I but there is no invoice number then the [order](#) (or [order line](#)) is either Awaiting POD or is a DRP [order](#) that has been delivered.

If the [order](#) is a Make to [Order](#) line (WO) then this [status](#) may show the Works [Order Status](#) the [statuses](#) are as follows:

X - The [order](#) line has been deleted

1 - Planned

2 – Confirmed

3 – Released

4 – Active

8 – Complete

9 - Cancelled

Options

Select

Use this to display further [order](#) line details.

Batch Allocs

Use this to display stock allocation figures for the [order](#) line on the Whole [Order](#) Enquiry Allocations Enquiry pop-up.

Reservations

Use this to display any reservations against the [order](#) line on the Whole [Order](#) Enquiry Reservations Enquiry pop-up.

Supply Order Enquiry

Use this to display any supply [orders](#) against the [order](#) line on the Whole [Order](#) Enquiry Supply [Order](#) Enquiry window.

Pricing

Use this to review pricing details for Advanced Pricing only on the Whole [Order](#) Enquiry Pricing Detail Enquiry window.

Configurator

Use this to review Configurator details for this [order](#) line.

This option is only available if Configurator is installed and active.

Despatch Note

Use this to review the despatch notes details, if applicable, on the Whole [Order](#) Enquiry Despatch Note Details pop-up.

Stock Availability

Use this to view the Stock Availability Enquiry for this [order](#) line.

For more information, see the Inventory Management product guide. This option is not available for container lines.

Ordered Item

Use this where applicable to view the Whole [Order](#) Enquiry [Item](#) Supersession Details pop-up.

Supply Chain

Use this where applicable to view the supply chain.

Functions**Order Discount (F6)**

The Additional [Order](#) Discount window shows any additional percentage or value discount that is applied to the current [order](#). This applies to Standard Pricing only.

Due Date (F7) / Despatch (F7)

Use this to toggle between displaying the planned despatch date and the expected due/receipt date.

Note: This is only available for [orders](#) raised in [Order](#) Capture, Equipment Servicing and for DRP transfer [orders](#).

Sec Value/Quantity (F9)

This toggles between secondary value and quantity. Use this to change the window to display the despatch secondary value and the [order](#) secondary value. [Items](#) with no secondary values are blank. This function is only available when [Catchweight](#) is active.

SR/Item Number (F10)

Each [order](#) line within this enquiry will initially display the [item](#) description. Use this to toggle between this display and one showing the [stockroom](#) and the [item](#) number used for the [order](#).

Change Units (F11)

Use this to display the Whole [Order](#) Enquiry Change Units pop-up, on which you can select the [unit of measure](#) in which the quantities in the window are displayed.

Further Detail (F13)

Use this to display the Whole [Order](#) Enquiry Further Details window.

Base Values/Prime Values (F14)

Use this to toggle the display between the prime and [base values](#) of the [order](#).

Note: *This is only permitted where the tax values of an [order](#) are included in the [outstanding debt value of each customer](#).*

Text (F21)

Use this to display any existing [order](#) text.

For established Inventory text types and usage codes, text maintenance is available when invoked from an enquiry. For Inventory description **TMIE** establish a list of text types as minor codes and text usage codes as first character of the description.

Additional Order Discount Window

Select **Order Discount (F6)** from Whole [Order](#) Enquiry header details

The Additional [Order](#) Discount window shows any additional percentage or value discount that is applied to the current [order](#).

Fields**Percentage**

Shows any whole [order](#) percentage discount applied to the [order](#), this can be an override discount or additional discount.

Override identifies this as an override to any customer discount, **Additional** identifies this as an additional percentage discount.

Value

Shows any [order value](#) discount applied to the [order](#).

Select **Previous (F12)** to return to the whole [order](#) enquiry.

Whole Order Enquiry Secondary Value Details Window

To display this window, select **Sec Value (F9)** on the Whole [Order](#) Enquiry Summary window. This toggles between secondary values and quantity and is only available when [Catchweight](#) is active.

This window displays [order](#) dates; [order](#) and [base value](#) do not change.

Fields

Desp Sec Val

This field displays the issue number of the [item](#) (calculated from the secondary [unit of measure](#)) at [order](#) despatch.

Ord Sec Val

This field displays the calculated secondary value of the line at [order](#) entry.

Note: *If the despatch secondary value and the [order](#) secondary value are blank, the [item](#) does not use secondary value.*

Select **Previous (F12)** to return to the Whole [Order](#) Enquiry Summary window. Whole [Order](#) Enquiry Change Units Pop-up

To display this pop-up, select **Change Units (F11)** on the Whole [Order](#) Enquiry Summary window. Use this window to select different units in which to view line quantities.

Options

Select

Use this to select the unit in which quantities are to be displayed.

Select the required unit to return to the Whole [Order](#) Enquiry Summary window.

Whole Order Enquiry Further Details Window

To display this window, select **Further Detail (F13)** on the Whole [Order](#) Enquiry Summary window. Use this window to review [order](#) header information.

If a [proforma](#) invoice has been produced for an [order](#), the appropriate [proforma](#) invoice number is displayed in this window.

If tax values are included in the [outstanding](#) debt value of a customer, the tax value of the [order](#) is shown (in preference to the [order's base value](#)). A toggle is available to switch the display between prime and [base values](#) under these circumstances.

Note: *Values are initially displayed in the [order's](#) prime currency.*

Note: The goods/tax values are displayed in preference to the prime and base goods values of an [order](#) if tax values are included in [outstanding](#) debt values.

Functions

Payment Details (F13)

Use this to display the Whole [Order](#) Enquiry Payment Overrides pop-up.

Base Values/Prime Values (F14)

Use this to toggle the display between the prime and [base values](#) of the [order](#).

Note: This is only permitted where the tax values of an [order](#) are included in the [outstanding](#) debt value of each customer.

Restart (F15)

Use this to re-start the task.

Additional Overrides (F16)

Use this to display the Whole [Order](#) Enquiry Additional Overrides pop-up.

Currency Details (F17)

Use this to display the Whole [Order](#) Enquiry Currency Details pop-up.

Despatch Details (F18)

Use this to display the Whole [Order](#) Enquiry Despatch Details pop-up.

Order Audit (F19)

Use this to display the [Order](#) Audit pop-up.

Price Overrides (F20)

Use this to display the Whole [Order](#) Enquiry Price Overrides pop-up (for Advanced [Order](#) Entry).

Press Enter to return to the Whole [Order](#) Summary window.

Whole Order Enquiry Payment Overrides Pop-up

To display this pop-up, select **Payment Details (F13)** on the Whole [Order](#) Enquiry Further Details window. This pop-up displays any payment overrides entered against the [order](#).

Select **Previous (F12)** to return to the Whole [Order](#) Enquiry Further Details window.

Whole Order Enquiry Additional Overrides Pop-up

To display this pop-up, select **Additional Overrides (F16)** on the Whole [Order](#) Enquiry Further Details window. This pop-up displays the customer settings for the type of despatch note.

Functions

Customer Attributes (F13)

Use this to display the customer attributes and sales details.

Select **Previous (F12)** to return to the Whole [Order](#) Enquiry Further Details window.

Whole Order Enquiry Currency Details Pop-up

To display this pop-up, select **Currency Details (F17)** on the Whole [Order](#) Enquiry Further Details window. This pop-up displays currency details where applicable.

Select **Previous (F12)** to return to the Whole [Order](#) Enquiry Further Details window.

Whole Order Enquiry Despatch Details Pop-up

To display this pop-up, select **Despatch Details (F18)** on the Whole [Order](#) Enquiry Further Details window. Use this pop-up to view details of document processing and despatch information for the selected sales [order](#).

Select **Previous (F12)** to return to the Whole [Order](#) Enquiry Further Details window.

Order Audit Pop-up

To display this pop-up, select **Order Audit (F19)** on the Whole [Order](#) Enquiry Further Details window. This pop-up displays the transactions that have changed the [order](#) header itself.

Note: This does not include all transactions against the [order](#); only those which change the [order](#) header details.

Fields

User

This field displays the user ID of the user who changed the [order](#) header. The first user displayed will be the user who created the [order](#).

Program

This field displays the program the user was running when the [order](#) header was changed.

Date

This field displays the date on which the [order](#) header was changed. The first date will be the date on which the [order](#) was created.

Time

This field displays the time at which the [order](#) header was changed. The first time will be the time at which the [order](#) was created.

Select **Previous (F12)** to return to the Whole [Order](#) Enquiry Further Details window.

Whole Order Enquiry Price Overrides Pop-up

To display this pop-up, select **Price Overrides (F20)** on the Whole [Order](#) Enquiry Further Details window.

Note: *This is only available if Advanced Pricing is in use.*

Use this pop-up to view any overrides to the pricing, discounts and currency details for the selected sales [order](#).

Select **Previous (F12)** to return to the Whole [Order](#) Enquiry Further Details window.

Whole Order Enquiry Order Line Window

To display this window, select an [order](#) line on the Whole [Order](#) Enquiry Summary window. Use this window to view [order](#) line details, including prices, discounts and quantities. A toggle is available to view [order](#) line quantities in any of the valid units defined for an [item](#).

Following the [order number](#), customer and customer [order](#) reference, the [item](#) is identified. Any special instructions are shown, for example, [kit](#) parent or parent line number for a component, or details of the [item](#) originally [ordered](#) by the customer if that [item](#) has been replaced as result of [item](#) suspension. If the line is for a component of a [kit](#), the Price/Discount tab contains a literal signifying that prices and discounts are not applicable.

The promotion number and indicator associated with any [order](#) line are also visible on this window. This is only applicable for [orders](#) taken in [Order](#) Capture or via the Internet.

For any container lines, the type of container [item](#) is identified.

Note: *The [balance](#) of the Awaiting POD is calculated as the sum of the pick note lines awaiting POD. The delivered [balance](#) is calculated as the sum of despatches minus the sum of [balances](#) awaiting POD.*

If you are using DRP (Distribution Requirements Planning), the Awaiting POD field is not displayed and the Delivered field is re-named Despatched.

If the [item](#) is a [catchweight item](#), select **Secondary Value (F9)** to display secondary [balances](#). The [ordered](#), [outstanding](#), allocated, [on-pick](#) and entered [balances](#) are calculated and the awaiting POD and delivered [balances](#) are the actual recorded values. The [unit of measure](#) on the Quantity tab changes to the [items](#) secondary [unit of measure](#).

The goods, tax and gross values of each [order](#) line are now displayed and a toggle allows you to view these values in base currency (if applicable).

Note: Tax values are only displayed when tax values are included in the customer's [outstanding](#) debt value.

Note: In most cases the [outstanding](#), allocated, [on-pick](#), awaiting POD and delivered [balances](#) will add up to the [ordered](#) balance, with two exceptions: when there is an under or over despatch and when there is an under or over delivery. Both of these variances are held in the [order](#) line's Variance field.

Note: Where a replacement [item](#) is being supplied, only two lines of [item](#) text will be displayed (whereas three lines of text are displayed if the [ordered](#) [item](#) is being supplied). You may scroll through the additional text lines as required.

Order Suspended (Untitled, Reverse Image Message)

This is only displayed if the [order](#) is suspended. The description details the reason why the [order](#) was suspended.

Note: If the customer is on stop or a [status](#) is set on the account in accounts receivable, the Customer [Status](#) pop-up is displayed before this window. Press Enter to continue.

Note: The line/tax values are displayed in preference to the prime and base goods values of an [order](#) if tax values are included in [outstanding](#) debt values.

Functions

Line Discount (F6)

The Additional [Order](#) Discount window shows the value applied to the select line.

Units (F11)

Use this to toggle between the different available units of measure for an [item](#). The Whole [Order](#) Enquiry Change Units pop-up is displayed.

Upon return from the Whole [Order](#) Enquiry Change Units pop-up, the following quantities are converted to the chosen units: [Ordered](#), [Outstanding](#), Allocated, [On-pick](#), Awaiting POD and Delivered.

The [unit of measure](#) code in the column heading changes to reflect the units in which quantities are now displayed.

Note: The Entered Quantity field is always displayed in the entered [unit of measure](#).

Prime/Base (F14)

If the [order](#) has been entered in any non-base currency, use this to toggle the view of [order](#) line values between base and prime currencies.

Caution: The price list currency value is a currency conversion and hence currency rounding should be expected.

Note: [Order](#) line values are initially displayed in prime currency.

Despatch Notes (F16)

Use this to display the picking/despatch note details.

Quantities shown in the Whole [Order](#) Enquiry Despatch Note Details pop-up are in the same units as the quantities displayed on this window.

Discount Values (F18)

Use this to display the discount values. This function is only available if you are using Advanced Pricing.

Stock Availability (F19)

Use this to display the Inventory Management Stock Availability Enquiry. For more information, see the Inventory Management product guide. This function is not available for container lines.

Quantities shown are in the same units as the quantities displayed on this window.

Price Overrides (F20)

Use this to display the Whole [Order](#) Enquiry Price Overrides pop-up. This function is only available if you are using Advanced Pricing.

Text (F21)

Use this to display any existing line text.

For established Inventory text types and usage codes, text maintenance is available when invoked from an enquiry. For Inventory description **TMIE** establish a list of text types as minor codes and text usage codes as first character of the description.

Press Enter to display the next selected [order](#) line, if there is one. No more selected lines the Whole [Order](#) Enquiry Summary window is redisplayed.

Additional Order Line Discount Window

Select **Line Discount (F6)** from Whole [Order](#) Enquiry line details. The Additional [Order](#) Discount window shows the value applied to the select line.

Fields

Discount Value

Shows any [order value](#) discount applied to the [order](#).

Select **Previous (F12)** to return to the whole [order](#) enquiry

Whole Order Enquiry Discount Values Pop-up

To display this pop-up, select **Discount Values (F18)** on the Whole [Order](#) Enquiry [Order](#) Line window.

Use this pop-up to view any discounts for the selected sales [order](#).

Select **Previous (F12)** to return to the Whole [Order](#) Enquiry [Order](#) Line window.

Whole Order Enquiry Allocations Enquiry Pop-up

To display this pop-up, select Batch Allocs against an [order](#) line on the Whole [Order](#) Enquiry Summary window.

Note: *This is only available if you are using Advanced [Order](#) Entry.*

Use this pop-up to display details of any [manual allocations](#) which may have been made to sales [order](#) lines in the Advanced [Order](#) Entry application.

The allocated quantity shown in this window is shown in the same units as the quantities on the Whole [Order](#) Enquiry Summary window.

Note: *(XX) indicates the units in which the stock [balances](#) are displayed. For example, stock [balances](#) could be in Bottles, Cases, Containers, Boxes, etc.*

Select **Previous (F12)** to return to the Whole [Order](#) Enquiry Summary window.

Whole Order Enquiry Reservations Enquiry Pop-up

To display this pop-up, select Reservations against an [order](#) line on the Whole [Order](#) Enquiry Summary window.

Note: *This is only available if you are using Advanced [Order](#) Entry.*

Use this pop-up to display details of reservations made against supply [orders](#) and requisitions for the selected [order](#) line.

The reserved quantity shown in this window is shown in the same units as the quantities on the Whole [Order](#) Enquiry Summary window.

Note: *(XX) indicates the units in which the stock [balances](#) are displayed. For example, stock [balances](#) could be in Bottles, Cases, Containers, Boxes, etc.*

Select **Previous (F12)** to return to the Whole [Order](#) Enquiry Summary window.

Whole Order Enquiry Supply Order Enquiry Window

To display this window, select Supply [Order](#) Enquiry against an [order](#) line on the Whole [Order](#) Enquiry Summary window.

Note: *This is only available if you are using Advanced [Order](#) Entry.*

Use this window to view details of any linked purchase [orders](#) for the selected sales [order](#). For more information, refer to the Purchase Management product guide.

Select **Previous (F12)** to return to the Whole [Order](#) Enquiry Summary window.

Whole Order Enquiry Pricing Detail Enquiry Window

To display this window, select Pricing against an [order](#) line on the Whole [Order](#) Enquiry Summary window.

Note: This is only available if you are using Advanced [Order](#) Entry.

Use this window to view the breakdown of the way in which the line value has been calculated. It shows price and all the valid discounts against the [order](#) line. The fields displayed depend on the pricing profile.

Functions

Change Level of Detail (F11)

Use this to toggle between summary and detail information.

Select **Previous (F12)** to return to the Whole [Order](#) Enquiry Summary window.

Whole Order Enquiry Despatch Note Details Pop-up

To display this pop-up, select Despatch Note against an [order](#) line on the Whole [Order](#) Enquiry Summary window.

Alternatively, select **Desp Notes (F16)** on the Whole [Order](#) Enquiry [Order](#) Line window.

Use this pop-up to review the despatch note details for the selected [order](#) line.

The despatch note quantity and delivered quantity shown on this pop-up are displayed in the same units as the quantities on the Whole [Order](#) Enquiry Summary window.

Note: (OO) indicates the units in which the quantities are displayed. For example, stock [balances](#) could be in Bottles, Cases, Containers, Boxes, etc.

Fields

No

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

Due Date

This field displays the date on which the [order](#) line was due for delivery.

Despatch Note Quantity

This field displays the quantity despatched on the despatch note. The issue [unit of measure](#) code for the [item](#) is displayed next to the field heading.

Status (Sts)

This field indicates the [status](#) of the despatch note.

One of the following will be displayed:

0 - If printing has been passed to Warehousing

- 1 - If the [picking note](#) has been printed
- 3 - If despatch has been confirmed
- 9 - If the [picking note](#) has been cancelled

Note: If you are not authorised to POD, the next three fields are not displayed.

Delivery Date

This field displays the actual date on which this [order](#) line was delivered to the customer.

Time

This field displays the actual time at which this [order](#) line was delivered to the customer.

Delivered Quantity

This field displays the quantity received by the customer. The issue [unit of measure](#) code for the [item](#) is displayed next to the field heading.

Invoice

This field displays the invoice number associated with this delivery note, if applicable.

Select **Previous (F12)** to re-display the Whole [Order](#) Enquiry Summary window.

Whole Order Enquiry Item Supersession Details Pop-up

To display this pop-up, select [Ordered Item](#) against an [order](#) line on the Whole [Order](#) Enquiry Summary window.

Note: *This is only available where a replacement [item](#) is being supplied.*

Use this pop-up to display the demand [order](#) details, the [item](#) requested by the customer, the [item](#) being shipped and the reason why a replacement [item](#) is being shipped.

Select **Previous (F12)** to return to the Whole [Order](#) Enquiry Summary window.

Orders by Customer [2/OEE]

Use this enquiry to list [order](#) lines for a selected customer. The enquiry is displayed in customer reference sequence.

Orders by Customer Enquiry Selection Window

To display this window, select the [Orders](#) by Customer task.

Use this window to select the customer on whom you want to enquire. Container lines added to an [order](#) because of their association with the [ordered](#) products are excluded from this enquiry.

Fields

Customer/Delivery Sequence

If a full customer/delivery sequence is entered, the [orders](#) displayed on the detail window are the ones for the specific delivery sequence.

If only the customer is entered, a window is displayed to confirm that you want [orders](#) for all delivery sequences.

Order Reference

Enter the [order](#) reference. Leave this field blank to view this customer's [orders](#) in [order](#) reference sequence.

Functions

All Orders for a Customer (F8)

Use this to display a list of all [orders](#) for the customer without a specific delivery sequence attribute being used.

Press Enter to display the [Orders](#) by Customer window.

Orders by Customer Window

To display this window, enter a customer and then press Enter on the [Orders](#) by Customer Enquiry Selection window.

Use this window to select the [orders](#) you wish to review. The [orders](#) are initially displayed in customer reference sequence. If there are multiple [orders](#) with the same reference, the [order](#) lines are listed in [order number](#) then line number sequence. The sequence can then be changed to show the [orders](#) either by ascending or by descending [order](#) date.

Note: Neither the [order number](#) nor the [order](#) date is shown but lines for the same [order](#) are shown together.

Note: If the enquiry has been selected to run in all [delivery address](#) mode, the customer name is not displayed at the top of window. Instead, the literal "All Delivery Points" is displayed.

Options

Select

Use this for a detailed display of the [order](#).

Refer to the Whole [Order](#) Enquiry [Order](#) Line Window section for further details.

Batches

Use this to view any [batch allocations](#) for the [order](#).

Refer to the Whole [Order](#) Enquiry Allocations Enquiry Pop-up section for further details.

Reservations

Use this to view any reservations placed against the [order](#).

Refer to the Whole [Order](#) Enquiry Reservations Enquiry Pop-up section for further details.

Pricing Details

Use this to view pricing details.

Refer to the Whole [Order](#) Enquiry Pricing Detail Enquiry Window section for further details.

Note: You can only select a line with Batches, Reservations, or Pricing Details if Advanced [Order](#) Entry is active.

Functions**Sec Values/Quantity (F9)**

Use this to display secondary values and quantities. Refer to the Whole [Order](#) Enquiry Secondary Value Details Window section for further details.

Level of Detail (F13)

Use this to toggle the display between summary and detail.

Change Date Sequence (F15)

Use this to change the view of [orders](#):

- To ascending [order](#) date (oldest first) when the current sequence is by customer reference
- To descending [order](#) date (recent first) when the current sequence is ascending [order](#) date
- To ascending [order](#) of customer reference when the current sequence is descending [order](#) date

Select **Exit (F3)** to leave the enquiry.

Orders by Item [3/OEE]

Use this enquiry to display the following information for a selected [item](#):

- All [order](#) lines for the [item](#)
- Total [order](#) quantity
- [Physical stock](#)
- [Available stock](#)
- Despatched quantity

Orders by Item Enquiry Selection Window

To display this window, select the [Orders](#) by [Item](#) task.

Use this window to select the [item](#) on which you want to enquire.

When you are enquiring on a container [item](#), this will only show those [order](#) lines where the customer [ordered](#) the empty container [item](#), i.e. those container lines added to [orders](#) as a result of their association with [ordered](#) products are excluded from the enquiry.

Fields

Item

Enter the [item](#) on which you want to enquire.

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

Press Enter to display the [Orders](#) by [Item](#) Detail window.

Orders by Item Detail Window

To display this window, enter or select an [item](#) and then press Enter on the [Orders](#) by [Item](#) Selection window. Use this window to view a list of [orders](#) for the selected [item](#) and to see the total [order](#) quantity, despatched quantity, physical and [available stock](#) quantities.

Options

Select

Use this to view a detailed display of the [order](#).

Refer to the Whole [Order](#) Enquiry [Order](#) Line Window section for further information.

Batches

Use this to view any [batch allocations](#) for the [order](#).

Refer to the Whole [Order](#) Enquiry Allocations Enquiry Pop-up section for further details.

Reservations

Use this to view any reservations placed against the [order](#).

Refer to the Whole [Order](#) Enquiry Reservations Enquiry Pop-up section for further information.

Pricing Details

Use this to view pricing details.

Refer to the Whole [Order](#) Enquiry Pricing Detail Enquiry Window section for further information.

Note: You can only select a line with Batches, Reservations, or Pricing Details if Advanced [Order](#) Entry is active.

Functions

Sec Values/Quantities (F9)

Use this to display secondary values and quantities. Refer to the Whole [Order](#) Enquiry Secondary Value Details Window section for further information.

Select **Exit (F3)** to leave the enquiry.

Order Cross Reference [4/OEE]

Use this enquiry to display customer [orders](#) cross-referenced with your [orders](#). The customer [order](#) reference is displayed together with your sales [order number](#). You can select an [order](#) to view the Whole [Order](#) Enquiry.

Order Cross-reference Enquiry Selection Window

To display this window, select the [Orders](#) Cross Reference task.

Use this window to select the customer and the date range on which you want to enquire.

Fields

Customer

Enter a customer.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

If you want to view [orders](#) for all the delivery points, leave the delivery sequence blank.

Orders Entered Between/And

Enter or select the time period for which you want to see [orders](#). The default is the current date.

Include cancelled/Complete orders in list

This is defaulted to being checked and therefore automatically shows cancelled or complete [orders](#).

If this is unchecked cancelled/complete [orders](#) are not shown.

Press Enter to display the [Order](#) Cross-reference Enquiry Detail window.

Order Cross-reference Enquiry Detail Window

To display this window, enter a customer and then press Enter on the [Order](#) Cross-reference Enquiry Selection window.

This window lists all the [orders](#) for the selected delivery point, in customer reference [order](#), over the selected time period. If you select all [orders](#) for a customer, the [orders](#) will be listed in [order](#) reference [order](#) within delivery sequence [order](#).

Fields

S/C

This field displays a [stockroom](#) site code where applicable.

Options

Select

Use this to run a whole [order](#) enquiry. Refer to the Whole [Order](#) Enquiry section for further details.

Functions

Restart (F15)

Use this to return to the [Order](#) Cross-reference Enquiry Selection window.

Select **Exit (F3)** to leave the enquiry.

Orders Awaiting Despatch [5/OEE, 14/WHE]

Use this enquiry to view details of the [orders](#) that have had the [picking notes](#) generated and are now waiting for confirmation of despatch. The following information is displayed:

- The [picking note](#) number
- The date and time at which the pick note was produced
- The currency of the [order](#)
- The [delivery address](#)
- The [item](#) code, description and quantity [on order](#)

Orders Awaiting Despatch Enquiry Selection Window

To display this window, select the [Orders](#) Awaiting Despatch task.

Use this window to select the [order](#) on which you want to enquire.

Fields

Order Number

Enter the [order number](#).

Alternatively, use the prompt facility to select from the Unconfirmed Despatch Prompt pop-up.

Picking Note Number

Enter the pick note for the entered [order](#).

Alternatively, use the prompt facility to select from the Unconfirmed Despatch Prompt pop-up.

Note: If you do not know the [order](#) and pick note number you can use the prompt facility to display a list of all the [outstanding orders](#) and pick notes.

Press Enter to display the [Orders](#) Awaiting Despatch Enquiry [Picking Note](#) Detail window.

Unconfirmed Despatch Prompt Pop-up

To display this pop-up, use the prompt facility for an [order](#) or [picking note](#) number on the [Orders](#) Awaiting Despatch Enquiry Selection window.

Use this pop-up to select a specific despatch. The [orders](#) are initially displayed in ascending [order number](#) sequence (oldest first). The sequence can be changed to show the [orders](#) in descending [order number](#) sequence (most recent first).

Options

Select

Use this to choose a despatch.

Functions

Change Order Seq. (F15)

Use this to change the view of the [orders](#) shown. If they are currently displayed in ascending [order](#) (oldest first), they will be reversed to descending [order](#) (most recent first). Every time you select **Change Order Seq. (F15)**, the sequence will be reversed.

Select a despatch to display the [Orders](#) Awaiting Despatch Enquiry [Picking Note](#) Details window.

Orders Awaiting Despatch Enquiry Picking Note Detail Window

To display this window, press Enter on the [Orders](#) Awaiting Despatch Enquiry Selection window. Alternatively, select a despatch from the Unconfirmed Despatch Prompt pop-up.

Use this window to view information relating to the [picking note](#) header and sales details. Container lines added to an [order](#) because of their association to the [ordered](#) products are shown in this enquiry.

Note: If the customer is on stop or a [status](#) is set on the account in Accounts Receivable, the Customer [Status](#) pop-up is displayed before this window. Press Enter to continue.

Fields

Status

The [status](#) will be one of the following:

- Not Processed

This is displayed if you have Warehousing attached to the [stockroom](#) and picking has been requested by the sales function. You then need to request picking from within Warehousing and not Sales [Order](#) Processing.

It is also displayed if the pick notes are currently being produced.

- Pick Note Produced

This is displayed if all documentation has been generated and the [order](#) is ready for despatch.

Functions

Whole Order Enquiry (F13)

Use this to run a Whole [Order](#) Enquiry on the selected [order](#). Refer to the Whole [Order](#) Enquiry section for further details.

Select **Exit (F3)** to leave the enquiry.

Completed Orders by Customer [6/OEE]

Use this enquiry to display the following information for complete [orders](#) for the selected customers:

- Customer [order](#) reference
- [Item ordered](#)
- Date required
- [Order](#) quantity
- Quantity despatched

Completed Orders by Customer Enquiry Selection Window

To display this window, select the Completed [Orders](#) by Customer task.

Use this window to select the customer and delivery sequence on which you want to enquire.

Fields

Customer

Enter the customer and delivery sequence.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

Order Reference

You can optionally enter the [order](#) reference to limit the display to all [orders](#) with a specific [order](#) reference.

Press Enter to display the Completed [Orders](#) by Customer Enquiry Detail window.

Completed Orders by Customer Enquiry Detail Window

To display this window, enter or select a customer and then press Enter on the Completed [Orders](#) by Customer Enquiry Selection window.

Use this window to select the customer and delivery sequence you wish to review. A list of completed [orders](#) is initially displayed in customer reference sequence. If there are multiple [orders](#) with the same reference, the [order](#) lines are listed in [order number](#) and then line number sequence. The sequence can then be changed to show the [orders](#) by either ascending or descending [order](#) date.

Each [order](#) line shows the customer reference, the [item](#) code, the due date and the [ordered](#) and despatched quantity. Container lines added to an [order](#) because of their association to the [ordered](#) products are excluded from this enquiry.

Note: Neither the [order number](#) nor the [order](#) date is shown but lines for the same [order](#) are shown together.

Options

Select

Use this to view further details of the [order](#).

Refer to the Whole [Order](#) Enquiry [Order](#) Line Window section for further details.

Batches

Use this to view any [batch allocations](#) for the [order](#).

Refer to the Whole [Order](#) Enquiry Allocations Enquiry Pop-up section for further details.

Reservations

Use this to view any reservations placed against the [order](#).

Refer to the Whole [Order](#) Enquiry Reservations Enquiry Pop-up section for further details.

Pricing Details

Use this to view pricing details.

Refer to the Whole [Order](#) Enquiry Pricing Detail Enquiry Window section for further details.

Note: You can only select a line with Batches, Reservations, or Pricing Details if Advanced [Order](#) Entry is active.

Functions

Sec Values/Quantities (F9)

Use this to display secondary values and quantities. Refer to the Whole [Order](#) Enquiry Secondary Value Details Window section for further details.

Change Level of Detail (F13)

Use this to toggle the display between summary and detail information.

Change Date Sequence (F15)

Use this to change the view of [orders](#):

- To ascending [order](#) date (oldest first) when the current sequence is by customer reference
- To descending [order](#) date (recent first) when the current sequence is ascending [order](#) date
- To ascending [order](#) of customer reference when the current sequence is descending [order](#) date

Select **Exit (F3)** to leave the enquiry.

Despatches Awaiting POD [7/OEE]

Use this task to review pick notes awaiting POD and their sales value.

The value of documents awaiting POD is either inclusive or exclusive of tax (as applicable).

Despatches Awaiting POD Enquiry Selection Window

To display this window, select the Despatches Awaiting POD task.

Use this window to specify selection criteria to limit the results of your enquiry. Alternatively, do not specify any selection criteria and press Enter to display all pick notes awaiting POD.

Fields

Enter Despatch Note

You can optionally enter the reference code for the despatch note, that is, the pick note-awaiting POD. The [Items](#) Awaiting POD Enquiry window is displayed.

Customer

You can optionally enter the customer whose pick notes awaiting POD you want to view. The Select Despatch Note for Confirmation Enquiry window is displayed for your selected customer.

You can use the prompt facility on this field to select from the Customer Scan pop-up.

Customer From/To

You can optionally enter a range of customers to view a list of all pick notes awaiting POD for your customer range. The Select Despatch Note for Confirmation Enquiry window is displayed, showing the pick notes awaiting POD in [order](#) and delivery point sequence.

You can use the prompt facility on these fields to select from the Customer Scan pop-up.

Carrier From/To

You can optionally enter a range of carriers to view a list of all pick notes awaiting POD for your carrier range. The Select Despatch Note for Confirmation Enquiry window is displayed, showing the pick notes awaiting POD in [order](#) and delivery point within carrier sequence.

You can use the prompt facility on these fields to select from the CARR Carrier pop-up.

Load

You can optionally enter a load to view a list of all pick notes awaiting POD for the load.

Load/Drop From/To

You can optionally enter a range of load drops to view a list of all pick notes awaiting POD for your carrier range. The Select Despatch Note for Confirmation Enquiry window is displayed, showing the pick notes awaiting POD in [order](#) and delivery point within load drop sequence.

Note: *The Load/Drop fields are only displayed if you are using Transport Planning.*

Enter your selection criteria and then press Enter to display the Select Despatch Note for POD Confirmation Enquiry window or the [Items](#) Awaiting POD Enquiry window, depending on the criteria you have selected.

Select Despatch Note for POD Confirmation Enquiry Window

To display this window, leave all the fields blank or select any criteria apart from a despatch note and then press Enter on the Despatches Awaiting POD Enquiry Selection window.

Use this window to select a pick note awaiting POD for review. The fields displayed on this window depend upon the criteria entered on the Despatches Awaiting POD Enquiry Selection window.

If no criteria were specified on the Despatches Awaiting POD Enquiry Selection window, the despatches listed here will include all despatches awaiting POD for the company.

Initially, they are listed in ascending [order](#) of despatch date (oldest first). The sequence can then be changed to show the despatches in descending [order](#) of despatch date (most recent first).

Note: *All of the base and prime values in this enquiry are calculated by apportioning the [order](#) line's base and prime values to the despatched values in the same way that the confirm despatch programs calculate the invoice line values.*

Fields

Total Base

This field displays the sum of the selected pick notes sales value in base currency with the currency code. The displayed value is either inclusive or exclusive of tax (as applicable).

Customer

These fields display the customer account number and delivery point.

Order

These fields display the [order number](#) and pick note number.

Despatched

This field displays the date on which the [order](#) was despatched.

Days Until Overdue

This field displays the number of days until the pick note is considered overdue, according to the overdue lead-time specified for the delivery point. If this field displays zero or less, the pick note is now overdue.

Prime/Currency (Untitled)

These fields display the prime sales value of the pick note with the appropriate currency code. The displayed value is either inclusive or exclusive of tax (as applicable).

Base

This field displays the base sales value of each pick note. The displayed value is either inclusive or exclusive of tax (as applicable).

***Note:** The next four fields are only displayed if you chose to view the enquiry by carrier range, load or load and drop range.*

Load

This field displays the load number, if one exists.

Drop

This field displays the drop number, if one exists.

Carrier

This field displays the carrier number, if one exists.

Auto POD

This field displays the date from which the pick note can be automatically confirmed according to the auto-POD [lead time](#) specified for the delivery point.

Options

Enquire

Use this to select the pick note awaiting POD that you wish to review. The [Items Awaiting POD Enquiry](#) window is displayed.

Functions

Change Date Sequence (F15)

This is available in the date view, when the current sequence is ascending [order](#) of despatch date.

Use this to change the view of the [orders](#) shown. If they are currently displayed in ascending [order](#) (oldest first), they will be reversed to descending [order](#) (most recent first).

Every time you select **Change Date Sequence (F15)**, the sequence will be reversed.

Select Enquire against a pick note to display the [Items](#) Awaiting POD Enquiry window.

Items Awaiting POD Enquiry Window

To display this window, select Enquire against a pick note on the Select Despatch Note For POD Confirmation Enquiry window.

Use this window to review the [items](#) and lots (if applicable) on the selected pick note.

Despatch Note

This field displays the selected [order](#) and associated pick note number.

Total Value

This field displays the pick notes sales value in base currency with the appropriate currency code. The displayed value is either inclusive or exclusive of tax (as applicable).

Customer

These fields display the customer account reference, delivery point and name.

Line

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

Parent

This field displays the [order](#) line of the [kit](#) parent, if you have despatched a [kit](#). This is only displayed for [kit](#) component [items](#).

Balance Awaiting POD/UoM

These fields display the primary [balance](#) awaiting POD and the issuing [stockroom's unit of measure](#).

Sec Balance/Base UOM

These fields display the secondary [balance](#) awaiting POD and the [item's](#) secondary [unit of measure](#). They are only displayed if you have despatched a [Catchweight item](#).

Item

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

Lot

This field displays the lot reference number (if applicable).

Description

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

Value/Cur

This field displays the line sales value in prime currency, with the appropriate currency code. The displayed value is either inclusive or exclusive of tax (as applicable).

Base Value/Base Cur

This field displays the base sales value of the [balance](#) with its corresponding currency code. This value is omitted when the [order's](#) prime and base currencies are the same.

Functions

Charges (F19)

Use this to display the Charges Enquiry pop-up for your selected pick note. This is only available if you added charges to the [order](#).

Select **Previous (F12)** to re-display the Select Despatch Note for POD Confirmation Enquiry window.

Invoice by Order Number [21/OEE]

Use this task to display the following details of selected invoices:

- [Order number](#)
- Currency and currency rate (for a multi-currency customer)
- Exchange rate (for a multi-currency customer)
- [Delivery address](#)
- [Invoice address](#)

You can also access the following from within this enquiry:

- Customer payment details
- Despatch details

Invoice by Order Number Enquiry Selection Window

To display this window, select the Invoice by [Order Number](#) task.

Use this window to select the [order](#) on which you want to enquire. You can select the [order](#) by:

- [Order number](#)
- Customer and [order](#) reference

Fields

Order

Enter the [order number](#).

Customer

Enter the customer.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

Order Ref

If you have entered a customer, you must enter a customer [order](#) reference. If you enter a customer and leave this field blank, only [orders](#) that do not contain an [order](#) reference are displayed.

Press Enter to display the Invoice by [Order Number](#) Enquiry Summary window.

Invoice by Order Number Enquiry Summary Window

To display this window, enter either the [order number](#) or customer and then press Enter on the Invoice by [Order Number](#) Enquiry Selection window.

Use this window to view invoicing information for the selected [order](#). Container lines added to an invoice as a result of their association with the products shipped are shown in this enquiry after the [ordered](#) product lines.

Note: *Only those containers for which the customer has been charged on the invoice are shown.*

Quantities are displayed in the appropriate [unit of measure](#).

The information includes:

- [Order number](#)
- Customer account code and [order](#) reference
- [Delivery address](#)
- [Invoice address](#)

Invoices for multi-currency customers:

- Currency code and description
- Currency rate code
- Exchange rate

Options

Select

Use this to view a detailed display of the invoice line.

Ordered Item Details

Use this where applicable to view the [Item](#) Supersession Details pop-up.

This will display the demand [order](#) details, the [item](#) originally requested by the customer, the [item](#) shipped and the reason why a replacement [item](#) has been shipped.

Pricing Details

Use this to view pricing details.

Refer to the Whole [Order](#) Enquiry Pricing Detail Enquiry Window section for further details.

Note: If the [item](#) shipped to the customer is not the one originally [ordered](#) by that customer, the description of the shipped [item](#) will be highlighted.

Note: You can only select a line with Pricing Details if Advanced [Order](#) Entry is active.

Functions

Sec Values/Quantities (F9)

Use this to display secondary values and quantities. Refer to the Whole [Order](#) Enquiry Secondary Value Details Window section for further details.

Payment Details (F13)

Use this to display the Payment Overrides pop-up.

Values in Base Currency (F14)

Use this to toggle the display between the prime and base currencies.

Additional Overrides (F16)

Use this to display the Additional Overrides pop-up.

Despatch Details (F18)

Use this to display the Despatch Details pop-up.

Charges (F19)

Use this to display the Invoice Summary Charges pop-up.

Text (F21)

Use this to display any text attached to the invoice.

Select **Exit (F3)** to leave the enquiry.

Invoice Summary Charges Pop-up

To display this pop-up, select **Charges (F19)** on the Invoice by [Order Number](#) Enquiry Summary window.

This pop-up displays any additional charges that were added on the [Order](#) Trailer during [order](#) entry.

If you are using Advanced Shipping, this pop-up is used to display charges added during consignment creation and confirmation.

Functions

Values in Base Currency (F14)

Use this to toggle the display between the prime and base currencies.

Select **Previous (F12)** to return to the Invoice Summary window.

Invoice Summary Selection Window

To display this window, select an invoice line on the Invoice by [Order Number](#) Enquiry Summary window.

Note: *If Advanced Pricing is in use, the window layout will differ.*

Use this window to view the detail of the selected invoice line.

The entered quantity is displayed in multiple unit form (if applicable).

There are two possible formats for the window. The first is for a standard priced [item](#) and a [kit](#) parent, the second for a [kit](#) component. The latter does not have price or discount information.

Invoices for multi-currency customers display the currency, the currency rate and the exchange rate.

The [order value](#), discount value, tax amount and gross amount are displayed in prime currency and base currency.

Note: *The number of fields used to display the quantity in multiple unit form is dependent upon the set-up of the [item](#).*

Functions

Restart (F15)

Use this to return to the Invoice by [Order Number](#) Enquiry Selection window.

Price Overrides (F20)

Use this to display the Additional Overrides pop-up.

Line Text (F21)

Use this to display the Maintain Text pop-up.

Item Text (F23)

Use this to display the Maintain Text pop-up.

If you have selected more than one line, press Enter to view the additional lines sequentially.

Item Supersession Details Pop-up

To display this pop-up, select [Ordered Item](#) Details against an invoice line on the Invoice by [Order Number](#) Enquiry Summary window.

Use this pop-up to display the demand [order](#) details, the [item](#) originally requested by the customer, the [item](#) shipped and the reason why a replacement [item](#) has been shipped.

Select **Previous (F12)** to return to the Invoice by [Order Number](#) Enquiry window.

Invoice by Invoice Number [22/OEE]

Use this enquiry to view details of a selected invoice. The following information is displayed:

- [Picking note](#) number and [order](#) reference
- Currency and exchange rate for multi-currency customers
- Delivery and [invoice addresses](#)

From this enquiry you can access:

- A detailed breakdown of the invoice
- Pricing details
- Secondary values
- Values in base currency

Invoice by Invoice Selection Window

To display this window, select the Invoice by Invoice Number task.

Use this window to select the invoice or [picking note](#) on which you want to enquire.

Fields

Invoice

Enter the invoice number on which you want to enquire.

Picking Note

Enter the [picking note](#) number for the invoiced [order](#) on which you want to enquire.

Ord Ref

The [order](#) reference is displayed when the software has located the relevant [order](#) for the selected invoice.

Press Enter to display the Invoice by Invoice Summary window.

Invoice by Invoice Summary Window

To display this window, enter an invoice or [picking note](#) and then press Enter on the Invoice by Invoice Selection window.

Use this task to view a summary of the selected invoice, including invoice header and line information.

Container lines added to an invoice as a result of their association with the products shipped are shown in this enquiry after the [ordered](#) product lines.

Note: Only those containers for which the customer is charged are shown.

Quantities are displayed in the appropriate [unit of measure](#).

Options

Select

Use this to view a detailed display of the invoice line.

Ordered Item Details

Use this, where applicable, to view the [Item](#) Supersession Details.

This will display the demand [order](#) details, the [item](#) originally requested by the customer, the [item](#) shipped and the reason why a replacement [item](#) has been shipped.

Pricing Details

Use this to view pricing details.

Refer to the Whole [Order](#) Enquiry Pricing Detail Enquiry Window section for further details.

Note: You can only select a line with Pricing Details if you are using Advanced [Order](#) Entry.

Functions

Sec Values (F9)

Use this to display secondary values and quantities. Refer to the Whole [Order](#) Enquiry Secondary Value Details Window section for further details.

Item Code/Description (F10)

The invoice line enquiry shows the [item](#) code or description based on F10 [Item](#) Code/Description function key.

Further Detail (F13)

Use this to display the invoice [payment terms](#).

Values in Base Currency (F14)

Use this to toggle between base and prime currency details.

Charges (F19)

Use this to display any charges attached to the invoice.

Text (F21)

Use this to display text attached to the invoice.

Select **Further Detail (F13)** to display the Invoice by Invoice Further Details window.

Invoice by Invoice Further Details Window

To display this window, select **Further Detail (F13)** on the Invoice by Invoice Summary window.

Use this window to view invoice [payment terms](#) for the selected invoice.

If state profile is active the following additional excise values are shown on this window:

- State tax (Prime and Base)
- City tax (Prime and Base)

Functions

Payment Details (F13)

Use this to display the Payment Overrides pop-up.

Restart (F15)

Use this to return to the Invoice by Invoice Selection window.

Additional Overrides (F16)

Use this to display the Additional Overrides pop-up.

POD Details / Excise Taxes (F17)

Use this to toggle between the display of POD information and excise tax values for the document being enquired upon.

Note: Function is only available when State Profile is active.

Note: Function is only available when the document being enquired upon has been POD'ed.

Despatch Details (F18)

Use this to display the Despatch Details pop-up.

Select **Exit (F3)** to leave the enquiry.

Invoice by Invoice Number Enquiry Line Details Window

To display this window, select an invoice line on the Invoice by Invoice Number Summary window.

Use this window to view details of the selected invoice line.

The entered quantity is displayed in multiple unit entry form (if applicable).

Note: The number of fields used to display the quantity in multiple unit form is dependent upon the set-up of the [item](#).

Functions

Restart (F15)

Use this to return to the Invoice by Invoice Selection window.

Dates (F18)

Use this to display a new enquiry pop up which shows a selection of dates that are applicable for the invoice line.

Charges (F19)

Use this to display any charges attached to the invoice.

Price Overrides (F20)

Use this to display the Override Pricing Details pop-up.

Text (F21)

Use this to display text attached to the invoice.

Select **Previous (F12)** to return to the Invoice by Invoice Number Summary window.

Invoice Dates Pop-up

To display this pop-up, select **Dates (F18)** on the Invoice by Invoice Number Enquiry Line Details window.

Use this window to view details of the selected invoice line.

The entered quantity is displayed in multiple unit entry form (if applicable).

Fields

Date Ordered

This field displays the [order](#) date from the [order](#) header if the document has been created from a sales [order](#).

If the document has been created via any other method, this field will not be displayed.

Original Despatch

This field displays the new actual despatch date from the Invoice Lines file.

Transaction Date

This field displays the transaction date from the [order](#) line. Up to the point of the invoice being printed, it will display the despatch date. (For a consolidated invoice it will display the despatch date of the first [item](#) on the invoice).

Once the invoice is printed, this date will change to correspond with the date selected as appropriate, depending on the setting of the Invoice Date Policy field.

Invoice Date

This field displays the invoice date from the invoice header. Up to the point of the invoice being printed, this will be the despatch date of the first [item](#) on the invoice.

Once the invoice is printed, this date will change to correspond with the date selected as appropriate, depending on the setting of the Invoice Date Policy field.

Invoice First Printed

This field displays the new invoice first printed date from the [order](#) header. If the invoice or credit note has not yet been printed, zeroes will be displayed to signify that the document has not yet been printed.

Functions

F12=Previous

Use this to display the previous window.

Select **Previous (F12)** to return to the Invoice by Invoice Number Enquiry Line Details window.

Invoice by Customer [23/OEE]

Use this enquiry to display details of invoices for a specific customer. A list of all invoices for the customer is displayed including the following details:

- Invoice value
- Tax amount
- Total value
- Discounts
- Date
- Accounting period

Invoice by Customer Selection Window

To display this window, select the Invoice by Customer task.

Use this window to select the customer for whom you want to run the invoice enquiry.

Fields

Customer

Enter the customer on whom you want to enquire. To view non-consolidated invoices and credit notes, enter a delivery sequence. To view consolidated invoices, leave the delivery sequence blank.

You can use the prompt facility on the first field to select from the Customer Scan pop-up.

Note: *If the delivery sequence is left blank, an error message is displayed if the customer has no associated consolidated invoices.*

Press Enter to display the Invoices by Customer Enquiry Details window.

Invoices by Customer Enquiry Details Window

To display this window, enter a customer and then press Enter on the Invoices by Customer Enquiry Selection window.

Use this window to view the invoices and credit notes (or consolidated invoices) raised for a customer. Credit notes are identified by the suffix CR following the values. The invoices are listed one document on each line. tax with a cash settlement discount is indicated by an asterisk (*) in the rightmost field against the line.

Options

Select

Use this to display the full details of the invoice. Refer to the Invoice Enquiry Summary Window section for more details.

Functions

Values in Base Currency (F14)

Use this to display the base currency for multi-currency customers.

Ascending Date Order (F15)

Use this to toggle the display sequence between latest first and oldest first. Latest first (descending date) is the default sequence.

Select **Exit (F3)** to leave the enquiry.

Invoice by Item [24/OEE]

Use this enquiry to display details of invoices for a specific [item](#) or [item](#) and customer combination. The list of the [item](#) invoices are displayed including the following details:

- Invoice date
- Customer (if the customer was not specified on the selection window)

- [Item](#) quantity and UoM
- Total value
- Currency
- Accounting period

You can display further detail on any invoice displayed.

Invoice by Item Selection Window

To display this window, select the Invoice by [Item](#) task.

Use this window to select the [item](#) or [item](#) and customer combination on which you want to enquire.

Fields

Item

Enter the [item](#) for which you want to display the invoices.

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

Customer

Enter a customer to restrict the [item](#) invoices displayed.

You can use the prompt facility on this field to select from the Customer Scan pop-up.

Note: *The next window displayed depends on the selection criteria entered on this window.*

Press Enter to display the next window.

Invoice by Item Transaction Date Window

To display this window, enter an [item](#) and a customer and then press Enter on the Invoice by [Item](#) Selection window.

Use this window to enter the range of transaction dates for which you want to run the invoice enquiry.

Fields

Order

Select one of the following:

Descending (1) - To display the invoices in descending date [order](#)

Ascending - To display the invoices in ascending date [order](#)

From/To

Enter or select the date range for the invoices on which you want to enquire.

Press Enter to display the Invoice by [Item](#) Summary window.

Invoice by Item Summary Window

To display this window, enter an [item](#) and then press Enter on the Invoice by [Item](#) Selection window.

Alternatively, enter or select the transaction date range and then press Enter on the Invoice by [Item](#) Transaction Date window.

Use this task to view a list of invoices for the selected [item](#) or [item](#) and customer combination.

Options

Select

Use this to view [items](#) on the invoice line.

Display Values in Base (F14)

Use this to display the base currency for multi-currency customers. The invoices are listed in number sequence.

Select a line to display the Invoice by [Item](#) Invoice Detail window.

Invoice by Item Invoice Detail Window

To display this window, select a line on the Invoice by [Item](#) Summary window.

This window displays the [items](#) on the selected invoice.

Options

Select

Use this to display full invoice details.

Ordered Item Details

Use this, where applicable, to display the [item](#) Supersession Details pop-up.

This will display the demand [order](#) details, the [item](#) originally requested by the customer, the [item](#) shipped and the reason why a replacement [item](#) has been shipped.

Pricing Details

Use this to view pricing details.

Refer to the Whole [Order](#) Enquiry Pricing Detail Enquiry Window section for further details.

Note: You can only select a line with Pricing Details if you are using Advanced [Order](#) Entry.

Functions

Secondary Values (F9)

Use this to display secondary values and quantities. Refer to the Whole [Order](#) Enquiry Secondary Value Details Window section for further details.

Further Detail (F13)

Use this to display a specific invoice in detail.

Values in Base Currency (F14)

Use this to display the base currency for multi-currency customers. The invoices are listed in number sequence.

Restart (F15)

Use this to re-start the enquiry and return to the Invoice by [Item](#) Selection window.

Text (F21)

Use this to display the Maintain Text pop-up.

Select a line on the invoice to display the Invoice by [Item](#) Invoice window.

Invoice by Item Invoice Window

To display this window, select a line on the Invoice by [Item](#) Invoice Detail window.

Use this window to view the selected invoice. The top of the window displays the invoice number, its related despatch note number and [order](#) reference. It also displays the currency, and rate applied to both the [order](#) and the invoice.

The middle of the window displays line details from the invoice itself. This includes the line number, the [item](#) code and description. It also displays the date on which the invoice was created, the date on which the [item](#) was despatched, and the General Ledger period in which the transaction was recorded.

Fields

Functions

Restart (F15)

Use this to re-start the enquiry and return to the Invoice by [Item](#) Selection window.

Price Overrides (F20)

Use this to display the Override Pricing Details pop-up.

Text (F21)

Use this to display the Maintain Text pop-up.

Select **Exit (F3)** to leave the enquiry.

Invoice by Consignment [25/OEE]

Use this enquiry to display details of invoices for a specific consignment. A list of all invoices for the consignment is displayed, including the following details:

- [Delivery address](#)
- Currency
- Description of the [item](#)
- Quantity
- [Item](#) price
- Net value
- Despatch date

Invoice Enquiry by Consignment Number Selection Window

To display this window, select the Invoice by Consignment task.

Use this window to select the consignment on which you want to enquire.

Fields

Consignment Number

Enter the consignment number.

Press Enter to display the Invoice Enquiry by Consignment window.

Invoice Enquiry by Consignment Window

To display this window, enter a consignment number and then press Enter on the Invoice Enquiry by Consignment Selection window.

Options

Select

Use this to display further details.

Functions

Further Detail (F13)

Use this to display a specific invoice in detail.

Values in Base Currency (F14)

Use this to toggle the display between base and prime values.

Restart (F15)

Use this to re-start the enquiry and return to the Invoice Enquiry by Consignment Number Selection window.

Consolidated Detail (F16)

Use this to display consolidated invoice details.

Text (F21)

Use this to display any text attached to the consignment.

Select **Exit (F3)** to leave the enquiry.

Invoice by Customer Invoice Reference [26/OEE]

Use this enquiry to view self bill invoices. You can enter a customer, a customer and invoice reference number, or just an invoice reference number to view details.

Note: *You can only use this task if you are using Self Billing.*

Self Bill Invoices by Customer Invoice Reference Selection Window

To display this window, select the Invoice by Customer Inv. Ref. task.

Use this window to select the self bill invoice details that you want to view.

Fields

Invoice Reference

Enter an invoice reference number.

Alternatively, enter a customer and use the prompt facility to select from the displayed pop-up.

Customer

Enter a customer.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

This customer must be defined as self billing in the Advanced Shipping application. For more information, see the Customer/Delivery Point Defaults section in the Maintenance chapter of the Advanced Shipping product guide.

Enter a customer and then press Enter to display the Invoices by Customer Invoice Reference window.

Alternatively, enter a customer and invoice reference or just an invoice reference and then press Enter to display the Invoice Summary window.

Invoices by Customer Invoice Reference Window

To display this window, enter a customer and then press Enter on the Self Bill Invoices by Customer Invoice Reference Selection window.

Use this window to select the invoice that you want to view.

Options

Select

Use this to select the invoice you want to view.

Functions

Values in Base Currency (F14)

Use this to toggle values between base and prime currency.

Expand/Summary (F15)

Use this to toggle between summary and detail information.

Select the invoice you want to view. This automatically re-displays the Self Bill Invoices by Customer Invoice Reference Selection window with both the Invoice Reference and Customer fields completed. Press Enter to display the Invoice by Customer Invoice Summary window.

Invoice by Customer Invoice Summary Window

To display this window, enter a customer and invoice reference or just an invoice reference and then press Enter on the Self Bill Invoices by Customer Invoice Reference window.

Use this window to select the invoice line on which you want to enquire.

Options

Select

Use this to display the Invoice by Customer Invoice Enquiry Summary window.

Functions

Values in Base Currency (F14)

Use this to toggle values between base and prime currency.

Select an invoice line and then press Enter to display the Invoice by Customer Invoice Enquiry Summary window.

Invoice by Customer Invoice Enquiry Summary Window

To display this window, select an invoice line on the Invoice by Customer Invoice Summary window.

Use this window to select the aspect of the invoice line that you want to view.

Options

Select

Use this to display full invoice details.

Ordered Item Details

Use this, where applicable, to display the [item](#) Supersession Details pop-up.

This will display the demand [order](#) details, the [item](#) originally requested by the customer, the [item](#) shipped and the reason why a replacement [item](#) has been shipped.

Pricing Details

Use this to view pricing details.

Refer to the Whole [Order](#) Enquiry Pricing Detail Enquiry Window section for further details.

Note: You can only select a line with Pricing Details if you are using Advanced [Order](#) Entry.

Functions

Further Detail (F13)

Use this to display the Invoice by Customer Invoice Enquiry Further Detail window.

Values in Base Currency (F14)

Use this to toggle between prime and base currency values.

Restart (F15)

Use this to re-start the enquiry.

Make a selection to display the next window.

Invoice by Customer Invoice Enquiry Further Detail Window

To display this window, select **Further Detail (F13)** on the Invoice by Customer Invoice Enquiry Summary window.

Use this window to view further details of your selected invoice. For more information about this window, see the Invoice by Invoice Further Details Window section.

Functions

Payment Details (F13)

Use this to display the Invoice by Customer Invoice Payment Override Enquiry pop-up. For more information, see the Whole [Order](#) Enquiry Payment Overrides Pop-up section.

Restart (F15)

Use this to re-start the enquiry.

Additional Overrides (F16)

Use this to display the Invoice by Customer Invoice Additional Overrides pop-up.

For more information, see the Whole [Order](#) Enquiry Additional Overrides Pop-up section.

Despatch Details (F18)

Use this to display the Invoice by Customer Invoice Despatch Details pop-up.

For more details, see the Whole [Order](#) Enquiry Despatch Details Pop-up section.

Select **Exit (F3)** to leave the enquiry.

Invoice by Customer Invoice Enquiry Window

To display this window, select an invoice line on the Invoice by Customer Invoice Enquiry Summary window. Use this window to view details of your selected invoice line.

Functions**Price Overrides (F20)**

Use this to display the Invoice by Customer Invoice Enquiry Override Pricing Details pop-up.

For more information about this pop-up, see the Whole [Order](#) Enquiry Price Overrides Pop-up section.

Select **Previous (F12)** to re-display the Invoice by Customer Invoice Enquiry Summary window.

Stock [31/OEE]

Use this enquiry to display details of [items](#) and [stockrooms](#). You can run the enquiry by [item](#) so that all of the [stockrooms](#) that stock that [item](#) are displayed or you can run it by [stockroom](#) so that all [items](#) held in that [stockroom](#) are displayed. The enquiry displays the following details:

- [Physical stock](#)
- [Allocated stock](#)
- [Frozen stock](#)
- Sales period

Stock Enquiry Selection Window

To display this window, select the Stock task.

Use this window to select either the [item](#) for which all [stockrooms](#) are to be displayed, or the [stockroom](#) for which all [items](#) are to be displayed.

Fields

Item

Enter an [item](#) on which to enquire.

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

Stockroom

Enter a [stockroom](#) on which to enquire.

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

Press Enter to display the Stock Enquiry Detail window.

Stock Enquiry Detail Window

To display this window, enter either an [item](#) or a [stockroom](#) and then press Enter on the Stock Enquiry Selection window.

This window displays either all the [stockrooms](#) stocking the [item](#), or all the [items](#) in a specific [stockroom](#). You can reverse the display by selecting a line from the window.

Note: If an [item](#) is a [kit](#) parent, an asterisk (*) will be displayed in an extra field on the [stockroom](#) display.

Fields

Stoker

This field displays the [stockroom](#).

Physical/Allocated/Frozen/Available

These fields display the physical, allocated, frozen and [available stock](#) for each [stockroom](#).

Sales Orders Perd/Sales

These fields display total sales [orders](#) for the current period and year to date.

Options

Select

Use this to reverse the display.

For example, you can select an [item](#) on the [stockroom](#) display, to change the display to show details of that [item](#) in all [stockrooms](#), or select a [stockroom](#) on the [item](#) display to change the display to details to all [items](#) in [stockroom](#).

Locations

Use this to view the Location Enquiry window for the [item](#). This is only available for a [stockroom](#) subject to location control.

For more information, see the Locations Enquiry Window section in the Inventory Enquiries chapter of the Inventory Management product guide.

Receipt point

To enquire the receipt points [balances](#) for the [Item/Stockroom](#).

Functions

Secondary Values (F9)

Use this to display secondary values and quantities. Refer to the Whole [Order](#) Enquiry Secondary Value Details Window section for further details.

Select **Exit (F3)** to leave the enquiry.

Receipt point balances

When 3 is taken against the [Stockroom](#) line, Receipt point [balance](#) popup window can be shown as below.

Fields

Goods inwards

Displays the quantity of [Item/Stockroom](#) in the good inwards receipt point in issue units.

Inspection

Displays the quantity of [Item/Stockroom](#) in the good inwards receipt point in issue units.

Stock Availability [32/OEE]

Use this task to display the following details for an [item](#) in a selected [stockroom](#):

- Stock availability
- [Outstanding](#) purchase and sales [orders](#)

- [Order](#) lines requiring allocation
- [Order](#) lines already allocated
- [Order](#) lines [on-pick](#)
- Reservations against supply [orders](#)

Quantities are initially displayed in the default inventory unit of the [item](#) and [stockroom](#) combination.

- A toggle is available to view quantities in any of the available units of an [item](#).

Stock Availability Enquiry Selection Window

To display this window, select the Stock Availability task.

Use this window to select the [item](#) and [stockroom](#) combination on which you want to enquire. Container lines added to an [order](#) because of their association with the products [ordered](#) are excluded from this enquiry.

Fields

Item

Enter the [item](#) on which you want to enquire.

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

Stockroom

Enter the [stockroom](#) on which you want to enquire.

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

Note: You must enter both the [item](#) and [stockroom](#).

Press Enter to display the Stock Availability Enquiry Details window.

Stock Availability Enquiry Details Window

To display this window, press Enter on the Stock Availability Enquiry Details window.

Alternatively, select Stock Availability (F19) on the Whole [Order](#) Enquiry [Order](#) Line window.

Alternatively, select Stock Availability against an [order](#) line on the Whole [Order](#) Enquiry Summary window.

This window displays the stock [status](#) of an [item](#) in a selected [stockroom](#) and details of allocated and [back orders](#).

- The upper part of the window gives the current stock position of the [item](#) in the selected [stockroom](#).
- The lower part of the window shows both supply and demand [orders](#) in due date sequence. The quantity [outstanding](#) column shows the quantity needed for each unallocated [order](#).

There are two values, calculated as running totals, for each line displayed:

- Available - This represents actual stock availability and is calculated by considering the current [available stock](#) less the quantity on a demand [order](#) line. No supply [order](#) quantities are included in its calculation. If the value is negative, the [orders](#) will not be met without more stock being [ordered](#) before the due date.

Note: Current [available stock](#) is the [stockroom available stock](#), less sales [order](#) quantities from previous lines. Sales [order](#) quantity is the figure from the Qty [Outstanding](#) field if it is a sales [order](#) line.

- Expected - This represents [expected stock](#) availability and is calculated by considering actual [available stock](#) (see above) plus [outstanding](#) supply [order](#) quantities. If this value is negative, the demand will not be met, as the requested supply is either for insufficient quantity or is due too late to meet the demand.

- Receipt point [balances](#):

Goods inwards - Displays the quantity of [Item/Stockroom](#) in the good inwards receipt point in issue units.

Inspection - Displays the quantity of [Item/Stockroom](#) in the good inwards receipt point in issue units.

Note: [Outstanding](#) supply [order](#) quantity is the figure in the Qty [Outstanding](#) field if it is a supply [order](#) line, that is, when the type is PO. It represents currently unallocated and unreserved units from the supply [order](#).

The current date (including the [item lead time](#)) is shown in asterisks.

Quantities on this window are initially displayed in the default inventory unit of the [item](#) and [stockroom](#) combination.

Note: When enquiring upon a [kit](#) parent the supply [orders](#) for the component [items](#) that make up the [kit](#) are not shown in the list of supply and demand [orders](#). Frozen, Allocated, Reserved, intransit, on [back order](#), [Lead time](#) (weeks), Negativity are not displayed for a [kit](#) parent [item](#)

Options

Reservations

Use this against an [order](#) to display reservations.

Note: The negativity value notionally represents a single day's production for users of non-System21 manufacturing systems.

Note: The negativity functionality is only supported via [Order](#) Capture and not via any of the other [order](#) entry methods.

Functions

Allocations (F13)

Use this to view allocations recorded against an [item](#) in the selected [stockroom](#). The Stock Availability Allocations window is displayed.

Locations (F16)

Use this to view the Location Enquiry window for the [item](#). This is only available for a [stockroom](#) subject to location control.

For more information, see the Locations Enquiry Window section in the Inventory Enquiries chapter of the Inventory Management product guide.

Issue Units (F22)

Use this to toggle the quantities displayed on the window between the different units of measure for an [item](#). The Purchase/Issue Unit Selection pop-up is displayed

If there are no [orders](#) associated with the [item](#) and [stockroom](#) combination, a message will be displayed in place of the [order](#) lines. Press Enter to re-display the Stock Availability Enquiry Selection window.

Stock Availability Allocations Window

To display this window, select **Allocations (F13)** on the Stock Availability Enquiry Details window.

Use this window to view a breakdown of allocations present for the [item](#) and [stockroom](#) selected.

All quantities on this window are displayed in the same unit as the quantities shown on the Stock Availability Enquiry Details window.

Options

Lot Details

Use this against an allocation to display lot details.

Note: The negativity value notionally represents a single day's production for users of non-System21 manufacturing systems.

Note: The negativity functionality is only supported via [Order](#) Capture and not via any of the other [order](#) entry methods.

Functions

Restart (F15)

Use this to re-start the enquiry and return to the Stock Availability Enquiry Selection window.

Press Enter to return to the Stock Availability Enquiry Detail window.

Consignment Stock Enquiry [5/OEC]

This enquiry displays the consignment stock at a particular customer site.

Consignment Stock Enquiry Selection Window

To display this window, select the Consignment Stock Enquiry task.

Use this window to select the customer.

Fields

Demand Company

If the company is a linked Enterprise company, enter the Supply company for the customer.

Customer/Delivery Sequence

Enter a valid customer/delivery sequence combination.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

The customer/delivery sequence specified must be a valid consignment customer.

Press Enter to display the Consignment Stock Enquiry Detail window.

Consignment Stock Enquiry Detail Window

To display this window, enter or select a customer and then press Enter on the Consignment Stock Enquiry Selection window.

Use this window to view a breakdown of [stockroom balances](#) at location level.

The heading of the window displays the consignment [stockroom](#), customer and customer address line 1, along with the [customer code](#) and delivery sequence.

The table section of the window displays the [items](#) and any stock [balances](#) (in issue units of measure) held against it.

The following quantities on this window are displayed in the same units as the quantities on the [Item/Stockroom](#) Enquiry [Stockroom](#) Details window.

- Physical (XX)
- Reorder level
- Deficit/Surplus

Note: (UOM) indicates the units in which the stock [balances](#) are displayed. For example, stock [balances](#) could be in bottles, cases, pallets, boxes etc.

Options

Rotation/Lot Details

Use this to view a breakdown of the location [balance](#) by rotation date on the Rotation Date [Balance](#) Enquiry window. Alternatively, for batch-controlled, lot-controlled or serial-controlled [items](#), the Select Lot Reference pop-up is displayed.

Deficit/Surplus Analysis

Use this to view a breakdown of the deficit/surplus analysis. The Consignment Replenishment Suggestion window is displayed.

In-Transit

Use this to view details of any goods that may be in transit. The Consignment Stock In-Transit/On-[Order](#) window is displayed.

Movements

Use this to view a breakdown of the stock movements. The Consignment Stock Movements window is displayed.

Select **Previous (F12)** to return to the Consignment Stock Enquiry Selection window.

Rotation Date Balance Enquiry Window

To display this window, select Rotation/Lot Details against a line on the Consignment Stock Enquiry Detail window.

Select **Previous (F12)** to return to the Consignment Stock Enquiry Detail window.

Consignment Replenishment Suggestion Window

To display this window, select Deficit/Surplus Analysis against a line on the Consignment Stock Enquiry Detail window.

Select **Previous (F12)** to return to the Consignment Stock Enquiry Detail window.

Consignment Stock In-Transit/On-Order Window

To display this window, select In-Transit against a line on the Consignment Stock Enquiry Detail window.

Options

Order Enquiry

Use this to drill down into the OE Whole [Order](#) Enquiry to view details of the individual transfer [order](#).

Select **Previous (F12)** to return to the Consignment Stock Enquiry Detail window.

Consignment Stock Movement Enquiry Window

To display this window, select Movements against a line on the Consignment Stock Enquiry Detail window.

Options

Reference Enquiry

Use this to drill down into the OE [Order](#) Line Enquiry or Invoice Enquiry related to the type and reference. This is only available when a reference is present.

Select **Previous (F12)** to return to the Consignment Stock Enquiry Detail window.

Enquire on Despatch Note [6/OES]

Use this enquiry to display the picking details for the selected [order](#) and [picking note](#).

Pick Note vs. Container Enquiry Selection Window

To display this window, select the Enquire on Despatch Note task.

Use this window to select the [order](#) and [picking note](#) combination on which you want to enquire.

Fields

Order Number

Enter the [order number](#) on which you want to enquire.

Alternatively, use the prompt facility to select from the Unconfirmed Despatch Prompt pop-up.

Picking Note Number

Enter the [picking note](#) on which you want to enquire.

Alternatively, use the prompt facility to select from the Unconfirmed Despatch Prompt pop-up.

Enter an [order number](#) and [picking note](#) number and then press Enter to display the Pick Note vs. Container Enquiry Details window.

Pick Note vs. Container Enquiry Details Window

To display this window, enter an [order number](#) and [picking note](#) number and then press Enter on the Pick Note vs. Container Enquiry Selection window.

Use this window to view the picking details for the [order](#) and [picking note](#) combination that you selected.

Options

Display Container Details

Use this to display the Container Details pop-up.

Order Line Enquiry

Use this to display the [Order](#) Line Enquiry window.

Select Display Container Details against a line to display the Container Details pop-up or select [Order](#) Line Enquiry against a line to display the [Order](#) Line Enquiry window.

Alternatively, select **Previous (F12)** to return to the Pick Note vs. Container Enquiry Selection window.

Container Details Pop-up

To display this pop-up, select Display Container Details against a line on the Pick Note vs. Container Enquiry Details window.

Use this pop-up to view the container details for the [order/line](#) and [picking note](#) combination that you selected.

Fields

Container Number

This field displays the container number.

Item

This field displays the [item](#).

Quantity

This field displays the quantity.

Select **Previous (F12)** to return to the Pick Note vs. Container Enquiry Details window.

Order Line Enquiry Window

To display this window, select [Order](#) Line Enquiry against a line on the Pick Note vs. Container Enquiry Details window.

Use this window to view the details of the [order](#) line that you selected.

Functions

Change Units (F11)

Use this to display the Unit Selection pop-up to change the units in which the quantities are displayed.

Restart (F15)

Use this to return to the Pick Note vs. Container Enquiry Selection window.

Picking Notes (F16)

Use this to display the Despatch Note Details pop-up.

Supply Orders (F17)

Use this to display any supply [orders](#) against the [order](#) line on the Supply [Order](#) Enquiry window.

Discount Values (F18)

Use this to display the Discount Values pop-up.

Price Overrides (F20)

Use this to display the Override Pricing Details pop-up (for Advanced [Order](#) Entry).

Text (F21)

Use this to display any [order](#) line text on the Maintain Text pop-up.

Select **Previous (F12)** to return to the Pick Note vs. Container Enquiry Details window.

Enquire on Stock [7/OES]

Use this enquiry to display the container details for the selected [item](#) and [stockroom](#).

Stock by Container Enquiry Selection Window

To display this window, select the Enquire on Stock task.

Use this window to select the [item](#) and [stockroom](#) combination on which you want to enquire. Where appropriate, a lot reference may be selected.

Fields

Item

Enter the [item](#) on which you want to enquire.

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

Stockroom

Enter the [stockroom](#) on which you want to enquire.

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

Lot

Where the [item](#) is lot-controlled, enter the lot reference on which you want to enquire.

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

Functions

Items Awaiting Despatch (F13)

Use this to display the [Items](#) Awaiting Despatch window, showing a list of containers awaiting despatch.

Enter your criteria and then press Enter to display the Stock by Container Enquiry Container Details window.

Stock by Container Enquiry Container Details Window

To display this window, enter an [item](#) and [stockroom](#) and then press Enter on the Stock by Container Enquiry Selection window.

Use this window to view the container details for the [item](#) and [stockroom](#) combination that you selected.

Options

Container Header Enquiry

Use this to display the Container Header Enquiry pop-up.

Order Enquiry

Use this to display the Whole [Order](#) Enquiry Summary window.

See the Whole [Order](#) Enquiry Summary Window section for further information.

Select Container Header Enquiry against a line to display the Container Header Enquiry pop-up or select [Order](#) Enquiry against a line to display the Whole [Order](#) Enquiry Summary window. Select **Previous (F12)** to return to the Stock by Container Enquiry Selection window.

Container Header Enquiry Pop-up

To display this pop-up, select Container Header Enquiry against a line on the Stock by Container Enquiry Container Details window.

Use this window to view the container header details for the container you selected.

Fields**Container Number**

This field displays the container number.

Customer

These fields display the [customer code](#), delivery sequence and name.

Consignment Number

This field displays the consignment number.

Select **Previous (F12)** to return to the Stock by Container Enquiry Container Details window.

Enquire on Container [8/OES]

Use this enquiry to display the details for a selected container.

Container Enquiry Selection Window

To display this window, select the Enquire on Container task.

Use this window to select the container on which you want to enquire.

Fields**Container Number**

Enter the container number on which you want to enquire. There is no prompt facility available on this field.

Enter a container number and then press Enter to display the Container Enquiry Details window.

Container Enquiry Details Window

To display this window, select a container number and then press Enter on the Container Enquiry Selection window.

Use this window to view the details for the selected container.

Options**Order Line Enquiry**

Use this against a line to display the [Order](#) Line Enquiry window.

For further information, see the [Order](#) Line Enquiry Window section.

Select [Order](#) Line Enquiry against a line to display the [Order](#) Line Enquiry window.

Alternatively, select **Previous (F12)** to return to the Container Enquiry Selection window.

Enquire on Consignment [9/OES]

Use this enquiry to display the details for a selected consignment.

Consignment Enquiry Selection Window

To display this window, select the Enquire on Consignment task.

Use this window to specify the consignment number on which you want to enquire.

Fields

Consignment Number

Enter the consignment number on which you want to enquire. There is no prompt facility available on this field.

Enter a consignment and then press Enter to display the Consignment Enquiry Details window.

Consignment Enquiry Details Window

To display this window, enter a consignment and then press Enter on the Consignment Enquiry Selection window.

Use this window to view the details for the selected consignment number.

Options

Container Enquiry

Use this against a line to display the Container Enquiry Details window.

For further information, see the Container Enquiry Details Window section.

Functions

Header Details (F10)

Use this to display the Consignment Header Details pop-up.

Select Container Enquiry against a line to display the Container Enquiry Details window or select **Header Details (F10)** to display the Consignment Header Details pop-up.

Alternatively, select **Previous (F12)** to return to the Consignment Enquiry Selection window.

Consignment Header Details Pop-up

To display this pop-up, select **Header Details (F10)** on the Consignment Enquiry Details window.

Use this pop-up to view the header details for the consignment you selected.

Fields

Customer

These fields display the [customer code](#) and delivery sequence.

Booking Reference

This field displays the booking reference.

Vehicle Reference

This field displays the vehicle reference.

Vehicle Registration

This field displays the vehicle registration number.

Delivery

Estimated Date

This field displays the estimated delivery date.

Estimated Time

This field displays the estimated delivery time.

Arrival

Estimated Date

This field displays the estimated arrival date.

Estimated Time

This field displays the estimated arrival time.

Select **Previous (F12)** to return to the Consignment Enquiry Details window.

Chapter 7 Reports and Batch Processing

Order Acknowledgements [1/OER]

Use this task to print an [order](#) acknowledgement for the customer.

If the customer requires acknowledgement of [orders](#), you should **check** the Acknowledgement field on the Customer Sales Information window in the Maintain Customers task.

Values printed on the acknowledgement are inclusive or exclusive of tax (as applicable).

Note: *Note No breakdown of goods, tax and gross values is printed on the acknowledgement.*

Note: *No tax summary is printed on the acknowledgement.*

A container summary is printed on the acknowledgement of an [order](#) after the literal 'CONTAINER SUMMARY FOLLOWS'.

Only those containers for which the customer is charged a deposit are listed.

Note: *Prices and values shown on acknowledgements exclude tax.*

Note: *The value of containers is included in the [order](#) total shown at the foot of the [order](#) acknowledgement.*

If State Profile is active the appropriate state reference for each [item](#) on the [order](#) is printed on the [order](#) acknowledgement, in the [item](#) description column, immediately after or in place of the customer [item](#) reference (depending on whether this is being printed).

If the CUSTITEMACK default [descriptions file](#) entry has the Limit set to 1 the Customer [Item](#) Reference prints on the document (under the description or text) as appropriate.

The acknowledgement displays the following information:

- Customer account code
- [Delivery address](#)
- [Invoice address](#)
- [Item](#) code and description
- UoM
- [Order](#) quantity
- [Order](#) date
- Delivery date

- [Order value](#)

The container summary shows the following details for each container:

- Container [item](#) code
- Container [item](#) description
- Container [item](#) quantity
- Container unit price
- Container value

The following specifications are appropriate for this report:

- **Frequency** - As required
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - Page overflow
- **Totals** - None
- Selection - None

Order Acknowledgements Selection Window

To display this window, select the [Order](#) Acknowledgements task.

Use this task to print or re-print [order](#) acknowledgements.

Fields

Order Number From/To

You can optionally enter a range of [order numbers](#). If you leave the range blank, all unprinted [order](#) acknowledgements, for customers that require them, will be printed.

OR

Customer

You can optionally enter a customer and delivery sequence to print [order](#) acknowledgments for that customer.

You can use the prompt facility on the first field to select from the Customer Scan pop-up.

Include Already Printed

Use this checkbox as follows:

Unchecked - Not to include acknowledgements that have already been printed

Checked - To include acknowledgements that have already been printed

Note: [Order](#) acknowledgements will not be printed for completed [orders](#).

Select **Submit (F8)** to submit the job for processing.

Picking Notes [2/OER]

When stock has been allocated to an [order](#) you request its despatch by using this task to generate a pick note.

This is the general sequence of events for [stockrooms](#):

- The stock is allocated to the [order](#).
- The [picking note](#) is requested and printed.

In addition, for [stockrooms](#) defined as [warehouses](#) in Warehousing:

- The location of the stock in the [warehouse](#) is identified and printed on a picking list.
- The stock is confirmed picked within the Warehousing module.

Note: If the [stockroom](#) is not a [warehouse](#), you can set a flag on the sales customer details to requests a manual pick list. This is an additional step in the process that prints all stock allocations for all such customers together. This includes a picking or marshalling phase, where you can adjust the despatch note, using [manual allocation](#) prior to printing. You can then request the [picking note](#) by [order number](#). Once the [order](#) has been despatched, the [picking note](#) number is used to update the system.

Where [items](#) are lot-controlled, automatic lower level allocation of lots recommends that the oldest stock of an [item](#) be picked first, by considering the shelf life assigned to each lot, where the appropriate level of extended control is in place. Any recommended lots are printed on the pick note.

Where [items](#) are sourced for a [stockroom](#) that is subject to Location Control, automatic lower level allocation recommends the oldest stock of an [item](#) to be picked first, by considering the receipt date of the stock. The locations in which the oldest stock is held are printed on the pick note.

The rules for the allocation of lots is summarised below:

- Extended Control active
- [Items](#) with finite shelf life are allocated in last available date sequence.
- [Items](#) with indefinite shelf life are allocated in first available date sequence.
- Extended Control inactive
- [Items](#) are allocated in receipt date sequence.

Note: If extended control is in use, for any lot to be considered for allocation, the date upon which a pick note is being produced must lie between the availability dates recorded against the lot header.

Note: If extended control is in use, any lot with a frozen [status](#) is not considered for allocation.

When stock is allocated to an [order](#), you request despatch by printing a [picking note](#) or, if the [stockroom](#) is a [warehouse](#), you transfer the request to the [Warehouse](#) application.

You only print [picking notes](#) that have to be despatched immediately: the picking [time fence](#) controls this. Any [allocated stock](#) outside the [time fence](#) is not normally included on the [picking notes](#).

If the [items](#) for an [order](#) are sourced from different [stockrooms](#), a [picking note](#) is printed for each [stockroom](#).

Caution: You must make sure that you do not run this task for the same stockroom and at the same time as the Pick List tasks in the Warehousing module.

You can generate [picking notes](#) for:

- A selected [depot](#) up to the [picking note time fence](#) or [lead time](#)
- A range of [orders](#)
- A single [order](#)

The user requesting the generation of pick notes must have access rights to a bonded [warehouse](#) to generate pick notes for that [warehouse](#).

You can re-print a [picking note](#) at any stage up to the point of despatch. If you re-print a note after the [order](#) has been confirmed as despatched, you could action a double despatch.

Note: *The Event Allocation batch process selects which location's [balances](#) are used on a [picking note](#) or pull lists. It also allocates the lot [balances](#).*

Note: *If you are using Location Control, this task incorporates the Event Allocation process. The visible result is that the lot or location references, or both, and the [balances](#) are printed on the pick note. If there is not enough stock, the references are replaced with the text 'Unspecified'.*

The pick note shows the line quantity expressed in both [stockroom](#) issue units and entered units.

The expectation is that [orders](#) for multiple unit format [items](#) will be raised in the [item](#) stocking unit (i.e. cases) therefore the pick note will show both the number of issue units (bottles) and the number of stocking units (cases) to be picked.

Note: *If a partial stocking unit is allocated, this will show on the pick note as a decimal fraction.*

If the CUSTITEMDES default [descriptions file](#) entry has the Limit set to 1 the Customer [item](#) Reference prints on the document (under the description or text) as appropriate.

Pick List Sequence

As part of the picking list generation process, the sequence field on the [picking note](#) is populated and used to sequence the lines on the note. This logic applies to both the normal [order](#) notes and also to bulk [picking notes](#). Refer to the Pick List Sequence Maintenance section for further details.

Note: *Bulk pick lists are merely 'marshalling' type lists in the greater scheme of things; except that where bulk picking and/or break points are used it is probable that more detailed pick notes may result. Nevertheless, these detailed notes are the ones that will be printed or confirmed in detail. The bulk pick lists are merely summary documents that enable bulk picking of a total load requirement.*

Ship Control Level

The decision as to whether a pick note is generated for an [order](#) and/or line is also controlled according to the following rules for each shipment control level:

- Line Complete
- The [balance](#) to be shipped against an [order](#) line (the [ordered](#) quantity minus the sum of the quantities already on pick or despatched for the line) must be less than or equal to the quantity allocated to the [order](#) line.
- For [kit](#) parent [items](#), all of the associated components must be fully allocated to permit the shipment of the parent [item](#).

- Ship Complete (Demand Point)
- The [balance](#) to be shipped against all lines on the [order](#) for the same demand point (i.e. [stockroom](#)) must be less than or equal to the quantity allocated to each line.
- Ship Complete ([Order](#))
- The [balance](#) to be shipped against all lines on the [order](#) must be less than or equal to the quantity allocated to each line.

Note: The above rules do not apply when this process is invoked as a result of receiving a purchase [order](#) that is flagged for direct delivery from supplier to customer.

Promotions

The description of any promotion indicator associated with the [items](#) printed on the clean pick/despatch note is shown to give visibility on the picking /delivery documentation to those [items](#) being given to the customer free of charge.

Lot Allocation

When a customer-specific shelf life is defined for a customer and [item](#), the automatic lot allocation still takes place but it considers each lot slightly differently.

The last available date for each lot is calculated based on the customer's shelf life, which possibly limits the lots available for this customer. These lots are allocated in ascending date sequence to this [order](#) line.

If there is still a [balance](#) allocated on the line for which there is no appropriate lot, the 'Unassigned Lot' message is printed on the pick note. To assist the picker in finding and picking an appropriate lot, an additional message is included on the pick note to highlight those lots which will satisfy the customer's requirement. The minimum expiry date suitable for the customer is printed against the line.

Refer to the Customer Shelf Life section in the Module Overview chapter of this product guide for a full description of customer-specific shelf life overrides and lot allocation.

For a bonded [warehouse](#), the automatic allocation of batch/lot/serial numbers does not occur for those [items](#) for which lot-control is forced i.e. [items](#) that are not flagged as batch-controlled, lot-controlled or serial-controlled.

Containers

A container summary is printed on each SOP pick note generated after the literal 'CONTAINER SUMMARY FOLLOWS'.

Only those containers that are flagged to be included in the container summary are shown on the pick note.

The container summary shows the following details for each container:

- Container [item](#) code
- Container [item](#) description
- Container [item](#) quantity

For those containers that do not require a full SSCC bar-coded label, the system generates a simple label for each container during pick note generation.

The following information is shown on each printed label:

- Customer name and address
- Despatching [warehouse](#) name
- [Order](#) and despatch note number

The following specifications are appropriate for this report:

- **Frequency** - As required
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - Page overflow
- **Totals** - None
- Selection - None

Picking Notes Selection Window

To display this window, select the [Picking Notes](#) task.

Note: The window shown below is the version that is displayed if the EQ application is active. If EQ is not active, the window will not request a job, engineer or due date.

Use this window to select which [picking notes](#) you want to print. The default picking [time fence](#) is retrieved from the Inventory [Descriptions file](#), major type DNTF, and is displayed in the [Lead Time](#) field.

When requesting the generation of SOP pick notes, you can request the generation of labels for those containers associated with the products on each pick note that require them.

Note: User must have access rights to bonded [warehouses](#) in the selected range

When user [stockroom](#) authorisation is active, the selection window displays "User [stockroom](#) authorisation active".

Only the pick notes for [stockrooms](#) you are authorised to, that satisfy selection criteria will be printed.

Each [order](#) line that does not satisfy user [stockroom](#) authorisation is listed on the resulting report.

You must have authority to the [stockroom](#) to reprint pick notes for that [stockroom](#).

Fields

Stockroom

Enter a [stockroom](#).

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

If you leave this field blank, you have to enter a range of [orders](#).

Note: The user must have access rights to a bonded [warehouse](#) to generate pick notes.

Lead Time

Enter the number of [lead time](#) days. You can override the default retrieved from the Inventory [Descriptions file](#).

When sales [order](#) picking is submitted for a [stockroom](#) and [lead time](#), the despatch date is used to establish if the [order](#) is included in the picking run

Order From

Enter the [order number](#) to print a single [order](#) or enter the first [order number](#) if you want to print a range of [orders](#).

Order To

Enter the last [order number](#) for the print range.

Note: *If you have entered an [order](#) or range of [orders](#), the [stockroom](#) and [lead time](#) are ignored.*

Job

Enter a job number.

Engineer

Enter an engineer code.

Up To Due Date

Enter or select a due date.

Note: *If you have entered a job number, any [order](#) or range of [orders](#), and the [stockroom](#) and [lead time](#) are ignored.*

Print Labels

Use this to specify whether labels are to be printed for those containers associated with the products on each pick note that usually require bar-coded SSCC labels.

Note: *Bar-coded SSCC labels can be printed for containers within the Build Container task.*

Use this checkbox as follows:

Unchecked - If labels are not to be printed

Checked - If labels are to be printed

The default value for this field is retrieved from the Inventory [Descriptions file](#) (major type DFLT, description code LABELS)

The number of labels printed for each container is taken from the definition of the container [item](#).

Container lines are generated on each pick note based on the appropriate container profile definitions for the [items](#) included on each pick note. Container lines for each pick note are held in the Pick/Despatch Lines file.

Container lines are ignored when analysing the shipment control requirements of an [order](#).

Customer Collect

Use this checkbox as follows:

Unchecked - If the customer will not be collecting the goods

They will be processed through Transport Planning as normal.

Checked - If the customer will be collecting the goods

The [orders](#) were entered via [Order](#) Capture with the Customer Collect flag set on.

Note: This defaults to unchecked unless the CUSCOL entry under major type DFLT in the Inventory [Descriptions file](#) has a parameter limit of 1.

The [picking note](#) print will have a large literal, 'CUSTOMER COLLECTION', printed above the address on relevant notes so that pickers are advised that the goods are to be collected and not delivered.

Picking Note

Enter the [picking note](#) you want to re-print.

Note: A bulk pick list can only be re-printed from within Transport Planning.

Note: The user must have access rights to a bonded [warehouse](#) to reprint pick notes for that [warehouse](#).

For Stockrooms:

The system produces [picking notes](#), manual pick lists or both, for allocated [orders](#) that satisfy the selection criteria.

For Warehouses:

Requests for despatch are generated in Warehousing.

Note: The system [order number](#) and [picking note](#) sequence number identify each picking or despatch note. The first [picking note](#) sequence number for an [order](#) is always 00.

Press Enter to confirm the selections and submit the job for processing.

Despatch Note Re-print [3/OER]

When the Clean Despatch Notes field is **checked** in the Sales [Order](#) Processing company profile, a despatch note is printed automatically out of Interactive Confirm Despatch. If that despatch note should be lost or damaged, it can be re-printed using this task.

There are some conditions:

- The Clean Despatch Notes field must be **checked**.
- The [picking note](#) must have been confirmed as despatched.
- The despatch note must not be controlled by the Document Processing application. That has its own re-print option.
- The despatch note must not be part of a consignment despatch built using ASN and Container Processing. These despatch notes should be re-printed using the Despatch Documentation task.

Some other considerations:

- Sales [Orders](#) despatched using the [Fast Batch](#) Confirm Despatch task do not print clean despatch notes; it is assumed that the [picking notes](#) are sufficient. However, this re-print task will print a despatch note if one of these despatches is chosen.
- DRP [orders](#) are treated like sales [orders](#), being confirmed as despatched in the same manner and having clean despatch notes printed. They can also be re-printed.
- If Bulk Picking is in operation, the picking lines are managed independently from the [order](#), but ultimately the individual [order picking notes](#) are confirmed as despatched. Despatch notes are printed for each of these despatches, and so can be re-printed.

The price to be assigned to a container line is retrieved from the wholesale [price list](#) defined for the operating company, the wholesale price type being defined in the Inventory [Descriptions file](#) (major type OMCP, description code WSPL) and the [tax code](#) on this record being the wholesale price type.

If the value of a document changes as a result of being re-priced, an adjustment is made to the goods despatched not invoiced value recorded against the appropriate account or accounts to reflect the change in the document value.

The value used to adjust the goods despatched not invoiced [balance](#) of an account, which is passed to the Account Summary [Balance](#) Update routine, optionally includes a tax value adjustment as well as a goods value adjustment (if the Include Tax Values in [Outstanding](#) Debt field in the SOP company profile is **checked**).

The requirement of a tax value adjustment is determined by comparing the saved tax value of a document with its new tax value (after re-pricing).

Invoices being paid by credit card will have "Paid by credit card" printed on them. This will also apply to credit notes where the refund is being made by credit card.

If State Profile is active the appropriate state reference for each [item](#) on the [order](#) is printed on the clean despatch note, in the [item](#) description column, immediately after or in place of the customer [item](#) reference (depending on whether this is being printed).

Despatch Note Re-print Selection Window

To display this window, select the Despatch Note Reprint task.

Use this window to select a single despatch note you wish to re-print.

Fields

Order Number

Enter the [order number](#) for the despatch note you wish to re-print. This can be a DRP [order](#).

Despatch Sequence

Enter the despatch sequence number for the despatch note you wish to re-print. If you leave this blank, it will assume the first despatch note (00).

Customer/Despatch Date

The [customer code](#), customer name and despatch date associated with the selected despatch note are displayed here when you press Enter to help you confirm that you have selected the correct despatch note.

Note: *The printed despatch note will be identical to the original, except for a Re-print message in the heading block.*

Press Enter to validate the selected despatch note and display the despatch details. Select **Submit (F8)** to confirm the selection and submit the job for printing.

Consolidated Invoices Introduction

You use a consolidated invoice to bill a customer for more than one despatch. A consolidated invoice details each line of each despatch, and each sundry charge of each despatch. The [order](#) charges on the consolidated invoice can be analysed to the customer delivery sequence of the original [order](#) to which the charges relate.

The sundry invoices and credit notes are not consolidated. You set the consolidation flag at the customer delivery point and it can be over one of three intervals:

- A day
- A week
- A period

OR

A single invoice can be produced for an [order](#) over multiple periods (days, weeks or months). This invoice consolidation level is **By Order**.

For invoices that are consolidated by [order](#), the [order](#) must be manually released via a new menu option before the invoice can print and post.

Once printed, these invoices can be posted in the usual way.

Consolidated invoices are printed after the end of the selected interval or when manually released in the case of by [Order](#).

That is:

- If you select daily consolidation, the first invoice print run of the day will print the consolidated invoices for [orders](#) despatched the previous day.
- If you select weekly consolidation, the first invoice print run after Inventory Management's Week End Update will print the consolidated invoices for [orders](#) despatched the previous week.
- If you select periodic consolidation, the first invoice print run after Inventory Management's Month End Update will print the consolidated invoices for [orders](#) despatched the previous month.

The invoice displays the following information:

- Total invoice and credit value
- Grand total excluding tax
- Number of invoices
- Number of credits
- Number of records
- Base price and tax

Invoices/Credit Notes [4/OER]

Use this task to:

- Produce all or selected [outstanding](#) invoices, including sundry invoices.
- Produce all or selected [outstanding](#) credit notes.
- Post the documents to Accounts Receivable.
- Produce a Non-unique References report, which lists any invoices with the same invoice number.
- Extract invoice details to be passed through AFI into the General Ledger.
- Produce an Accounts Office Posting List report.

This task prepares and prints the invoices and credit note documents for all transactions since the previous run.

For [orders](#) being priced at the time of despatch, the prices and exchange rate applicable at the date of despatch are used. If the [order](#) is not complete, the residual [order](#) is re-valued using the despatch price.

Note: *The invoice print will re-calculate tax at header level, if this is required by the country-specific parameter (this will include invoices to be sent via EDI). Additional text will be printed for invoice lines with a zero tax rate. The additional text is taken from the Inventory Descriptions parameter VTX for the [tax code](#). If no entry is found for the [tax code](#), no extra text will be printed.*

The price to be assigned to a container line is retrieved from the wholesale [price list](#) defined for the operating company, the wholesale price type being defined in the Inventory [Descriptions file](#) (major type OMCP, description code WSPL). The [tax code](#) on this record is the wholesale price type.

Note: *The pricing rules depend on whether you are using Advanced Pricing.*

Quantities are printed on invoices in multiple unit form (if applicable). This applies to all formats of invoice and credit note printed.

You can also produce Collection Documents and reports covering Document Creation, Replacement Documents, Accepted and Unaccepted Document Exception reports.

If the CUSTITEMINV default [descriptions file](#) entry has the Limit set to 1 the Customer [Item](#) Reference prints on the document (under the description or text) as appropriate.

The AFI extract is now configurable to take the control account (SLP05:GCTL05) from the Statement account or Invoice account, rather than the [ordering](#) account, if required.

This is controlled by the limit set in description file entry of DFLT: FIACCCTL :-

If the limit is 1 then the Statement Account (OEP65:STAC65) is used.

If the limit is 2 then the Invoice Account (OEP65:CUSI65) is used.

For other limits, or if the Description entry is missing, the [ordering](#) customer (OEP65:CUSN65) is used (as before). This is the delivered default setting, with a limit of 0.

Any Invoices created for Consolidation types (7, 8 and 9 (daily, weekly, period by [Order](#)) have the [order number](#) (OEP65:ORDN65) populated.

Containers

Container lines associated with the products [ordered](#) are printed on each invoice and credit generated.

Only those containers for which the customer is going to be charged are shown.

The same details are shown for a container [item](#) as for any of the [ordered](#) products on the invoice, i.e. [item](#) code, description, quantity, price, value, etc.

The value of any container [items](#) is included in the goods, tax and invoice totals of the document and the tax summary also includes the container breakdown against the appropriate [tax codes](#).

Multi-Currency

Invoices are created in the same currency as the [orders](#). Postings to Accounts Receivable are in both the [order](#) currency and the Accounts Receivable base currency. If you are using World Trade, a Currency Conversion Exception report is produced.

Note: If AFI is active, two reports are produced: the Invoice Notes Extracted report and the Account Deviation Errors report.

Proof of Delivery

If you are using Proof of Delivery, the POD confirmation details are printed on the invoice.

The following specifications are appropriate for this report:

- **Frequency** - As required
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - Page overflow
- **Totals** - None
- Selection – None

If State Profile is active the appropriate state reference for each [item](#) on the [order](#) is printed on an invoice / credit note, in the [item](#) description column, immediately after or in place of the customer [item](#) reference (depending upon whether this is being printed).

In Sales [Order](#) Processing, the invoice print process:

- Calculates any additional state and city excise taxes to be paid if the state profile flag is set on the SOP company profile
- Includes any state and excise taxes calculated in the goods despatched not invoiced value for the customer within Accounts Receivable
- Prints the additional state and city excise tax values on the invoice and credit note

Customer Price Policy – price at despatch

The price date used by Price at Despatch will depend on the Price Policy flag set against the customer.

If customer is set to price at despatch and the Price Policy flag is set to 1 then the following will happen:

- If the goods are delivered early despatch date before [order](#) line due date then price at despatch will use today's date.
- If the goods are delivered late then the [order](#) line due date will be used as the pricing date.
- If the goods are delivered on time then the current function will apply.

Charge at First Despatch

When Charges first despatch is operating and a percentage charge is applied to the first despatch, if the charge is to be applied to the first despatch only, the charge value will be a percentage of the [order value](#) [excluding tax] and not the despatch value.

Note: where a charge is established to the Inventory Description **CFAD**, charges are applied to all despatches and therefore a percentage charge will be a percentage of the despatch value.

For any subsequent despatch, percentage charge values will be a percentage of the despatch value.

For invoice alternate calculation function, during invoice print revaluation (for consolidated and price at despatch invoices), when an [order](#) has an established base fix price, at the point of invoice print the base fixed price is revalued to the document prime currency fixed price at the current exchange rate.

Invoice Print Selection Window

To display this window, select the Invoices/Credit Notes task.

Use this window to select the documentation you want to print.

Fields

Type of Document

Select one of the following:

Invoice (1) - To print invoices only

Credit Notes (2) - To print credit notes only

Both (3) - To print invoices and credit notes

Sequence

Select one of the following:

Inv Date/Inv - To print invoices or credits in Invoice Number within Invoice Date sequence

Customer/Inv - To print invoices or credits in Invoice Number within Customer sequence

Inv - To print invoices in Invoice Number sequence

This field defaults to the value set up in the Inventory [Descriptions file](#) under type INVP (if it is set up).

If **Customer/Inv** is selected, the invoices selected print in [customer code/delivery address](#) code sequence. If an [Invoice Address](#) account is specified via the Delivery Name and Address Maintenance window, this is used instead.

If **Inv** is selected, the invoices selected print in invoice number sequence.

Note: *Customer/Inv ensures that invoices for the same address are printed together and can therefore be posted together. Previously, these printed in Delivery Date, Invoice Number sequence.*

Print Invoice Summary

Use this checkbox as follows:

Unchecked - Not to print an invoice summary

Checked - To print an invoice summary

Post to Accounts Receivable

A new parameter has been added to the Inventory [descriptions file](#) to allow some level of Invoice posting control as follows:

DFLT

INVPST Post Invoices Automatically

Use this code to control whether invoices should be automatically posted and if the user can or cannot change this value on the screen.

Enter one of the following values:

0-0 - No automatic posting, the user cannot change the value on the screen

1-0 - Post automatically, the user cannot change the value on the screen

0-1 - No automatic posting, the user can change the value on the screen

1-1 - Post automatically, the user can change the value on the screen

Note: *The new [Descriptions file](#) entry is delivered with the [Tax code](#) set to 1-1 so that existing users see no difference.*

Use this checkbox as follows:

Unchecked - Not to post the documents to Accounts Receivable

You can post invoices and credits to Accounts Receivable separately by using Invoice Posting.

Checked - To post printed documents to the ledger. The contents of the field is defaulted from the INVPST default [Descriptions file](#) entry.

Note: When the second value of the INVPST parameter is 0 you cannot edit the value.

Post EDI Data

Use this checkbox as follows:

Unchecked - Not to post EDI data

Checked - To post EDI data

If this field is **checked**, the invoice line number is written for both invoices and credit notes. For credits notes based on an original invoice for a sales [order](#), the original sales [order number](#), despatch note number and date of original customer [order](#) are written to the EDI output files.

Note: If [Work Management](#) is active, the Post to Accounts Receivable and Post EDI Data fields are not shown, as these tasks are expected to be performed as part of a separate process.

Selection Criteria

For the Invoice Number and Despatch Date fields, if you select **List**, when you select **Continue (F8)**, 14 fields are displayed for you to enter the list of numbers or dates. If you select **Range**, two fields are displayed for you to enter the range. You must make an entry in either the Invoice Number field or the Despatch Date field.

Invoice Number

Select one of the following:

Blank - For no selection by invoice number

Range (1) - To enter a range of invoice numbers to print

List (2) - To enter a list of invoice numbers to print

Despatch Date

Select one of the following:

Blank - For no selection by despatch date

Range (1) - To print invoice or credits despatched within a range of dates

List (2) - To print invoices or credits specifically by selected document number

Despatch Reference

Select one of the following:

Blank - For no selection by despatch reference

Range (1) - To enter a range of despatch references to print

List (2) - To enter a list of despatch references to print

Proof of Delivery

If you are using POD (Proof of Delivery), the POD confirmation details will be added to the main body of the invoice. These details include:

- The POD reference
- The delivery date
- The delivery time
- The POD signatory

Note: Consumer units based on those defined in the [Item Details](#) task are written to the Invoice Line file.

Note: If you have set the Assignment of Numbers field in the Sales [Order Processing](#) company profile to Invoice Print, invoices will be assigned new invoice numbers.

Select **Continue (F8)** to create a list or enter a range and then select **Continue (F8)** to submit the job for processing.

Invoices Prompt Window

This window shows when the Invoice Number is prompted and allows Invoices/Credit Notes to be selected.

Fields

Status

For invoice consolidation by [order](#) (type A), the [status](#) will be:

- **Held:** [Order](#) 0000000 where the invoice is not released
- or
- **Released** once the [order](#) is released

Where an invoice is consolidated by [order](#) (type A), the invoice will print once released via the **Release [Order](#) for Invoicing [5/OEPX]** function.

Invoice Date Policy

The company establishes the invoice date policy for consolidated invoices. The following are the available values and the date used for consolidation by [order](#) (type A):

Invoice Date Policy	Date Used
0=Print date if consolidated	Print date
1=Print date	Print date
2=Last date of consolidation period	Print date

Invoice/Credit Re-print [5/OER]

Use this task to re-print a single invoice or credit note or a range of invoices or credit notes.

The following specifications are appropriate for this report:

- **Frequency** - As required
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - Page overflow
- **Totals** - None
- Selection – None

If State Profile is active the appropriate state reference for each [item](#) on the [order](#) is printed on an invoice / credit note, in the [item](#) description column, immediately after or in place of the customer [item](#) reference (depending upon whether this is being printed).

Invoice/Credit Note Re-print Selection Window

To display this window, select the Invoice/Credit Reprint task.

Use this window to select the type of document you want to re-print.

Fields

Invoice/Credit Type

Select one of the following:

Invoices (1) - To re-print invoices only

Credits (2) - To re-print credit notes only

Both (3) - To re-print both invoices and credit notes

From/To

Invoice/Credit

Enter the first and last numbers of the range of invoices/credit notes to print.

If the To field is left blank, the From and To values are presumed to be the same.

Customer and Sequence

Enter the first and last customer numbers and sequence numbers of the range of invoices/credit notes to print.

If the To field is left blank, the From and To values are presumed to be the same.

You can use the prompt facility on this field to select from the Customer Scan pop-up.

Invoice Date Range

Enter or select the start date and end date of the range of invoices/credit notes to print.

If the To date is left blank, the From and To dates are presumed to be the same.

To help prevent ALL records being selected accidentally, the following criteria must be met:

The date range cannot be zeros if the invoice/credit number range and customer range are both left blank.

The date range cannot be zeros if the invoice/credit number range is left blank.

Note: *If only a range of dates is entered, a warning pop-up is displayed to ensure you realise that a large number of invoices may be printed.*

Open invoices only

To reprint all the open invoices as per the selection criteria. This option will reprint the open invoices only.

Open invoices are the invoice/credit notes which is not cleared (not fully paid) in Accounts receivable.

0 = To print all the invoices or credit notes

1 = To print only the open invoices or credit notes

Re-send or Print if EDI

Select one of the following if the invoice or credit is sent via EDI:

No (0) - Not to re-send or re-print.

Re-send (1) - To re-send the invoice or credit note

Print (2) - To re-print the invoice or credit note

Sequence

Select one of the following

Invoice date/invoice number - To print invoice or credits in Invoice Number within Date Sequence

Customer/Invoice number - To print invoices or credits in Invoice Number within Customer sequence

Invoice number - To print invoices in Invoice Number sequence

This defaults to the value set up on the Inventory [Descriptions file](#) under type INVP (if it is set up).

If **Customer/Invoice number** is selected, the invoices selected print in [customer code/delivery address](#) code sequence. If an [Invoice Address](#) account is specified via the Delivery Name and Address Maintenance window, this is used instead.

If **Invoice number** is selected, the invoices selected print in invoice number sequence.

Note: *Customer/Invoice number ensures that invoices for the same address are printed together and can therefore be posted together.*

Note: The re-printed documents will be an exact copy of the original but marked ****Re-print**.

Select **Submit (F8)** to confirm your selection and submit the job for processing.

Confirm Date Range Only Selection Pop-up

This pop-up is displayed when only a range of dates is entered or selected on the Invoice/Credit Note Re-print Selection window.

Use this pop-up to confirm your selection or return to change the selection criteria.

Press Enter to return to the Invoice/Credit Note Re-print Selection window. Alternatively, select **Submit (F8)** to confirm your selection and submit the job for processing.

Rental Invoice Generation [6/OER]

Use this task to create sundry invoices/credit notes (in batch) to cover [outstanding](#) rental charges for those containers held by customers that attract a daily rental charge.

The process may be invoked for:

- A specific customer delivery sequence
- All delivery sequences for a customer
- A range of customer delivery sequences
- All customer delivery sequences

The process determines the rental charges to be raised against a customer from a combination of the Container Tracking (Header) and Container Tracking (Detail) files.

All Container Tracking (Header) records for those container [items](#) charged on a daily rental basis that match the selection criteria are processed.

Each Container Tracking (Header) record holds the date on which a rental invoice was last generated for the customer and container/[item](#) combination and the number of rental containers held by each customer as at that date.

Using this date as a starting point, the system reads the first record from the Container Tracking (Detail) file (whose delivery date is after that date) and determines how many days have elapsed between these two dates. An invoice line is then generated with the quantity set to the number of elapsed days multiplied by the number of containers held by the customer at the start of the rental period.

External text records are written for each invoice line generated in the following format:

"Container rental charge - Qty: 99999999.999 between 99/99/99 and 99/99/99"

or

"Container rental charge - Qty: 99999999.999 on 99/99/99"

Note: Adding external line text in this way ensures that when the invoice is generated, the text line is printed to identify what quantity and rental period the invoice line covers.

The next Container Tracking (Detail) record for the customer container [item](#) combination is then retrieved and a further invoice line generated to cover the rental charge for the rental period between the first and second delivery of the container [item](#) to each customer.

The above process is repeated until all Container Tracking (Detail) records for a customer have been retrieved.

Finally, a further invoice line is generated to cover the rental period between the last delivery and the current system date, if they are not the same. The Container Tracking (Header) record is updated with the current container [balance](#) held by the customer and the Date (Last Rental Invoice) set to the current system date.

Rental invoices can then be printed, posted to Accounts Receivable and enquired on just as any other invoice generated on the system.

Rental Invoice Generation Selection Window

To display this window, select the Rental Invoice Generation task.

Use this window to enter the criteria that will be used to control the production of rental invoice charges.

Fields

Customer

Enter a valid customer and delivery sequence code.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

If no specific delivery sequence is entered, rental invoices will be generated for all delivery sequences for the specified customer.

Reason Code

Enter a valid reason code.

Alternatively, use the prompt facility to select from the RFCR Invoice/Credit Reason Codes pop-up.

Note: If necessary, a specific invoice/credit reason code can be established to enable container rental invoices to be distinguished from other sales invoices and credit notes.

All rental invoices generated will be stamped with this reason code.

Despatch Method

Enter a valid despatch method.

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

All rental invoices generated will be stamped with this despatch method.

Enter the required selection criteria and then select **Submit (F8)** to submit a batch job to create the required rental invoices.

Pro Forma Invoice Re-print [7/OER]

Use this task to request a re-print of a single [proforma](#) invoice or a range of [proforma](#) invoices.

Pro Forma Invoice Re-print Selection Window

To display this window, select the Pro-forma Invoice Re-print task.

Use this window to select the [proforma](#) invoices you want to re-print.

A range of either [proforma](#) invoice numbers or sales [order numbers](#) can be selected.

Fields

You must use one or other of the selection ranges.

Pro Forma Invoice Number Range/To

Enter the [proforma](#) invoices that are to be re-printed.

You can use the prompt facility on these fields to select from the Select Pro Forma Invoice pop-up.

If you enter a number without specifying a limit to the range, the system will assume you want just a single document.

If [proforma](#) invoice numbers are entered, you cannot use the [order number](#) range.

Order Number Range/To

Enter the [orders](#) for which [proforma](#) invoices are to be re-printed.

You can use the prompt facility on these fields to select from the Select Sales [Order](#) pop-up.

If you enter a number without specifying a limit to the range, the system will assume you want just a single [order](#).

If [proforma](#) invoice numbers have not been entered, you must use the [order number](#) range.

Select **Submit (F8)** to confirm your selection and to submit the job for processing.

Where a [proforma](#) invoice range has been selected, for each [proforma](#) invoice found in the [proforma](#) invoice range, a [proforma](#) invoice document is re-printed.

Where an [order](#) range has been selected, a [proforma](#) invoice is re-printed for each [order](#) in the range that has a [proforma](#) invoice number assigned to it.

Batch Allocation [10/OER]

This task reviews all [outstanding orders](#) and attempts stock allocation. This is a complex decision process that involves the following factors:

- The relative [priority](#) of [orders](#)
- The required due date
- [Credit control](#) modules
- Whether your customer allows part shipment for [orders](#)
- Whether your customer allows [back orders](#)

[Orders](#) are considered for allocation in [priority](#) and then due date sequence. They are excluded from allocation if any of the following are true:

- The due date is beyond the allocation [time fence](#).
- The customer is on credit stop.
- The credit limit is exceeded prior to allocation.
- The [order](#) is suspended prior to allocation.

An [order](#) is suspended for credit exception if either of the credit checks fails before allocation is attempted.

When allocating a multiple unit format [item](#) whose sales unit indicator signifies that the [item](#) must be sold in sales units, only exact multiples of sales units of the [item](#) are allocated.

Credit checks are performed at line level to determine whether allocation of [available stock](#) would result in an accounts credit limit being exceeded.

The value of the stock available for allocation, which is passed to the Credit Commitment routine, optionally includes the tax value of the [allocated stock](#) in addition to its goods value (based on the setting of the Include Tax Values in [Outstanding](#) Debt field in the SOP company profile).

The tax value passed to the Credit Commitment routine for each [order](#) line when tax is to be included in a customer's [outstanding](#) debt is calculated as follows:

Allocated value = ([Order](#) line value + [Order](#) line tax value) * Allocated quantity [Order](#) quantity

If stock is allocated or de-allocated from any [order](#) line, the value of this stock increases or decreases the [outstanding order balance](#) of the appropriate account or accounts.

Note: Multiple accounts can be updated if the customer against whom an [order](#) is raised is part of a customer hierarchy.

Note: Allocated quantities sourced from a bonded [warehouse](#) must be in multiples of the stocking unit of an [item](#), unless dual units are permitted in the bond.

The value of the allocated/de-allocated [stock](#), which is passed to the Account Summary [Balance](#) Update routine, optionally includes the tax value of the stock as well as the goods value (based upon the setting of the Include Tax Values in [Outstanding](#) Debt field in the SOP company profile).

Container Lines

Container lines on an [order](#) are not considered as lines to be allocated in the same way as products [ordered](#) by the customer.

As stock is allocated to each [ordered](#) product line, the system calculates the number of containers required to ship the allocated product quantity. To simplify this calculation, no rounding of container quantities is performed. For example, if the system determines that a total of ten and a half cases are required to ship the allocated product quantity, the value of ten and a half cases is calculated even though in practice, eleven cases would probably be shipped.

The allocated quantity recorded against each container record in the [Order](#) Lines file is increased by the appropriate quantity.

Note: *By increasing the allocated quantity of container lines in this way, the system will reconcile on-order values, including associated container values, without any amendment.*

Caution: Although the allocated quantity is increased on each container order line in proportion to the allocated quantities of the products shipped in those containers, there is no allocation recorded against the Inventory balance of the container at this point in the process.

The allocation reconciliation process has been amended to account for this.

The credit check, performed to ensure that the value of stock allocated to an [order](#) does not result in the customer exceeding his agreed credit limit, includes the value of any containers required, as calculated above, in [order](#) to ship the allocated product quantity. This excludes containers charged on a daily rental basis.

If stock is allocated to the [order](#), the value of any containers is included in the adjustment made to the Account Summary [Balance](#).

Where an [order](#) line (or the entire [order](#)) is cancelled because a customer does not accept [back orders](#) and/or part deliveries, the system calculates the number of containers that would have been required to ship the cancelled product quantity. The [outstanding](#) and allocated quantities recorded against each container record in the [Order](#) Lines file is decreased by the appropriate quantity and the appropriate adjustment is made to the on-[order value](#) for the appropriate customer.

Batch Allocation Decision Table

The action taken by the [batch allocation](#) run is shown in the decision table. The job is submitted directly to the job queue. The customer's credit limit is compared to the sum of the:

- Accounts Receivable [balance](#)
- Value of all allocated [orders](#)
- Value of goods despatched but not yet invoiced
- Value of accepted bills of exchange, if available
- Value of [allocated stock](#) for the [order](#) line

Batch Allocation - Decision Table													
Allocation Check													
Order fully allocated?	Y	Y	Y	Y	Y	N	N	N	N	N	N	N	N
Customer Parameter Check													
Credit limit exceeded by allocation?	N	Y	Y	Y	Y	N	N	N	N	Y	Y	Y	Y
Part delivery allowed?		Y	Y	N	N	Y	Y	N	N	Y	Y	N	N
Back orders allowed?		Y	N	Y	N	Y	N	Y	N	Y	N	Y	N
Action													
Full allocation	X												
Part allocation						X ¹	X ¹						
Exclude from allocation		X		X				X		X		X	
Cancel order line			X		X				X		X		X
Cancel line balance						X							
Report													
Credit exception		X	X	X	X					X	X	X	X
Stock exception						X	X	X	X				

Note: ¹ = Allocation to stock limit

Three reports are produced from the run:

- Credit Exception report - A list of [orders](#) where allocations have been prevented due to a credit problem
- Stock Exception report - A list of [orders](#) where allocations have been prevented due to insufficient [available stock](#)
- Allocation Audit report - A list of [orders](#) where allocation has taken place

The Allocation Audit report includes the following information:

- Customer account number
- [Item](#) code and description
- [Order number](#)
- Quantity allocated
- [Stockroom](#) from which stock has been allocated
- [Priority](#)
- Required despatch date
- [Outstanding](#) value

The following specifications are appropriate for this report:

- **Frequency** - As required
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - Page overflow
- **Totals** - None
- Selection - None

Batch Allocation Stockroom Selection Window

To display this window, select the [Batch Allocation](#) task.

Use this window to select the [stockroom](#) to use for the [batch allocation](#) job.

Fields

Stockroom

Enter a [stockroom](#).

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

Leave this field blank to include all [stockrooms](#).

Press Enter to process the batch job.

Order Pricing [11/OER]

If you use [Transcriptional Order Entry](#), you need to establish how you price [orders](#) in the SOP company profile. This can be done either interactively or via a batch job.

This task prices all unpriced [orders](#) that have been marked for batch pricing.

The batch job selects the prices from the customer's default [price list](#) unless you have changed the [price list](#) at [order](#) header or [order](#) line level.

The price to be assigned to a container line is retrieved from the wholesale [price list](#) defined for the operating company, the wholesale price type being defined in the Inventory [Descriptions file](#) (major type OMCP, description code WSPL). The [tax code](#) on this record is the wholesale price type.

[Orders](#) cannot be processed until they have been priced, so it is important to run this task regularly. This task prices all [orders](#) since the last run. The process suspends [orders](#) if any of the following applies:

- The customer is on credit stop.
- The customer's credit limit has been exceeded.
- No price is found for a particular [item](#).

Note: If Advanced Pricing is in use, the [Order Pricing](#) task calculates the price according to price types in force for the [order date](#).

[Order](#) pricing calculates the tax value applicable to each line on the [order](#).

Note: Calculation of line tax applies to all lines on the [order](#) that attract a value, i.e. [ordered](#) products and containers associated with those products that attract a deposit charge.

The appropriate tax value is written to each SOP [order](#) line and the sum of these values is also written to the SOP [order](#) header generated when the [order](#) is accepted.

For any [orders](#) that fail a credit check, the values printed on the [Order Pricing Credit Exception](#) report are either tax inclusive or exclusive (based on the setting of the Include Tax Values in [Outstanding](#) Debt field in the SOP company profile).

The value of the current [order](#) passed to the Credit Commitment routine optionally includes the tax value of the [order](#) (as recorded in the SOP company profile) in addition to its goods value (based on the setting of the Include Tax Values in [Outstanding](#) Debt field in the SOP company profile).

The value of each [order](#) passed to the Account Summary [Balance](#) Update routine upon completion of pricing the [order](#) optionally includes the difference in the appropriate (allocated) portion of the tax value of the [order](#) (before and after pricing) as well as the difference in the appropriate (allocated) portion of its goods value (before and after pricing), if the Include Tax Values in [Outstanding](#) Debt field in the SOP company profile is **checked**.

The batch pricing job produces the following two reports:

- [Order Pricing Exceptions](#) report

A list of [order](#) lines that have been suspended because they have no price, a fixed price (which is a price entered manually during [order](#) entry), or a negative value

- [Order Pricing Credit Exception](#) report

A list of customer [orders](#) on credit stop or which have a credit limit failure

The following specifications are appropriate for this report:

- **Frequency** - As required
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - Page overflow
- **Totals** - None
- Selection - None

Select Confirm **Submit (F8)** to submit the job for processing.

Picking Note Cancellation [12/OER]

Use this task to cancel a [picking note](#).

Note: Cancellation of any [picking note](#) that is part of a bulk pick list is not allowed. Bulk pick notes can only be cancelled from within Transport Planning.

Once a [picking note](#) has been cancelled, it cannot be confirmed as despatched. It is important that cancelled [picking notes](#) are either destroyed or defaced to stop them being used.

The [order status](#) returns to **A** (Allocated). This means that the stock is still allocated to the [order](#), so you must remember to de-allocate the stock manually. This task does not de-allocate.

Note: A [picking note](#) raised against a [depot](#) defined to Warehousing can only be cancelled up to the point of selecting it for printing on a Warehousing picking list.

Note: If you are using Location Control, this task incorporates the Event Allocation process. When a pick note is cancelled, the event allocations attached to that pick note are also cancelled.

Note: If the user is not authorised to the [Stockroom](#) of the Pick Note selected for cancellation, then the standard [Stockroom](#) Authorisation error window is displayed and the cancellation cannot be completed.

The following specifications are appropriate for this report:

- **Frequency** - As required
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - Page overflow
- **Totals** - None
- Selection - None

Picking Note Cancellation Selection Window

To display this window, select the [Picking Note](#) Cancellation task.

Use this window to select the [picking note](#) you want to cancel.

Note: It is recommended you do not run this task unless you actually have the document to hand.

Fields

Order Number

Enter the [order number](#) of the [picking note](#).

Picking Note

Enter the [picking note](#) sequence number.

Press Enter. The system checks that there is an [outstanding picking note](#) and that it can be cancelled. If this is the case, the [Picking Note](#) Cancellation Detail window is displayed.

Picking Note Cancellation Detail Window

To display this window, press Enter on the [Picking Note](#) Cancellation Selection window.

Use this window to cancel the [picking note](#). You can only cancel complete notes.

Functions

Delete (F11)

Use this to flag the [picking note](#) as cancelled.

Select **Delete (F11)** to cancel the [picking note](#) and return to the [Picking Note](#) Cancellation Selection window.

Day End Processing [13/OER]

Use this task to:

- Produce a report listing all [orders](#) input to the system since the task was last run, regardless of current [status](#).
- Check that [order](#) headers are set to complete or cancelled, if there are no [outstanding order](#) lines.

The List of [Orders](#) report shows the following information:

- Customer account code
- [Delivery address](#)
- Delivery date
- [Price list](#)
- [Discount list](#)
- [Cash discount](#) code
- [Priority](#)
- All [order](#) lines
- [Item](#) code and description
- Quantity
- [Status](#)
- Unit price
- Discount 1 and 2
- Fixed price/discount

The following specifications are appropriate for this report:

- **Frequency** - As required
- **Stationery** - Standard listing paper
- Print Positions - 132

- **New Page** - Page overflow
- **Totals** - None
- **Selection** - None

Select Confirm **Submit (F8)** to submit the job for processing.

Confirmation of Despatch [14/OER]

When you run this task, the [picking note](#) is matched against the customer, and if correct, is added to a list of despatches to be confirmed. Quantities confirmed will be printed on the [picking notes](#).

Despatches are registered in the appropriate default inventory unit for an [item](#), i.e. stock movements are in that unit.

The Container Tracking (Header) and Container Tracking (Details) files are updated with details of those containers associated with the products despatched that are to be tracked against the carrier used for shipment wherever a carrier code is recorded on the Pick/Despatch Header record.

If any line is partially shipped on an [order](#) flagged for complete shipment, one of the following warning messages is issued:

- [Order](#) line should be shipped complete
- Despatch note should be shipped complete
- [Order](#) should be shipped complete

The processing performed for each despatch is identical to the processing carried out by the interactive confirmation, which is:

- 1 Stock is reduced.
- 2 Allocated stock is reduced.
- 3 The cost of the inventory movement is calculated.
- 4 Inventory movements are written to the Movement History file.
- 5 The usage of the despatched items is increased.
- 6 The last issued date for the despatched items is updated.
- 7 The order is changed to reflect the quantity despatched.
- 8 An invoice is generated, including the invoice number.
- 9 Customer account balance for orders despatched but not invoiced is increased.
- 10 The appropriate lot or batch records are reduced.

When recording the despatch of an [order](#) line, the [outstanding order balance](#) of the appropriate account or accounts is reduced by the value of the stock suggested for pick and the goods despatched not invoiced value increased by the value of the invoice generated.

The value to be subtracted from the [outstanding](#) customer [balance](#), which is passed to the Account Summary [Balance](#) Update routine, optionally includes the tax value of that stock as well as its goods value (based upon the setting of the Include Tax Values in [Outstanding](#) Debt field in the SOP company profile).

The value to be added to the goods despatched not invoiced [balance](#), which is passed to the Account Summary [Balance](#) Update routine, optionally includes the tax value of the despatched goods as well as their goods value (if the Include Tax Values in [Outstanding](#) Debt field is **checked** in the SOP company profile). If an invoice is generated for the despatched goods (i.e. proof of delivery of the despatched goods is not required), any sundry charge values associated with the invoice generated are also included in the customer's [outstanding](#) debt value at this point.

When Charges first despatch is operating and a percentage charge is applied to the first despatch, if the charge is to be applied to the first despatch only, the charge value will be a percentage of the [order value](#) [excluding tax] and not the despatch value.

Note: where a charge is established to the Inventory Description **CFAD**, charges are applied to all despatches and therefore a percentage charge will be a percentage of the despatch value.

For any subsequent despatch, percentage charge values will be a percentage of the despatch value.

Sales invoice documents are allocated based on the header [stockroom](#) site if that site has a document number type established. If no document number type is established the established company document type is used.

This applies to the following document types:

INVOICE	Sales invoices
INITINVOICE	Internal sales invoices

Note: If you are using Proof of Delivery, [item 8](#) in the above list changes to the [order](#) being despatched as awaiting POD. Once you have confirmed POD, the [order](#) is invoiced.

Note: If World Trade is attached, the movement is analysed. This is necessary to establish if it is an [EC movement](#) or not, and if it needs to be included on the Intrastat and ESL reports. (For more information on Intrastat and ESL, refer to the World Trade product guide).

If any of the [picking notes](#) are no longer eligible for confirmation because they have already been confirmed, an error report is produced. [Picking notes](#) can also be rejected if:

- They contain unspecified lots.
- They contain [Catchweight item](#) types 1 or 2 (or both).
- They are DRP [orders](#).
- They are Job Management [orders](#).

This task produces the following information:

- [Order number](#)
- Despatch sequence
- [Item](#) code and description

Note: Clean despatch notes are not produced if [fast batch](#) despatch is used.

The following specifications are appropriate for this report:

- **Frequency** - As required
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - Page overflow
- **Totals** - None
- Selection - None

When an [order](#) has an established base fix price, at the point of despatch the base fixed price is revalued to the document prime currency fixed price at the current exchange rate.

When Invoice Alternate Calculation is in operation, that is Inventory description major **DFLT**, minor **INVALTCAL** limit is **1**, the effective date for currency conversions is the one effective for the current day. The sales [order](#) prime value will be revalued based on the effective currency rate, the same rate is used for invoice lines generated for those lines that are despatched from the despatch note.

Note: For the despatch of equipment servicing parts, no sales [order](#) invoice details are created, invoicing is the responsibility of Equipment Servicing, this remains unaltered.

Select Confirm **Submit (F8)** to submit the job for processing.

Invoice Posting [15/OER]

Use this task to post invoices to Accounts Receivable up to a specified date. You can do this in addition to the task to post invoices during invoice printing.

Only when an invoice is posted does it exist in Accounts Receivable. It is at this point that allocations for [orders](#)/invoices paid by credit card can be recorded.

For a Turkey localisation, the AR [item](#) turkey detail is published.

This task produces the following information:

- Total invoice and credit value
- Grand total excluding tax
- Number of invoices
- Number of credits
- Number of records
- Base price and tax

For Prepayment processing, the AR [item](#) external reference can be set to use the customer [order](#) reference rather than the sales [order number](#). To use the customer [order](#) reference, set the limit to **1** for the Inventory Description **DFLT** type **INVORDREF**.

Caution: where consolidated invoices are in operation, types 1=daily by customer, 2=weekly by customer and 3=monthly by customer will NOT update the AR invoice [item](#) with the customer [order](#) reference and therefore these [items](#) will not be shown in the Request Prepayments option.

Promotion [items](#) added to an [order](#) during its capture are shown on the invoice.

The following additional invoice line attributes have been added to the AFI Data Dictionary:

- Promotion Number
- Promotion Indicator
- Budget Centre
- General Ledger Extension Code

Note: *Using the Alternative Account Rule Parameters on the AFI Posting Definition it is possible to account for promotion sales separately.*

The following additional invoice values are available for posting to the General Ledger using Advanced Financial Integrator:

- State Excise Tax
- City Excise Tax
- Bailment Charge

The following specifications are appropriate for this report:

- **Frequency** - As required
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - Page overflow
- **Totals** - None
- Selection - None

Invoice Posting Date Selection Window

To display this window, select the Invoice Posting task.

Use this window to select the date up to which you want to post invoices.

Fields

Post Invoice Up To

Enter the date up to which you want the task to post printed invoices.

Invoices with consolidation by [order](#) (type A), will post if the invoice date is on or before the post up to date

Select Continue (F8) to submit the job for processing.

Auto POD [16/OER]

Use this task for automatic confirmation of pick notes awaiting POD in full after their Auto POD [lead time](#) has expired.

The following POD confirmation details are generated:

- The delivery date, which is the system date at the start of the batch process
- The delivery time, which is the system time at the start of the batch process
- The POD reference, which is automatically generated
- The POD signatory, which is left blank
- The POD internal reference, which is the next reference number in the sequence

If the job runs over midnight, a second set of POD confirmation details are generated with a new delivery date, time and internal reference.

The task also produces a report of confirmed pick notes. The following information is displayed for each pick note by delivery point:

- The delivery date and time
- The customer account reference number, delivery point and name
- The [order](#), pick note and invoice number
- The prime and base invoice values with currency codes

The values printed on the Auto POD report are inclusive or exclusive of tax (as applicable).

Select Confirm **Submit (F8)** to submit the job for processing.

Monthly Report File Extract [17/OER]

Caution: This option should only be used in a US Drinks environment.

This new task extracts data from the invoice details held on file; the extracted data can be used to produce the state tax reports that need to be submitted to the relevant authorities in a US Drinks environment.

Monthly Report File Extract Selection Window

To display this window, select the Monthly Report File Extract task.

Use this window to select the month for which data is to be extracted from the invoice files for subsequent reporting to the relevant authorities in a US Drinks environment.

Fields

Month

Enter the month and year in the format YYYYMM for which data is to be extracted from the invoice files to the State Report Extract File.

Press Enter to submit the extraction process.

Expire quote cancellation [18/OER]

This new task cancels the expired quotes. By enter this task the Expire quote cancellation window is displayed. This screen design should be as mentioned below.

Expire quote cancellation window

Fields

Expiry Date upto

Mandatory field. User need to enter date upto which user wants to cancel the quotes. Validate the field for blanks and date less than current date.

Quotation type

Optional field. Leave this field blank to include all quotation types.

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

Cancellation reason

Mandatory Field. Enter the reason for cancelling the quote.

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

Select Confirm **Submit (F8)** to submit the job for processing.

Items [1/OEQ]

Use this report to produce a list of all [items](#) for the company.

The [items](#) report includes the following information:

- [Item](#) code and description
- Extended [item](#) description
- External and internal text

- [Tax code](#)
- Key analysis codes
- Division
- Sub-division
- Major group
- Minor group
- Discount group

The following specifications are appropriate for this report:

- **Frequency** - As required
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - Page overflow
- **Totals** - None
- Selection - None
- **Sequence** - [Item](#) Number

Select Confirm **Submit (F8)** to submit the job for processing.

Customers [2/OEQ]

Use this report to produce a list of all customers for the company and print the sales details.

The Customers report includes the following information:

- Customer account code
- Currency rate and code
- [Delivery address](#)
- [Invoice address](#)
- [Statement address](#)
- [Stockroom](#)
- [Price list](#)
- [Discount list](#)
- [Cash discount](#)
- [Priority](#)
- Corporation
- Division
- Sub-division
- State
- Region

- Salesman
- Class
- Territory
- Buying group
- Outlet code
- Customer's own reference
- Customers own group
- Large drop discount
- Trade key
- Sales stream
- Taxation state code
- Sales stream
- Taxation state code
- City code
- State buying list code
- Customer tax group

Additional processing details included are:

- Whether the customer allows [back orders](#) or part delivery, or both
- The shipment control flag
- The Proof of Delivery setting, together with the Ref. Required, Signatory Required, Automatic Confirmation and Delivery [Lead Time](#) fields where appropriate
- Use of invoice number at picking flag for customer delivery point

Information as to whether the following are required:

- Manual pick list
- [Order](#) search
- Carriage charge
- Printed [order](#) acknowledgement
- Cash with [order](#)
- [Order](#) reference
- Special customer [status](#)
- Certificate of confirmation

Information as to whether the customer uses the following:

- Default [price list](#)
- Invoice consolidation

If Customer Licensing in Use is **ON** for the sales company the following additional license attributes are printed:

- License Number

- Expiry Date

The following specifications are appropriate for this report:

- **Frequency** - As required
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - Page overflow
- **Totals** - None
- Selection - None
- **Sequence** - [Customer code](#)

Select Confirm **Submit (F8)** to submit the job for processing.

Outstanding Orders [3/OEQ]

Use this task to produce a list of [outstanding orders](#) in the [order](#) bank.

The [outstanding base values](#) printed on the report are either inclusive or exclusive of tax (as applicable).

The [Outstanding Orders](#) report includes the following:

- [Stockroom](#)
- Customer account code
- Customer name
- [Item](#) code and description
- [Order number](#)
- Line number
- Quantity [outstanding](#)
- Total [order](#) quantity [outstanding](#)
- [Priority](#)
- Required delivery date
- Currency code
- [Outstanding base value](#)
- Shipment control criteria

The following specifications are appropriate for this report:

- **Frequency** - As required
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - Change of [stockroom](#)

- **Totals** - Quantity [outstanding](#), Value [outstanding](#)
- **Sequence** - [Stockroom](#), Customer, [Order](#)

Outstanding Orders Report Selection Window

To display this window, select the [Outstanding Orders](#) task.

Use this window to select the [outstanding orders](#) to be included on the report. Container lines added to a sales [order](#) as a result of their association with the [ordered](#) products are excluded from this report.

Fields

Listing of All Orders

Use this checkbox as follows:

Unchecked - Not to list all [outstanding orders](#) on the report

Checked - To list all [outstanding orders](#) on the report

If you leave this field **unchecked**, you can limit the [outstanding orders](#) to include on the report by one of the following criteria:

- [Order](#) dates
- Line delivery despatch dates
- [Items](#)
- Customers
- Sales [order numbers](#)

A prompt facility is available on the [item](#) and customer fields.

Stockroom

Enter the [stockroom](#) to use in the enquiry.

Alternatively, leave the default of *ALL to report on all [stockrooms](#).

Include Quotations

Use this checkbox as follows:

Unchecked - Not to include quotations

Checked - To include quotations

Allocated/Unallocated/Both

Select one of the following:

Allocated (1) - To include [outstanding orders](#) that have stock allocated to them

Unallocated (2) - To include [outstanding orders](#) that do not have stock allocated to them

Both (3) - To include [outstanding orders](#) with and without stock allocated to them

Include Kit Components

Use this checkbox as follows:

Unchecked - Not to include [kit](#) components

Checked - To include [kit](#) components

Summary/Detail Report

Select one of the following:

Summary Report (0) - To produce a summary report

Detail Report (1) - To produce a detailed report

Note: *The detail/summary report option is only made available if Advanced [Order Entry](#) is attached.*

Select **Submit (F8)** to submit the job for processing.

Pick Lists [4/OEQ]

Use this task to produce a list of [orders](#) released for picking. This is used in a manually controlled environment to control picking. It also identifies the bin location, that is, the location where the [item](#) is stocked. Container lines added to a sales [order](#) as a result of their association with the [ordered](#) products are excluded from this report.

This task produces two reports:

- Pick List Summary
- Pick List Detail

The Pick List Summary report includes the following information:

- [Depot](#)
- [Item](#) code and description
- Quantity

The Pick List Detail report includes the following information:

- [Depot](#)
- [Item](#) code and description
- [Order number](#)
- Despatch note number
- Quantity and total quantity
- [Stockroom](#)
- Bin number
- [Priority](#)
- Required delivery date

The following specifications are appropriate for this report:

- **Frequency** - As required

You can use these reports as a control to supervise [warehouse](#) staff. In this case they should be printed at least daily.

- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - [Stockroom](#) for the detail report
- **Totals** - Quantity to be picked by [item](#)
- Selection - None
- **Sequence** - [Stockroom](#), [item](#)

Select Confirm **Submit (F8)** to submit the job for processing.

Back Orders [5/OEQ]

Use this task to produce a [back order](#) exception report. This compares the [orders](#) which are due to be delivered, or should have been delivered, against the stock available to meet the [orders](#). An [order](#) is due for delivery if its required delivery date is on or inside the [stockroom time fence](#). Container lines added to a sales [order](#) as a result of their association with the [ordered](#) products are excluded from this report.

Two reports are produced:

- [Back Orders](#) Stock Exception report
- [Back Orders](#) Credit Exception report

The reports include the following information:

- [Item](#) code and description
- [Order number](#)
- Line number
- Quantity [outstanding](#)
- [Stockroom](#)
- [Priority](#)
- Required delivery date
- Reason for [back order](#), for example not enough stock

The following specifications are appropriate for this report:

- **Frequency** - Immediately before each [batch allocation](#) run, to allow for any [manual allocation](#) required, prior to the system action or [credit control](#) action
- **Stationery** - Standard listing paper
- Print Positions - 132

- **New Page** - Page overflow
- **Totals** - None
- **Sequence** - Customer, [item](#)

Back Orders Report Selection Window

To display this window, select the [Back Orders](#) task.

Use this window to select the [stockroom](#) for which the report is to be produced.

Fields

Stockroom

Enter a [stockroom](#).

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

Leave this field blank to include all [stockrooms](#).

Press Enter to validate your entry and then select **Submit (F8)** to submit the report for processing.

Unconfirmed Picking Notes [6/OEQ]

Use this task to produce a list of all [picking notes](#) which have not been confirmed as despatched or cancelled, a specified number of days after being requested. The number of days is held in the Inventory Description files, major type DAYS and code description BACK. Container lines added to a sales [order](#) as a result of their association with the [ordered](#) products are excluded from this report. The report is titled "[Orders](#) Advised but Not Invoiced" and contains the following information:

- Customer account code
- Customer name
- Customer delivery sequence
- Despatch note number
- Line number
- [Item](#) code and description
- Despatch date
- Quantity
- Picking date
- [Stockroom](#)

The following specifications are appropriate for this report:

- Frequency - Daily
- **Stationery** - Standard listing paper

- Print Positions - 132
- **New Page** - Page overflow
- **Totals** - None
- Selection - None
- **Sequence** - [Order number](#)

Select Confirm **Submit (F8)** to submit the job for processing.

Suspended Orders [7/OEQ]

Use this task to produce a list of all [suspended orders](#) with the reason for the suspension, the details of when the [order](#) was taken and the despatch date. [Suspended orders](#) do not have stock allocated to them by the [batch allocation](#) procedure. [Orders](#) can be automatically or manually suspended. You set up reasons for suspension in the Inventory [Descriptions file](#).

The [Suspended Orders](#) report includes the following information:

- [Order number](#)
- Customer account code
- Customer name
- Customer delivery sequence
- Customer [order](#) reference
- [Order](#) date
- Despatch date
- Reason for suspension

The following specifications are appropriate for this report:

- Frequency - Daily
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - Page overflow
- **Totals** - None
- Selection - None
- **Sequence** - [Order number](#)

Select Confirm **Submit (F8)** to submit the job for processing.

Orders with Zero Price [8/OEQ]

Use this task to produce a list of all [order](#) lines that have a quantity [outstanding](#) with no value. Lines added to a sales [order](#) for container [items](#) (that attract a deposit charge) as a result of their association with the [ordered](#) products for which no valid price can be found are shown on this report. This report is a useful check to make sure that [price lists](#) are properly maintained.

The [Orders](#) with Zero Price report includes the following information:

- Customer account code and delivery sequence number
- Customer name
- [Order number](#)
- Line number
- [Item](#) code and description
- Quantity [outstanding](#)
- Despatch date
- [Stockroom](#)
- [Kit](#) flag

The following specifications are appropriate for this report:

- **Frequency** - As required - typically weekly
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - Page overflow
- **Totals** - None
- Selection - None
- **Sequence** - Customer and delivery sequence

Select Confirm **Submit (F8)** to submit the job for processing.

Stock Vs Outstanding Orders [9/OEQ]

Use this task to produce a list of all unallocated [order](#) lines and the current stock position. Container lines added to a sales [order](#) as a result of their association with the [ordered](#) products are excluded from this report. You can use it to trigger expediting or purchasing action.

The Stock Vs [Outstanding Orders](#) report includes the following information:

- [Stockroom](#)
- [Item](#) code and description
- [Physical stock](#)
- [Available stock](#)
- [Order number](#)

- [Order](#) line
- Quantity [outstanding](#)
- Customer account code and name
- [Priority](#)
- [Order](#) date
- Shipment control criteria

The following specifications are appropriate for this report:

- **Frequency** - Typically weekly
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - Change of [stockroom](#)
- **Totals** - Total required by [item](#) for a [stockroom](#)
- Selection - None
- **Sequence** - [Item](#) within [stockroom](#)

Select Confirm **Submit (F8)** to submit the job for processing.

Gross Margin Exceptions [10/OEQ]

Use this task to report on high or low margins on sales [order](#) lines. The [gross margin](#) is the difference between sales value and the cost of [item](#). It calculates the [gross margin](#) as a percentage. It can either be:

$(\text{Sales value} - \text{Cost value}) / \text{Sales value}$

or

$((\text{Sales value} - \text{Cost value}) / \text{Cost value}) \times 100$

The system compares the result with two control parameters to make sure the [gross margin](#) is between the set limits. Exceptions are listed. Asterisks identify those [order](#) lines with exceptionally high differences. The control parameters are held in the Inventory [Descriptions file](#), under major type MARG, in the Percentage field.

Lines added to a sales [order](#) for container [items](#) (that attract a deposit charge) as a result of their association with the [ordered](#) products may be shown on this report.

The [Gross Margins](#) Exceptions report includes the following information:

- [Order number](#)
- Line number
- [Item](#) code and description
- Despatch quantity

- Sales value
- Cost value
- [Gross margin](#)
- Percentage
- [Kit](#) flag

The following specifications are appropriate for this report:

- **Frequency** - Regularly, for example daily
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - Page overflow
- **Totals** - None
- Selection - None
- **Sequence** - [Order number](#)

Gross Margin Exception Selection Window

To display this window, select the [Gross Margins](#) Exceptions task.

Use this window to select the way in which the margins are to be reported.

Fields

Report Margins as a % of

Select one of the following:

Cost Value (1) - To express the margin as a percentage of cost

Sales Value (2) - To express the margin as a percentage of sales

Press Enter to submit for the job for processing.

Selling Price Overrides [11/OEQ]

Use this report to produce a list of all [order](#) lines where manual prices have been entered, for example, to override the [price list](#) price or because there was no price on the [price list](#). Container lines added to a sales [order](#) as a result of their association with the [ordered](#) products are excluded from this report.

Note: *It is not possible to override the price charged to a customer for any of the containers associated with the products [ordered](#).*

This report is useful in maintaining [price lists](#) and monitoring the pricing of [orders](#).

The Selling Price Overrides report includes the following information:

- [Order number](#)
- Line number
- [Item](#) code and description
- Price
- Override price
- [Kit](#) flag

The following specifications are appropriate for this report:

- **Frequency** - As required
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - Page overflow
- **Totals** - None
- Selection - None
- **Sequence** - [Order number](#)

Select Confirm **Submit (F8)** to submit the job for processing.

List of Orders [12/OEQ]

Use this task to produce a list of all [orders](#) raised since the report was last run. Container lines added to a sales [order](#) as a result of their association with the [ordered](#) products are excluded from this report.

[Orders](#) that have already been printed are flagged.

The List of [Orders](#) report includes the following information:

- [Order number](#)
- Line number
- Customer name
- Customer [delivery address](#)
- Despatch date
- [Price list](#)
- [Discount list](#)
- [Cash discount](#) code
- [Priority](#)
- [Item](#) code and description
- Quantity
- Line [status](#)

- Fixed price and discount
- Unit price
- Discounts 1 and 2
- [Order](#) date
- [Stockroom](#)
- Priced at

The following specifications are appropriate for this report:

- Frequency - Daily
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - Change of [order](#)
- **Totals** - None
- **Selection** - All [orders](#) since previous run
- **Sequence** - [Order number](#)

Select Confirm **Submit (F8)** to submit the job for processing.

Price Lists [13/OEQ]

Use this task to produce a list of all the [price lists](#). This is only applicable when you are using standard pricing.

The [Price Lists](#) report includes the following information:

- List code and description
- [Item](#) code and description
- Unit price
- Start date
- [Unit of measure](#)
- [Unit of measure](#) conversion factor
- Currency code
- Nett price (No=Gross, Yes=Nett [price list](#))

The following specifications are appropriate for this report:

- **Frequency** - As required
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - [Price List](#)
- **Totals** - None
- Selection - None

- **Sequence** - [Price list, item](#)

Select Confirm **Submit (F8)** to submit the job for processing.

Discount Lists [14/OEQ]

Use this task to produce a list of all [discount lists](#). This is only applicable when you are using pricing and discounting.

The [Discount Lists](#) report includes the following information:

- List code and description
- List type
- [Item](#) code and description
- Currency code
- Start date
- [Unit of measure](#)
- [Unit of measure](#) conversion factor
- Percent/value indicator
- Quantity/value indicator
- Rates

The following specifications are appropriate for this report:

- **Frequency** - As required
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - Change of [discount list](#)
- **Totals** - None
- Selection - None
- **Sequence** - [Discount list, item](#)

Select Confirm **Submit (F8)** to submit the job for processing.

Zero Value Invoice Lines [15/OEQ]

When you raise a sundry invoice or credit note, you can override the price. If no price exists in the [price list](#) and you do not enter a price once the invoice or credit is completed, a line will exist on the invoice with no price.

When you print the invoice, and Accounts Receivable is updated, the system attempts to re-price at the date of despatch. If this fails, the invoice is not printed and Accounts Receivable is not updated. Each time the invoice print routine is run an attempt is made to re-price the invoice, and if this is successful, the invoice is printed and posted.

Lines added to a sales invoice or credit note for container [items](#) (that attract a deposit charge) as a result of their association with the [ordered](#) products for which no valid price can be found are shown on this report.

The Zero Value Invoice Lines report includes the following information:

- Invoice number
- [Order number](#) and line number
- Customer account code
- Despatch sequence number
- [Item](#) code and description
- Quantity
- [Price list](#)
- Unit price
- [Kit](#) flag

The following specifications are appropriate for this report:

- **Frequency** - Regularly - weekly or at least once a month prior to Accounts Receivable close
- **Stationery** - Standard listing paper
- Print Positions - 132
- **New Page** - Page overflow
- **Totals** - None
- Selection - None
- **Sequence** - Invoice number

Select Confirm **Submit (F8)** to submit the job for processing.

Despatches Awaiting POD [16/OEQ]

Use this report to list the despatches awaiting POD in either summary or detailed mode. The value of despatches awaiting proof of delivery shown on this report includes the value on the containers associated with the despatched lines which attract a deposit charge.

The prime and [base values](#) printed on the report are either inclusive or exclusive of tax (as applicable).

Deliveries Awaiting POD - Report Window

To display this window, select the Despatches Awaiting POD task.

Fields

Enter Despatch Note

Enter the reference code for the despatch note, that is, the pick note awaiting POD.

Customer

Enter the customer whose pick notes awaiting POD you want to view.

You can use the prompt facility on this field to select from the Customer Scan pop-up.

Customer From/To

Enter a range of customers to view a list of all pick notes awaiting POD for your customer range.

You can use the prompt facility on these fields to select from the Customer Scan pop-up.

Carrier From/To

Enter a range of carriers to view a list of all pick notes awaiting POD for your carrier range.

You can use the prompt facility on these fields to select from the CARR Carrier pop-up.

Load

Enter a load to view a list of all pick notes awaiting POD for that load.

Load Drop From/To

Enter a range of load drops to view a list of all pick notes awaiting POD for your carrier range.

Note: *The Load and Load Drop range fields are only displayed if you are using Transport Planning.*

Report Type

Select one of the following:

Summary (1) - To produce the report in summary format

Detail (2) - To produce the report in detail format

Enter your selection criteria and then press Enter to produce the report.

POD Audit Report [17/OEQ]

Use this task to collect all of the details from the various files and present them in such a manner that users can retrospectively view what actually happened in the interactive or batch POD confirmation process.

Thereafter, this report may be used to make adjustments to invoices, stock [balances](#) and or container tracking details. However, the sole purpose of the report is to enable the details to be selected, printed and viewed.

Since this could be a very large document, this task is designed to be run on demand and has prompt and range selection facilities.

POD Audit Report Selection Window

To display this window, select the POD Audit Report task.

Use this window to select data for printing.

Fields

Despatch Note

You can optionally enter a valid despatch number in this field.

Alternatively, use the prompt facility to select from the [Orders/Invoices Despatched Using POD](#) pop-up.

Invoice

You can optionally enter a valid invoice number in this field.

Alternatively, use the prompt facility to select from the [Orders/Invoices Despatched Using POD](#) pop-up.

Note: *You must make an entry in one of the fields in [order](#) to enable **Submit (F8)**. This is to avoid accidental production of large amounts of data on the report.*

Enter your selection criteria and then select **Submit (F8)** to submit the report for processing.

Chapter 8 Utilities

Introduction to Sales Order Processing Utilities

You use Sales [Order](#) Processing utilities for set up, housekeeping and database integrity, and to access AFI functions.

Caution: Some of these tasks require exclusive use of the company or sometimes the whole application to run. We recommend that the authority to run these procedures is restricted to perhaps two to three people who have responsibility for the whole system.

If you select a utility while another user is signed on to the same company, a warning window is displayed.

A similar message is displayed when exclusive use of the application is required but cannot be achieved. Select **View Existing Jobs (F7)** to view a list of other jobs currently running in the company, for example, jobs that are finished but not de-allocated. The most likely cause would be jobs that were cancelled whilst active or on the job queue, or a system crash.

To correct these, use Verify Allocations in Application Manager.

Sales Order Company Profile [1/DSCO, 1/OEU]

You must set up a company profile for each company you want to use in Sales [Order](#) Processing.

A Sales [Order](#) Processing company will interface with Inventory Management, General Ledger and Accounts Receivable companies with the same two-character code.

The company profile specifies:

- Company controls
- Operation defaults
- Customer search control
- Proof of delivery

For more information about how POD works, see the Introduction to Proof of Delivery section in the Maintenance chapter of this product guide.

Company Profile Maintenance Selection Window

To display this window, select the Sales [Orders](#) Company Profile task.

Use this window to select an existing company or to create a new one.

Fields

Enter Company Code to Maintain

Enter a two-character code to create a new company.

Options

Select Company

Use this to select the company you want to maintain.

Enter a company code and then press Enter or select a company code to display the Company Profile Maintenance Basic Details.

Company Profile Maintenance Basic Details Window

To display this window, enter a company and then press Enter or select a company on the Company Profile Maintenance Selection window.

Use this window to create or maintain the official name and address of the sales company, together with control numbers.

Caution: Take care when updating any company data. For instance, if control numbers are changed there may be a risk of duplicate order or invoice numbers being created.

Fields

Name and Address

Enter the name and trading address of the sales company.

Note: After the initial set-up of the following three fields, the software maintains these records.

Last Order Number

During set-up, enter the number before the one to use as the first [order number](#).

Last Quote/Proforma Number Used

This number relates to the last [proforma](#) invoice number. During set-up, enter the number before the one to use as the first invoice number.

Last Acknowledgement Printed

During set-up, enter the number before the first one to use for acknowledgements.

Currency Rate Code

This field is displayed if Accounts Receivable is operating as a multi-currency module. This field displays the default rate code used to identify the currency rates used to convert prime currency [orders](#) into base currency. The system captures the value of both currencies at the time of the [order](#). You can change this at customer or at [order](#) level.

You can use the prompt facility on this field to select from the Select Currency Rate Code pop-up.

Default Price List

For each sales company, you can allocate one [price list](#) to use as the default. The default list is used for unpriced [items](#).

Use this checkbox as follows:

Unchecked - If you do not want a default [price list](#)

Checked - If you want a default [price list](#)

Invoice Consolidation

Select one of the following to specify the default level for consolidating invoices. You can override this on the customer [delivery address](#).

Despatch Note (0) - To raise an invoice for each despatch

Daily (by Date) (1) - To consolidate all [orders](#) despatched during the day onto one invoice

Weekly (by week number) (2) - To consolidate all [orders](#) despatched during the week onto one invoice

Monthly (by period) (3) - To consolidate all [orders](#) despatched during the period onto one invoice

The customer [order](#) reference is usually the customer's purchase [order number](#).

Daily (by [Order](#) Reference) (4) - To print one invoice per day per customer [order](#) reference

Weekly (by [Order](#) Reference) (5) - To print one invoice per week per customer [order](#) reference

Monthly (by [Order](#) Reference) (6) - To print one invoice per period per customer [order](#) reference

Daily by [Order](#) (7) – To print one invoice per day per customer [order](#)

Weekly by [Order](#) (8) – Prints one invoice per [order](#) per week

Period by [Order](#) (9) – Prints one invoice per [order](#) per period.

By [order](#) (A) – To print one invoice per [order number](#) once the [order](#) is manually flagged as released.

Prompt to view available consolidation types from the Inventory Description CONI (Consolidation Invoice Types)

Note: *The Invoice Consolidation process uses Inventory Management weeks and periods.*

Functions

Reference Numbers (F15)

Use this to display the Reference Number Entry pop-up.

Additional Attributes (F19)

Use this to display the Presentation Details pop-up.

Press Enter to save the information and to display the Company Profile Maintenance Control Details window.

Reference Number Entry Pop-up

To display this pop-up, select **Reference Numbers (F15)** on the Company Profile Maintenance Basic Details window.

Use this pop-up to maintain reference numbers. Once you have maintained these details, you should not change them.

Note: The Proof of Delivery (POD) function uses an internally-generated reference number *PODCONREF* to link [picking notes](#) that share the same POD confirmation details, that is, the date, time reference and signatory. Use this pop-up to establish the range.

Fields

Reference Type

This field displays types held on the Inventory [Descriptions file](#). These types are system-maintained.

Reference Code

Enter the range to be defined for a reference type.

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

Last Number Used

This displays the last number generated for each reference type and is system-maintained.

Select **Update (F8)** to save the information and return to the Company Profile Maintenance Basic Details window.

Additional Attributes Pop-up

To display this pop-up, select **Additional Attributes (F19)** on the Company Profile Maintenance Basic Details window.

Use this pop-up to specify default parameters, which control the formatting of data displayed within sales [order](#) processing tasks.

Fields

Enquiry Options

Default Enquiry

This field indicates the unit in which quantities are initially displayed in sales enquiries.

Note: Toggles are also provided within enquiries to view quantities in any of the available [item units](#), i.e. purchase, stock and issue.

Select one of the following:

[Stockroom](#) issue (0) - To use the [stockroom](#) issue quantity (the current default)

Entered quantity (1) - To use the entered (transaction) quantity (i.e. the [unit of measure](#) in which each sales [order](#) line has been entered)

Customer Maintenance

Additional Attribute Pop-up Display

Select one of the following:

Not required (0) - If the Customer Maintenance Additional Attributes pop-up is not required when you are defining a customer

Manual (1) - If the Customer Maintenance Additional Attributes pop-up is to be invoked manually

Automatic (2) - If the Customer Maintenance Additional Attributes pop-up is to be displayed automatically

US Function Switches

State Profile in Use?

Use this checkbox as follows:

Unchecked – If the state profile is not active

Checked – If the state profile is active

Caution: This switch should only be set if operating in a US Drinks environment where additional state and city excise taxes should be calculated for shipments of alcoholic goods made.

Customer Licensing in Use?

Enter one of the following values:

0 – No

1 – Yes

Note: This is US Drinks function.

Note: Although no restriction is in place to prevent it, activation of both State Profile and Customer Licensing in the same company is not an expected, as they are aimed at different sections of the US Drinks marketplace.

Press Enter to accept the entered data and return to the Company Profile Maintenance Basic Details window.

Company Profile Maintenance Control Details Window

To display this window, press Enter on the Company Profile Maintenance Basic Details window.

Use this window to set, at company level, the defaults that control the processing of sales [orders](#). These default settings can be overridden at [order](#) entry level.

Fields

Produce Manual Pick List

Use this checkbox as follows:

Unchecked - Not to produce a manual pick list when you print [picking notes](#)

Checked - To produce a manual pick list when you print [picking notes](#)

Allow Back Orders

You use [back orders](#) if an attempt to allocate stock fails, and the [order](#) is on hold until stock is available.

Use this checkbox as follows:

Unchecked - If your customers do not normally allow [back orders](#)

Checked - If your customers normally allow [back orders](#)

Allow Part Delivery

Part delivery happens when there is only enough stock available to fulfil part of an [order](#).

Use this checkbox as follows:

Unchecked - If your customers do not normally accept part delivery of an [order](#) line

Checked - If your customers normally accept part delivery of an [order](#) line

These two controls work with each other in the following way:

- Leave the Allow [Back Orders](#) and Allow Part Delivery fields **unchecked** to cancel the [order](#) if stock allocation fails.
- Leave the Allow [Back Orders](#) field **unchecked** and **check** the Allow Part Delivery field to cancel the remainder of if stock allocation fails.
- **Check** the Allow [Back Orders](#) field and leave the Allow Part Delivery field **unchecked** to create a [back order](#) for the whole line quantity if stock allocation fails.
- **Check** the Allow [Back Orders](#) and Allow Part Delivery fields to create a [back order](#) at line level for the unallocated stock if allocation fails.

Note: The values you specify in the Allow [Back Orders](#) and Allow Part Delivery fields are only considered during [Batch Allocation](#) and Interactive Confirm Despatch. For more information, see the Interactive Confirm Despatch section in the Processing chapter of this product guide.

Print Acknowledgement

When you receive an [order](#), you can send your customers acknowledgement documents.

Use this checkbox as follows:

Unchecked - Not to print [order](#) acknowledgements

Checked - To print [order](#) acknowledgements

Carriage Charged

Use this checkbox as follows:

Unchecked - If there is no charge applied for carriage

Checked - If there is a charge for carriage

Apply Small Order Charge

If an [order](#) falls below a specified quantity, you can apply a small [order](#) charge.

Use this checkbox as follows:

Unchecked - If you do not want to apply a small [order](#) charge

Checked - If you want to apply a small [order](#) charge

Special Customer

Use this checkbox as follows:

Unchecked - If you do not flag customers as special

Checked - If you flag customers as special

Note: *By identifying a customer as special, you are highlighting their importance. This information is used by Sales Analysis and does not affect the sales [ordering](#) process.*

Cash with Order

This field dictates whether a cash payment is required prior to shipment of an [order](#).

Use this field as follows, a prompt is available:

0 - If no cash payment is required

1 - If cash payment is required prior to despatch of the goods

2 – If prepayment [order](#) processing is required.

Order Reference Required

Select one of the following:

Not required (0) - If a customer's [order](#) reference is not mandatory at [order](#) entry

Mandatory and unique (1) - If a customer's [order](#) reference is mandatory at [order](#) entry and must be unique for that customer

Mandatory and not unique (2) - If a customer's [order](#) reference is mandatory at [order](#) entry but need not be unique for that customer

Allocation

Priority

[Batch allocation](#) attempts to allocate [orders](#) first by the delivery point's allocation [priority](#), then by [order](#) due date.

Enter the allocation [priority](#), between **00** and **99**.

99 forces [batch allocation](#) with absolute [priority](#) when stock levels allow and **00** allows [manual allocation](#).

Priority Increment

The allocation [priority](#) is automatically increased when a delivery point's [order](#) fails to get stock allocated.

Enter the value used to increase the allocation [priority](#). Regardless of the number of allocation attempts, an allocation [priority](#) will never exceed 98.

Note: You cannot override the [priority](#) increment for individual delivery points.

Allow Negative Stock

If you allow negative stock, you can allocate stock above the [available stock balance](#) during forced allocation.

Use this checkbox as follows:

Unchecked - If you do not allow forced allocation that will result in a negative stock [balance](#)

Checked - If you allow forced allocation that results in a negative stock [balance](#)

Pricing

Pricing Option

Select one of the following:

Interactive (1) - To price during [order](#) entry

Batch (2) - To price using a batch process

Order Priced At

Select one of the following:

[Order](#) (1) - To price the [order](#) at [order](#) entry level

Despatch (2) - To price the [order](#) at point of despatch

Include Tax Values in Outstanding Debt

The allocated [order](#) and goods despatched not invoiced values on each account summary [balance](#) may optionally include the tax value of an [order](#).

Use this checkbox as follows:

Unchecked - To exclude [order](#) tax values from these [balances](#)

Checked - To include [order](#) tax values in these [balances](#)

If you change the value of this field while there are [outstanding orders](#) on the system, a pop-up will be displayed providing information regarding the updates that must be run.

Caution: When this setting is changed you must submit the SL Order Value to Allocated Order (Update) and the Goods Despatched Not Invoiced (Update) tasks to update the outstanding order values and goods despatched not invoiced values on the Accounts Receivable database to reflect the new setting.

Note: The only [order](#) entry method that supports including tax in [outstanding](#) debt is [Order Capture](#).

Despatch

Cancel Balance Allowed

Use this checkbox as follows:

Unchecked - If the under-confirmed quantity remains [outstanding](#) on the [order](#) line

Checked - To cancel the under-confirmed quantity from the [order](#) line when you are confirming despatch

Clean Despatch Notes

Use this checkbox as follows:

Unchecked - Not to produce clean despatch notes

Checked - To produce a second despatch note showing actual quantities despatched

Charges First Despatch

Use this field to indicate whether sundry charges are required for the first despatch or are applied to all subsequent despatches for the [order](#).

Use this checkbox as follows:

Unchecked - To retain the current processing

Checked - To use the new processing

Print Borders on Documentation

Acknowledgements

Use this checkbox as follows:

Unchecked - Not to print borders on acknowledgements

Checked - To print borders on acknowledgements

Picking Notes

Use this checkbox as follows:

Unchecked - Not to print borders on [picking notes](#)

Checked - To print borders on [picking notes](#)

Delivery Notes

Use this checkbox as follows:

Unchecked - Not to print borders on delivery notes

Checked - To print borders on delivery notes

Invoices

Use this checkbox as follows:

Unchecked - Not to print borders on invoices

Checked - To print borders on invoices

Rotation Date on Picking Notes

Use this checkbox as follows:

Unchecked - Not to print rotation dates on [picking notes](#)

Checked - To print rotation dates on [picking notes](#)

Weight/Sec UOM Pick/Despatch Note Summary

You can calculate and show the total weight of a delivery at the bottom of the despatch note. The weight should be calculated for the delivery by using the weight per unit multiplied by the quantity being sent (converted to the correct UoM). This will not include the weight of any external packaging e.g. pallets, layer pads etc.

Use this checkbox as follows:

Unchecked (default) - Not to print weights on despatch notes

Checked - To print weights on despatch notes

Functions

Pricing (F14)

Use this to display the Advanced Pricing Functions pop-up. This is only available if you are using Advanced Pricing.

Advanced Order Entry Functions (F15)

Use this to display the Advanced [Order](#) Entry Functions pop-up. This is only available if you are using Advanced [Order](#) Entry.

POD (F17)

Use this to display the Company Proof of Delivery Parameters pop-up for your selected company.

Prepayments (F18)

Use this to display the Prepayment Parameters pop-up for your selected company.

Press Enter to save the information and display the Company Profile Invoice Maintenance window.

Advanced Pricing Functions Pop-up

To display this pop-up, select **Pricing (F14)** on the Company Profile Maintenance Control Details window.

Use this pop-up to determine pricing defaults for the selected company.

Fields

Pricing Structure

Select one of the following:

Standard (0) - To use standard pricing

Advanced (1) - To use advanced pricing

Note: *You must select Advanced Pricing if you use Catchweight.*

Caution: Standard pricing does not support the Catchweight function.

Pricing Level

Select one of the following:

Background (0) - To price [orders](#) by the background pricing job (after [order](#) entry)

Semi Background (1) - To price [orders](#) at [order](#) entry

Note: *Only line discounts are applied. Whole [order](#) discounts are applied via Inventory Management's background pricing monitor.*

Interactive (2) - To price and discount [orders](#) during [order](#) entry

Discount Application

Select one of the following:

Sequence No. (1) - To apply discounts by sequence number (lowest number first)

Nett/Gross (2) - To apply net discount first and then gross discounts

Restriction Generation

Select one of the following:

Manual (0) - To enter customer restrictions manually via the Customer Sales Information window in the Maintain Customers task

Automatic (1) - To generate customer restrictions automatically by running the Generate Customer Restrictions task

Price Elements in Use

Price elements allow a more detailed analysis of invoice details in the General Ledger via AFI. If you choose to use price elements, you must define price breakdowns for every price in every price type.

Select one of the following:

No (0) - If price element breakdown is not required

Yes, no zeros (1) - If price element breakdown is in use and zero values are not posted to the General Ledger

Yes, zeros (2) - If price element breakdown is in use and zero values are posted to the General Ledger

Note: *Once price elements are in use, you must define the price element breakdown for every price break on every price type.*

Press Enter to save the information and return to the Company Profile Maintenance Control Details window.

Advanced Order Entry Functions Pop-up

To display this pop-up, select **Advanced [Order](#) Entry (F15)** on the Company Profile Maintenance Control Details window.

Use this pop-up to specify Advanced [Order](#) Entry functions for the selected company.

Fields

Show Markups

Use this checkbox as follows:

Unchecked - Not to show markups

Checked - To display markups as negative discount

Display Margins

Use this checkbox as follows:

Unchecked - Not to display margins

Checked - To display margins on the [Order](#) Line Entry window

Margin Calculation

Select one of the following:

Nett (1) - To calculate the margin as a percentage of cost (net)

Gross (2) - To calculate the margin as a percentage of sales (gross)

Lower Margin Tolerance

Enter the lowest acceptable margin. You will be warned during [order](#) entry if the margin on the selling price on the sales [order](#) line is too low.

Upper Margin Tolerance

Enter the highest acceptable margin. You will be warned during [order](#) entry, if the margin on the selling price on the sales [order](#) line is too high.

Default Customer

Enter the account code and delivery sequence number of the default customer to use in Advanced [Order](#) Entry.

You can use the prompt facility on the first field to select from the Customer Scan pop-up.

Default Customer Search

Select one of the following:

Customer select (1)

Customer name (2)

Search word 1 (3)

Search word 2 (4)

Note: Customer search words 1 and 2 are defined on the Company Profile Maintenance Alpha Search window.

Press Enter to save the information and return to the Company Profile Maintenance Control Details window.

Company Proof of Delivery Parameters Pop-up

To display this pop-up, select **POD (F17)** on the Company Profile Maintenance Control Details window.

Use this pop-up to enable or disable the POD (Proof of Delivery) function and also to set the default POD parameters for new customer delivery points.

Note: The Proof of Delivery (POD) function uses an internally-generated reference number *PODCONREF* to link [picking notes](#) that share the same POD confirmation details, that is, the date, time reference and signatory. Select **Reference Numbers (F15)** on the Company Profile Maintenance Basic Details window to display these details and establish the range.

Fields

Enabled

Use this checkbox as follows:

Unchecked - To disable the POD function for your selected company

This is the initial value when this pop-up is first displayed.

Note: If you disable POD for a company that has been using the function, this will disable any enabled delivery points. This action also prevents further despatches from being despatched as Awaiting POD. You can, however, still confirm any [outstanding](#) despatches Awaiting POD.

Checked - To enable the POD function for your selected company

You can only maintain POD parameters for delivery points once you have **checked** this field to enable the function for your company.

Note: Use the next four fields to define default values for your delivery points.

Reference Required

Use this checkbox as follows:

Unchecked - To make the entry of a reference optional during interactive POD confirmation

This is the initial value when this pop-up is first displayed.

Checked - To make the entry of a reference mandatory during interactive POD confirmation

Signatory Required

Use this checkbox as follows:

Unchecked - To make the entry of a signatory optional during interactive POD confirmation

This is the initial value when this pop-up is first displayed.

Checked - To make the entry of a signatory mandatory during interactive POD confirmation

Auto-accept After

Enter **0** if you do not want the system to automatically confirm a pick note, regardless of the elapsed [lead time](#).

Enter a value greater than **0** to determine the [lead time](#) in days after which you want the system to confirm a pick note automatically.

Overdue Date

Enter **0** if you do not want the system to determine when POD is usually overdue.

Enter a value greater than 0 to determine the [lead time](#) in days after which you want the system to determine that POD is usually overdue.

Press Enter to confirm your selection and re-display the Company Profile Maintenance Control Details window.

Prepayment Parameters

To establish the prepayment parameters select **Prepayments (F18)** on the Company Profile Maintenance Control Details window.

Fields

Tax Included

Establish whether tax is included in Prepayment requests. Default is no tax to be included.

Prepayment Tax Account

Optionally establish the AR Prepayment Tax Account and extension. Only posted if Russian function is active.

On account Prepayment Account

Optionally establish the AR On Account Prepayment Account and extension. Only posted if Russian function is active.

Company Profile Invoice Maintenance Window

To display this window, press Enter on the Company Profile Maintenance Control Details window. Use this window to set, at company level, the defaults to control the invoicing process.

Fields

Assignment of Numbers

Select one of the following:

Confirm despatch (1) - To assign an invoice number at point of despatch

Invoice print (2) - To assign invoice numbers as the invoice is printed

Invoice Layout

Select one of the following:

10 CPI (1) - For standard layout (2 lines of detail per invoice line)

15 CPI (2) - For condensed layout (a single line of detail per invoice line)

Note: You must use 15 CPI for invoice printing in the USA.

Discounts Printed on Invoices

Select one of the following:

Unit discount (1) - To print the discounts in invoices as per unit of [items](#)

Value discount (2) - To print the discounts on invoices as a whole [order](#) line value

Tax Summary

Select one of the following:

No (0) - Not to print the tax

Tax Total (1) - To print the tax total

Normal & Extra Tax (2) - To print the normal and extra tax rate

Print Salesman/Agents

Use this checkbox as follows:

Unchecked - Not to print the salesman/agent details

Checked - To print the salesman/agent details

Misc. Invoicing for Warehouses

Use this checkbox as follows:

Unchecked - Not to produce miscellaneous invoices for [stockrooms](#) also defined as [warehouses](#)

Checked - To produce miscellaneous invoices for [stockrooms](#) also defined as [warehouses](#)

Invoice Date Policy

Select one of the following:

Desp. date (if non-consolidated) or Print date (if Cons.) (0) - To date the invoice the same as the despatch date if invoices are not consolidated or for consolidated invoices, to date the invoice the same as print date

Print date (1) - To date the invoice the same as the print date

Desp. date (if non-consolidated) or Last date of cons. period (if Cons.) (2) - To date the invoice the same as the despatch date if the invoices are not consolidated and for consolidated invoices, to date the invoice the same as the end date for the last consolidation period

Proforma Invoices

This field dictates whether [proforma](#) invoices are generated automatically for those [orders](#) requiring cash with [order](#) controls when an [order](#) is raised.

Use this checkbox as follows:

Unchecked - If [proforma](#) invoices are not generated automatically

Checked - If [proforma](#) invoices are generated automatically

Press Enter to save the information and display the Company Profile Maintenance Alpha Search window.

Company Profile Maintenance Alpha Search Window

To display this window, press Enter on the Company Profile Invoice Maintenance window.

Use this window to select two fields from the customer database to use with the customer name in the customer alpha search.

Note: *You would normally do this when you set up the company.*

Options

Select (1)

Use this against the two customer fields to be used for the customer search facility in addition to customer name.

Fields

Exclude

Checked – For any of these fields to indicate the [statuses](#) that you wish to exclude from the displayed customer list when performing a customer search. These settings are the defaults that will display when a customer search is requested.

Note: *If you change these two fields after customers have been set up, you must also run the Recreate Customer Search Index task to rebuild the search paths.*

Press Enter to save the information and leave the task.

Copy Company [2/OEU]

Use this task to create a new sales [order](#) company based on an existing company. The company profile data is copied and you can make any changes you need to, using the Sales [Order](#) Company Profile task.

Copy Company Selection Window

To display this window, select the Copy Company task.

Use this window to select the company on which you want to base the new one.

Fields

From Company

Enter the company from which you are copying the data. The company must be an existing Sales [Order](#) Processing company.

To Company

Enter the code of the company you are creating. The company must exist within Inventory Management and Accounts Receivable.

Press Enter to submit the job to create the new company profile record.

Delete Companies [3/OEU]

Use this task to remove data from the application for one or more selected companies. The process is performed in three steps:

- 1 Copy data for the companies to be retained to a temporary library.
- 2 Clear the physical files in the live library.

3 Copy back the data from the temporary library.

Note: Sufficient free disk space must be available to hold the copied data.

Delete Companies Library Selection Window

To display this window, select the Delete Companies task.

Use this window to specify the libraries that contain the data for deletion.

Fields

Object Library

Enter the object library that contains the information for deletion.

Files Library

Enter the file library that contains the information for deletion.

Note: If bespoke libraries are present you must run this task separately for each library.

Press Enter to display the Delete Companies Company Selection window.

Delete Companies Company Selection Window

To display this window, press Enter on the Delete Companies Library Selection window.

Use this window to select the companies that you want to delete.

Options

Delete Company

Use this to select the company that you want to delete.

Select **Confirm (F8)** to submit the job for processing.

Maintain Pick List Sequencing Delimiters [4/OEU]

This task displays the current values for the delimiters so that selection of [item](#) attributes can take place and allows activation of the secondary lookup functionality.

Maintain Pick List Delimiters Pop-up

To display this window, select the Maintain Pick List Seq. Delimiters task.

Use this pop-up to specify the [item](#) attributes to be used for sequencing pick lists and to activate the secondary lookup functionality.

Fields

Item Attribute 1

Enter the first [item](#) attribute to be used for sequencing pick lists.

Alternatively, use the prompt facility to select from the IGRP [item](#) Groups pop-up.

Secondary Lookup

Use this checkbox as follows:

Unchecked - If the secondary lookup is inactive

Checked - To activate the secondary lookup for [item](#) Attribute 1

Item Attribute 2

Enter the second [item](#) attribute to be used for sequencing pick lists.

Alternatively, use the prompt facility to select from the IGRP [item](#) Groups pop-up.

Secondary Lookup

Use this checkbox as follows:

Unchecked - If the secondary lookup is inactive

Checked - To activate the secondary lookup for [item](#) Attribute 2

Caution: It is possible to change the chosen definitions. However, the new definition will only be applied to new picking lists. Those already in existence will be stamped with the old values. A pop-up message is displayed to this effect when these values are amended.

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

Recreate Customer Search Index [21/OEU]

Use this task to re-create the alpha search index. The alpha search helps to identify customers in Sales [Order](#) Processing. This search will operate on the words or part words of the customer's name. In addition, you can select two extra fields from the customer record to use as search criteria; you do this on the Company Profile Maintenance Alpha Search window. If you change any of the criteria, or the index has become corrupt, you must re-create the search index for existing customers and create the new one.

Select Confirm **Submit (F8)** to submit the job for processing.

Archive Orders/Invoices [22/OEU]

Use this task to reduce the size of the Sales [Order](#) Processing database. The archive process has three stages.

- 1 Purge order and invoice data from the live files and write them to a set of history files.
- 2 Back up the history files to an off-line medium and clear the history files.
- 3 Re-organise the following files:
 - OEP40 - [Order](#) header
 - OEP45 - [Order](#) address overrides
 - OEP50 - [Order](#) charges
 - OEP55 - [Order](#) lines
 - OEP65 - Invoice header
 - OEP70 - Invoice lines
 - INP40 - [Order](#)/invoice text

Records are archived if:

- The [order](#) is complete or cancelled.
- The invoice is paid in Accounts Receivable.
- The processing date (of completion, cancellation or payment) is before the nominated date.

Data is added to the following history files:

- OEP40H - [Order](#) header
- OEP45H - [Order](#) address overrides
- OEP50H - [Order](#) charges
- OEP55H - [Order](#) lines
- OEP65H - Invoice header
- OEP70H - Invoice lines
- INP40H - [Order](#)/invoice text

The files for POD are included:

INP05 - In-transit (only the POD records)

INP57E - Pick note line extension

OEP97 - Delivery adjustment records

OEP55F - [Order](#) line extension (which should be deleted during POD confirmation)

Note: *These details are deleted without being archived to a history file.*

Archive Orders/Invoices Selection Window

To display this window, select the Archive [Orders/Invoices](#) task.

Use this window to enter the target date.

Fields

Archive Orders Cancelled or Completed Before

Enter or select the target date for the archive. The default date is one year prior to the current date.

Press Enter to validate your entry and then press Enter again to submit the job for processing.

Price Type Purge Request [23/OEU]

Use this task to select non-effective price types for subsequent purging via the Price Type Purge Update task. This task is only relevant if you are using Advanced Pricing.

Price Type Purge Request Selection Window

To display this window, select the Price Type Purge Request task.

Use this window to enter the cut off date for the selection of the price types to delete.

Fields

Delete Price Types Not Effective Since

Enter or select the date to use for selection of the price types you want to delete. Any price types with no effective lines after this date will be selected for deletion.

The date must be in the past. If you enter the current or a future date, an error message will be displayed.

Select **Submit (F8)** to submit the job for processing.

Price Type Purge Amend [24/OEU]

Use this task to amend the list of non-effective price types that have been selected for purging before running the Price Type Purge Update task.

Note: You must run the Price Type Purge Request task before accessing this task, in [order](#) to generate purge request details.

Price Type Purge Amend Window

To display this window, select the Price Type Purge Amend task.

Use this window to select a price type for amendment.

Fields

Position To

Use this to start the display at a specific price type.

Options

Select

Use this to review the definition prior to deletion.

Delete/Remove

Use this to remove the price type from the list of price types to be purged.

Functions

Refresh (F5)

Use this to return list of purge types to that which existed prior to any amendments being made.

Delete/Cancel Purge (F11)

Use this to remove all price types. In effect, this cancels the purge process.

Select **Update (F8)** to submit the job for processing.

Price Type Purge Update [25/OEU]

Use this task to purge non-effective price types.

Note: *The Price Type Purge Request task must have been run prior to accessing this task.*

Price Type Purge Update Pop-up

To display this pop-up, select the Price Type Purge Update task.

Two reports are produced when you run this task:

- Price Type Purge report
- This report is produced automatically and details all price types that have been purged.
- Price Type Purge Exceptions report
- This report is produced automatically when applicable, and details all price types which were listed for deletion but which were retained as they were found to have effective lines.

As part of the processing, the work file is re-checked for the effectivity of each price type. If the price type is still ineffective, it will be deleted. If the price type is found to have effective lines, the purge is halted and the line written to an exceptions report.

Select Confirm **Submit (F8)** to submit the job for processing.

AFI Extract

This section describes the interface between AFI and Sales [Order](#) Processing. The Sales [Order](#) Processing live extract is called directly from the SOP Invoice Print function.

Where AFI is linked to Sales [Order](#) Processing (AFI is set to active), invoice details are extracted at the point where updating to the Accounts Receivable takes place as part of the invoice print run.

Transactions are created in AFI for the invoices or credit notes, or both, in the batch just processed. These are posted to the General Ledger as journals in one of two ways:

- 1 If the Automatically Update flag in the AFI Maintain Application task is set to **1** or **2**, journals are immediately posted to the General Ledger following their creation.
- 2 If the Automatically Update flag is set to **0**, no posting to the General Ledger occurs until the Initiate AFI-GL Costing Update task is run.

If AFI is not linked to the Sales [Order](#) Processing application (AFI is not set to active), sales invoices or credit notes, or both, are posted to the General Ledger by the standard facilities of AFI, which are not accessible by the user. This alternative method of posting is known as the Basic Financial Integrator (BFI).

As well as the AFI link [status](#) being set to active, there must also be one or more live journals. The facility to set up a journal as live is part of the Maintain Journal Conditions task in the AFI application.

Note: *The Journal Condition field must be set to test for a valid value when reading data from the source application. For example, the Journal Condition field must be set up to test for the presence of invoices, credit notes or both. If your journal conditions do not cause an extract of invoices or credit notes to occur, a warning message is displayed (for example, when the invoice or credit note transactions do not meet the selection criteria specified on your journal conditions).*

Data Dictionary

The AFI data dictionary can be viewed and maintained within AFI. The following files, and their associated fields, are available for defining how selection or consolidation, or both, is to take place.

Invoice Header

- Company Number
- Customer Invoice Code
- Customer Account Number
- Customer [Order](#) Reference
- Discount Group
- Division

- Invoice Number
- [Warehouse/Depot](#) Location
- [Order Number](#)
- [Order](#) Type
- [Order](#) Source
- Salesman
- Statement Account Number
- Transaction Type (IN or CR)

Invoice Lines

- Company Number
- [Item](#) Code
- Customer Invoice Code
- Customer Account Number
- Discount Group
- [Cash Discount](#) Code
- Division
- Invoice Number
- [Warehouse/Depot](#) Location
- [Order Number](#)
- [Order](#) Type
- Statement Account Number
- [Tax Code](#)

Invoice Charges

- Company Number
- Charge Code
- [Order Number](#)
- Invoice Number
- [Tax Code](#)

Parts

- Company Number
- General Ledger Cost of Sales Account
- General Ledger Stock Account
- General Ledger Price Variance Account
- General Ledger Sales Account
- Division
- Feature Type
- [Item](#) Class

-
- [Item](#) Group Major
 - [Item](#) Group Minor
 - [Item](#) Code
 - Purchase/Packing Unit
 - [Item](#) Type
 - Sub-division
 - Stock Unit
 - [Tax Code](#)
 - EEC Tariff Code

Customer Master Details

- Customer Group 1
- Customer Group 2
- Customer Group 3
- Customer Group 4
- Customer Name
- Company Number
- [Credit Control](#) Responsibility
- Customer Account Number
- General Ledger Bank Account
- General Ledger Debtors Account
- Sales Region Code
- Salesman Code
- Tax Indicator
- Prime Currency Rate Code

Additional Customer Sales Details

- Branch
- Customer Class
- Company Number
- Customer Account Number
- Discount Group
- Division
- [Price List](#) Code
- [Warehouse/Depot](#) Location
- Region
- Sub-division
- Salesman
- Territory

Stock Balance

- [Item](#) Type
- ABC Classification

The following fields are defined as quantities that are available to post:

Invoice Lines

- Line Quantity ([Stockroom](#) Issue UoM)
- Line Quantity ([Item](#) Master Issue UoM)

In addition, for the purpose of supporting US Sales Tax, the following files, and their associated fields, are available for defining how selection or consolidation, or both, is to take place.

Invoice Tax Header

- Company Number
- Invoice Number
- [Order Number](#)
- Tax Body Code
- Tax Body Type

Invoice Tax Lines

- Company Number
- Invoice Number
- [Order Number](#)
- Tax Body Code
- Tax Body Type

Invoice Tax Charges

- Company Number
- Invoice Number
- [Order Number](#)
- Charge Code
- Tax Body Code
- Tax Body Type

Tax Bodies

- Company Number
- Tax Body Code
- Tax Body Description
- Tax Body Type
- Remit to Tax Body
- Payment Frequency
- General Ledger Account

- General Ledger Account Extension
- From Zip Code
- To Zip Code

The following files, and their associated fields, are available for posting values to the General Ledger. In each case, the normal sign (+ or -) is shown for each field as held within the Sales [Order Processing](#) application.

	Invoice	Credit Note
Invoice Header	+	-
Discount Value	+	-
Invoice Charges	+	-
Total		
Invoice Grand Total	+	-
Invoice Goods Total	+	-
Invoice Lines	+	-
Line Discount Value	+	-
Line Goods Value	+	-
Line Tax Value	+	-
Line Cost Value	+	-
Normal Rate Tax Value	+	-
Extra Rate Tax Value	+	-
Tax Value (HMRC)	+	-
Normal Rate Tax Value (HMRC)	+	-
Extra Rate Tax Value (HMRC)	+	-
Goods Value (HMRC)	+	-
Tax Currency Gain/Loss	+	-
Invoice Charges	+	-
Charge Value	+	-
Tax Value	+	-
Normal Rate Tax Value	+	-

Utilities

Extra Rate Tax Value	+	-
Tax Value (HMRC)	+	-
Normal Rate Tax Value (HMRC)	+	-
Extra Rate Tax Value (HMRC)	+	-
Charge Value (HMRC)	+	-
Tax Currency Gain/Loss	+	-

For the purpose of supporting US Sales Tax, the following files and their associated fields, are available for posting values to the General Ledger. In each case the normal sign (+ or -) is shown for each field as held within the US Sales Tax database.

	Invoice	Credit Note
Invoice Header	+	-
Gross Amount	+	-
Tax Amount	+	-
Taxable Amount	+	-
Vendors Contribution	+	-
Invoice Charges	+	-
Gross Amount	+	-
Tax Amount	+	-
Taxable Amount	+	-
Vendor's Contribution	+	-
Invoice Lines	+	-
Gross Amount	+	-
Tax Amount	+	-
Taxable Amount	+	-
Vendor's Contribution	+	-

S.O.P. Test Extract [31/OEU]

Use this task to produce a trial extract of data from Sales [Order](#) Processing and create a General Ledger journal. Note that no actual updating of data takes place, either within the source application or the General Ledger. It simulates the effect of creating the specified journals for the nominated company.

Up to three reports are generated:

- 1 A list of the General Ledger postings generated.
- 2 An exception report showing, for example, any balancing postings automatically created for an unbalanced journal.
- 3 An error report, showing any error conditions encountered.

Prompt for S.O.P Trial Extract and Update Window

To display this window, select the S.O.P. Test Extract task.

Use this window to select the source company and type of extract you want to process.

Fields

Source Company

Enter the source company whose data you want to use for this trial extraction.

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

Include Only Invoices Not Already Extracted

Use this checkbox as follows:

Unchecked - To specify a range of transaction numbers on which you want to base the trial

Checked - To use data that has not been extracted in live operation mode by AFI

Include Invoices From/To

If you left the Include Only Invoices Not Already Extracted field **unchecked**, specify the range of transaction dates in the source application you want to use in this trial. If you want to use only a single transaction, specify the same date in the From and To fields.

Transactions within the source application that can be used for this trial are displayed in a pop-up.

Type of Journal Definition to Use

Select one of the following:

Under Test (1) - To use only journal definitions which are specified as being under test

LIVE (2) - To use only journal definitions which are specified as being live

Both (3) - To use both test and live journal definitions

Consolidate Postings

Use this checkbox as follows:

Unchecked - For consolidation to take place, even though you may have postings defined as consolidatable

Checked - For consolidation to take place on those postings defined as consolidatable

Press Enter to validate your entries and then select **Proceed (F8)**.

Install OE/AFI Link [32/OEU]

Before you can use Sales [Order](#) Processing with the Advanced Financial Integrator to update your General Ledger, you must create the link between AFI and Sales [Order](#) Processing.

Use this task to do this.

***Note:** We recommend that journal conditions be first set up as under test and that they are thoroughly proven before they are set to live and AFI is activated.*

Until AFI is activated, posting of sales invoices and credit notes to the General Ledger will continue to take place via the standard facilities of the Basic Financial Integrator. When AFI is set to active, postings to the General Ledger will take place via AFI during each subsequent invoice or credit note run.

To activate AFI you must do the following:

1 AFI

Use the Maintain Journal Conditions task to change the [status](#) of your journal conditions from Inactive or Under Test to a [status](#) of Live.

***Note:** This need not be done for all journal conditions - only those which you are ready to activate.*

2 SOP

Use the Initiate Extract task to change the [status](#) of the AFI Link from BFI Mode to active using **Submit (F8)**. At the same time, check the validity of your consolidation settings on this window (in the Install OE/AFI Link task).

AFI will now be used to process sales invoices and credit notes to create General Ledger journals, according to your rules and definitions, from the point when your next invoice or credit run takes place.

Should the AFI determine that an extract or update would not be completed successfully, a message is sent to the user, giving details of the problem. After correction, the next invoice run will collect all [outstanding](#) data.

Select Confirm **Submit (F8)** to process the job.

Library List

A separate task-level library list has been created within the Sales [Order](#) Processing application for the purpose of extracting data from the Invoicing application into AFI, as part of the invoice print run.

This library list is loaded as part of the invoice print run.

Back Order Reconciliation [33/OEU, 34/OEU]

If a hardware or power failure occurs, the [back order](#) figures in Inventory Management, and the allocated [order values](#) in Accounts Receivable, may become out of line with the equivalent Sales [Order](#) Processing [order](#) file figures.

A [back order](#) is an [order](#) that should have been allocated in [order](#) to meet the customer's delivery date, but has not. The sum of the [back orders](#) at any time is held on the [stockroom balance](#) record for the [item](#) per [depot](#). This [balance](#) is used in the calculation of [expected stock](#). This utility can calculate the total of [back orders](#) for all [depots](#) and update the inventory stock [balance](#) totals. It can be run in two modes, each with its own task. These are:

- Report only ([Back Order](#) to [Order](#) Lines (No Update) task)
- Report and update ([Back Order](#) to [Order](#) Lines (Update) task)

Back Orders on Stockroom vs. Order Lines Report

The report lists the discrepancies found between actual [back orders](#) and the stock [balance](#) total. The update task will correct the stock [balances](#). The report contains the following details:

- [Item](#) code and description
- [Stockroom](#)
- [Back order](#) quantity
- Quantity [outstanding](#)
- Variance between the [outstanding](#) and [back order](#) quantities

Reconcile Back Orders to Order Lines (with Update) Window

To display this window, select the [Back Order](#) to [Order](#) Lines (Update) task.

Caution: If you run the task with an update, any discrepancies are automatically corrected.

Select **Submit (F8)** to submit the job for processing.

Sales Ledger Order Value Reconciliation [35/OEU, 36/OEU]

As part of credit management, it is necessary to value the immediate commitment in terms of the [allocated stock](#) to a customer. This is the value by which a customer's credit will increase if no action is taken to stop it. This value is held, with the other financial [balances](#) for the customer, in Accounts Receivable.

This utility calculates the value of stock allocated to a customer, both printed on [picking notes](#) and not yet printed, and compares the result with the total held on the customer's Statement Account [Balance](#) in Accounts Receivable. The Accounts Receivable [balance](#) is updated if any discrepancies have been found.

Reconciliation of [outstanding order values](#) on the Accounts Receivable Account Summary [Balance](#) includes the Tax value of each [order](#) line (as well as the goods value) if the Include Tax Values in [Outstanding](#) Debt field is **checked** in the company profile.

The utility can be run in two modes, each with its own task. These are:

- Report only (Sales Ledger [Order Value](#) to Allocated [Order](#) (No Update) task)
- Report and update (Sales Ledger [Order Value](#) to Allocated [Order](#) (Update) task)

O/S Order Value vs. Allocated Orders Report

The discrepancies found are listed on a report. The report contains the following information:

- Statement code and description
- Customer [balance](#)
- Customer [order](#) total
- Variance between the [balance](#) and [order](#) total

SL Order Value to Allocated Order (Update) Window

To display this window, select the SL [Order Value](#) to Allocated [Order](#) (Update) task.

Use this window to confirm the job for processing.

Caution: If you run the task with an update, any discrepancies are automatically corrected.

Select **Submit (F8)** to submit the job for processing.

Goods Despatched Not Invoiced Reconciliation [37/OEU, 38/OEU]

To make sure the [balances](#) are maintained, this task generates a list of discrepancies between goods despatched without invoices as compared to sales ledger invoice headers.

Reconciliation of goods despatched not invoiced values on the Accounts Receivable Account Summary [Balance](#) include the tax value of each invoice line (as well as the goods value) if the Include Tax Values in [Outstanding](#) Debt field is **checked** in the company profile.

Where an invoice or credit note has any associated charges, the value of these charges is also included in the reconciliation process.

This utility can be run in two modes, each with its own task. These are:

- Report only (Goods Despatched Not Invoiced (No Update) task)
- Report and update [balances](#) (Goods Despatched Not Invoiced (Update) task)

Accounts Receivable Goods Despatched Not Invoiced vs. Invoice Header Value Report

The report contains the following information:

- Statement code and description
- GDNI (Goods Despatched Not Invoiced) [balance](#) in ledger
- Three transaction totals
- Variance between the ledger [balance](#) and the total of the three transaction [balances](#)

The GDNI [balance](#) should correspond with the sum of the following types of transaction:

- Unposted invoices
- Pick notes awaiting POD
- Pick notes awaiting consignment stock consumption (from the Automotive applications)

Reconcile All Goods Despatched but Not Invoiced to Invoices (with Update) Window

To display this window, select the Goods Despatched Not Invoiced (Update) task.

Use this window to confirm the job for processing.

Note: The report produced by this task details all three balances, but as Automotive and POD are mutually exclusive, you will only see two of the listed balances.

Caution: If you run the task with an update, any discrepancies are automatically corrected.

Select **Submit (F8)** to submit the job for processing.

Rebuild Hierarchy Account Balances [39/OEU]

Hierarchy accounts need to be monitored to make sure credit [balances](#) are in line for all customers, under a parent account. The summary [balances](#) are also updated when the report is generated.

A report is produced, which contains a before and after picture, in both prime and base currency, of [outstanding orders](#) for a customer and despatched goods that have not been invoiced.

Rebuild Hierarchy Account Balances Window

To display this window, select the Rebuild Hierarchy Account [Balances](#) task.

Use this window to confirm the job for processing.

Caution: If you run the task, any discrepancies are automatically corrected.

Select **Submit (F8)** to submit the job for processing.

Chapter 9 Application Interface

EDI Sales Order Considerations

You can use the Sales [Order](#) Processing EDI tasks to carry out the following routines:

Send:

- Sales invoices/credit notes
- [Order](#) acknowledgements
- Despatch notes
- Intrastat/ESL reports
- Advanced Shipment Notice (ASN)
- Electronic sales catalogue
- Generate and maintain:
 - Electronic sales catalogue
- Receive:
 - Sales [orders](#)
 - Schedule [orders](#)
 - Advanced customer schedules
 - [Orders](#) error recovery
 - [Order status](#) enquiries

Valid sales [orders](#) are received into the Sales [Order](#) Processing [order](#) bank and optionally suspended. These [orders](#) can then be processed via the standard [Order](#) Processing tasks.

Sales [orders](#) that fail verification can be retained in the AI interface files for review and maintenance. You can use the maintenance task to review, correct or delete rejected data. The maintenance task does not perform validation. Entered data is checked within the Receive [Orders](#) batch job.

If Advanced [Order](#) Entry is installed, you can use the [Order](#) Amend task to fulfil demand by using back-to-[back orders](#) (including direct deliveries) or purchase [order](#) reservations.

Valid scheduled [orders](#) will replace existing schedules and will update the Sales [Order](#) Processing [order](#) bank. They are processed using the standard Scheduled [Order](#) and Sales [Order](#) Processing tasks.

Invoices/Credits [1/OEAI]

Use this task to extract invoices and credit notes from the Sales [Order](#) Processing module for EDI.

The sales invoices to be sent via EDI are determined when the invoice is posted to Accounts Receivable, by validating the customer against the trading partners maintained in this module. (The [invoice address](#) is used for the customer account.) If the partner is defined to receive invoices, and the document is active, the posting function flags the invoice to send it via EDI. You can add the invoice to the EDI Mailbox send queue, if you have it installed.

To post the EDI data, you must run the standard Invoice Print task. This prints all sales invoices waiting to be sent to customers, except for those that are defined to this module as active and in production.

Sending invoices and credit notes via EDI is a three-stage process:

- Run the Invoices/Credit Notes task from OE Reports and Batch without posting to Accounts Receivable.

This prints invoices/credit notes that are not to be sent via EDI. It also flags invoices with E (EDI) in the Print field. It must be run with the Post to Accounts Receivable field left **unchecked**.

- Run the Invoices/Credits task from OE Application Interface.

This adds to the mailbox any invoices/credit notes flagged as requiring sending via EDI (including re-prints).

- Run the Invoice Posting task.

This is a batch job that posts all invoices/credit notes that are printed or sent to the Sales Ledger/Accounts Receivable.

You can also re-send invoices and credit notes via EDI.

During the processing of invoice lines, the total number of [items](#) on the invoice is accrued. Any non-whole [item](#) quantities are rounded up to the next whole number.

Note: No [unit of measure](#) conversions are performed. Therefore the total quantity may be an accumulation of kilos, litres etc.

For multiple unit entry [items](#) (ONLY):

- If the invoice quantity has been entered in stock units, the quantity and unit price are sent in the entered unit (rather than the issue unit), the barcode associated with the [item](#) is sent and the issue to stock conversion factor of the [item](#) is sent in the Consumer Units per Traded Unit.
- If the invoice quantity has not been entered in stock units and an ANA Inner Code exists for the [item](#), the line quantity and unit price are sent in issue units, the ANA Inner Code associated with the [item](#) is sent in preference to its barcode and the value b is sent in the Consumer Units per Traded Unit.

Send Invoices/Credits via EDI Window

To display this window, select the Invoices/Credits task.

Use this window to set the processing parameters for the batch function that extracts the invoices or credit notes to post.

Fields

Send Invoices/Credits or Both

Select one of the following:

Invoices (1) - To send only sales invoices

Credits (2) - To send only credit notes

Both (3) (default) - To send both sales invoices and credit notes

Add Documents Directly into Mailbox Queue

Use this checkbox as follows:

Unchecked - To hold the extracted documents in the Application Interface database and not to send them directly into the mailbox queue

Checked (default) - To extract and add the selected documents to the EDI Mailbox send queue as translated documents

Print EDI Documents Control List

Use this checkbox as follows:

Unchecked - Not to print the Control List

Checked (default) - To print the Control List containing all documents sent via EDI

Once all the selected documents have been extracted, an EDI Interface function can be started; this picks up all selected documents created in the Application Interface database, translates them into the appropriate message standard and adds them into the Mailbox send queue in the EDI module.

You can print a control list, giving details of all documents sent via EDI.

A tax analysis report is always printed, giving a breakdown per [tax code](#), for each trading partner who is sent documents via EDI.

Select **Submit (F8)** to submit the job for processing.

Acknowledgements [2/OEAI]

Use this task to extract [order](#) acknowledgements that are to be sent via EDI from the Sales [Order Processing](#) module.

This determines which acknowledgements are to be sent via EDI or printed or both. This is done by validating the customer delivery account against the trading partners. The decision is based on the following table (which applies to all document types, not just acknowledgements):

Document Active	In Production	Send via EDI	Print
Yes	Yes	Yes	No
Yes	No	Yes	Yes
No	Yes	No	Yes
No	No	No	Yes

The acknowledgements to be sent via EDI can be added to the EDI Mailbox send queue. You can print a control list that displays all acknowledgements sent via EDI.

For multiple unit entry [items](#) (ONLY):

- The issue to stock conversion factor of an [item](#) is sent in the Consumer Units per Traded Unit attribute on the Acknowledgement Line Details
- If the Sales Unit Indicator signifies the [item](#) can be sold in issue units, the ANA Inner Code of the [item](#) is sent instead of the [item](#) barcode.

Note: Consumer units based on those defined in the [Item](#) Details task are written to the Outbound Acknowledgements file.

Send Acknowledgements Window

To display this window, select the Acknowledgements task.

Use this window to set the processing parameters for the batch function that processes all acknowledgements to be sent to customers.

Fields

Add Acknowledgements Directly into Mailbox Queue

Use this checkbox as follows:

Unchecked - To hold the extracted documents in the Application Interface database and not to send them directly to the Mailbox queue

Checked (default) - To extract and add [order](#) acknowledgements to the EDI Mailbox send queue as a translated document

Print EDI Acknowledgements Control List

Use this checkbox as follows:

Unchecked - Not to print the control list

Checked (default) - To print the control list showing details of all acknowledgements to be sent via EDI

Quotation Type

Select a quotation type to restrict processing to that type, or leave this field blank to process sales [orders](#).

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

This field is only available if you are using Advanced [Order](#) Entry.

Note: *Quotations are always printed, not sent via EDI.*

Once all [orders](#) have been acknowledged, you can select an EDI Interface function which picks up all acknowledgements created in the Application Interface database, translates them into the appropriate message standard and adds them to the Mailbox send queue in the EDI module.

You can print a control list that gives details of all [order](#) acknowledgements extracted for EDI.

Select **Submit (F8)** to submit the job for processing.

Functions

Select from list (F16)

Use this to display Send EDI acknowledgements Selection window. This is applicable only for sale [orders](#).

Send EDI acknowledgements Selection

Use this window to select the sale [order](#) lines to which acknowledgements will be sent through EDI.

This window includes the following information:

- Record type
- Customer account code
- Customer delivery sequence
- Customer sale [order number](#)
- [Order](#) line
- [Item](#)
- [Ordered](#) Quantity
- UoM
- Required Quantity
- Promised delivery date
- Customer [Item](#)

Options

Select

Use this to select one or more sale [order](#) lines.

Functions

Select/DeSelect All (F10)

Use this to select or deselect all sale [order](#) lines.

Update (F8)

Use this to confirm the list of selected sale [order](#) lines.

Despatch Notes [3/OEAI]

Use this task to extract despatch notes that are to be sent via EDI from the Sales [Order](#) Processing module.

All despatched [order](#) lines since the last run are extracted. The [order](#) lines are only for customers that are defined as accepting despatch notes via EDI, with the document defined as active.

The despatch notes can be added directly into the EDI Mailbox send queue, if you are using it. You can print a control list that displays all despatch notes sent via EDI.

For multiple unit entry [items](#) (ONLY):

- The issue to stock conversion factor of an [item](#) is sent in the Consumer Units per Traded Unit on the Advice Line Details.
- If the Sales Unit Indicator signifies the [item](#) can be sold in issue units the ANA Inner Code of the [item](#) is sent instead of the [item](#) barcode.

Note: Consumer units based on those defined in the [Item](#) Details task are written to the outbound despatch notes file.

Send Despatch Advices Window

To display this window, select the Despatch Notes task.

Use this window to set the processing parameters for the batch job that extracts all despatch notes to be sent via EDI.

Fields

Add Despatch Advices Directly into Mailbox Queue

Use this checkbox as follows:

Unchecked - To hold the extracted despatch notes in the Application Interface database and not to send them directly into the Mailbox queue

Checked (default) - To extract and add despatch notes into the EDI Mailbox send queue as a translated document

Print EDI Despatch Advices Control List

Use this checkbox as follows:

Unchecked - Do not print the control list

Checked (default) - Print the control list showing details of all despatch notes to be sent via EDI

Once all despatch notes have been extracted, you can select an EDI function which picks up all despatch notes created in the Application Interface database, translates them into the appropriate message standard and adds them into the Mailbox send queue in the EDI module.

Select **Submit (F8)** to submit the job for processing.

Functions

Select from list (F16)

Use this to display Send EDI despatch notes Selection window.

Send EDI despatch notes Selection

Use this window to select the despatch notes to which acknowledgements will be sent via EDI.

This window includes the following information:

- Record type
- Customer account code
- Customer delivery sequence
- Customer sale [order number](#)
- [Order](#) line number
- [Item](#)
- Despatched Quantity
- UoM
- Required Quantity
- Despatch date
- Customer [Item](#)

Options

Select

Use this to select one or more despatch notes.

Functions

Select/DeSelect All (F10)

Use this to select or deselect all despatch notes.

Update (F8)

Use this to confirm the list of selected despatch notes.

Electronic Sales Catalogue [4/OEAI]

Use this task to send records from the catalogue database to the Application Interface files. The records can be of type Sent, Add, Change and Delete. You can print a control list for the selected catalogues.

Send Electronic Catalogues Prompt Window

To display this window, select the Electronic Sales Catalogue task.

Use this window to set the processing parameters for the batch job that extracts catalogue data to send via EDI.

Fields**Add Catalogue Transactions Directly to Mailbox Queue**

Use this field to decide whether or not a call is made to the translator.

Use this checkbox as follows:

Unchecked - To hold the catalogue extracts in the Application Interface database and not to send them directly into the Mailbox queue

Checked (default) - To add the catalogue extracts into the EDI Mailbox send queue as a translated document

Print Electronic Catalogue Control List

You can decide how to print the electronic catalogue by selecting one of the following:

No (0) - Not to print a control list

Brief (1) - To print a brief control list, which displays a one-line description for each [item](#) sent to the trading partners

Full (2) - To print a full control list, which displays all the details of each [item](#) before and after being sent to the trading partners

Include

Select one of the following:

(1) Add - To send all add records

(2) Delete - To send all delete records

(3) Change - To send all change records

(4) All (default) - To send all records (add, delete and change)

(5) Init - To send only sent records

If a catalogue has previously been sent to a trading partner, it can be sent to an additional trading partner. This is useful if a new trading partner is added to the catalogue, because current [item](#) records can be sent to update the trading partner.

(6) Replace - To replace a catalogue which has previously been sent to a trading partner

Send to Single Trading Partner

Enter the trading partner to whom you want to send the records. You can only use this field if you selected **(5) Init** or **(6) Replace** in the Include field.

From/To Catalogue

Enter the range of catalogue records to send. If you define a range of trading partners, the range of catalogue records to send must also satisfy the range of trading partners. If you leave these fields blank, all the catalogues are sent.

You can use the prompt facility on these fields to select from the Catalogue/Selection/Revision Prompt pop-up.

From/To Selection

Enter the range of selection records to send. You can only define this range if you have entered a catalogue range. If you define a range of trading partners, the range of selection records to send must also satisfy the range of trading partners.

From/To Revision

Enter the range of revision records to send. You can only define this range if you have entered a catalogue range. If you define a range of trading partners, the range of revision records to send must also satisfy the range of trading partners.

From/To Trading Partner

Enter the range of trading partner records to send.

You can use the prompt facility on these fields to select from the Trading Partner Selection pop-up.

Select **Submit (F8)** to send the selected records.

Send Order Status [5/OEAI]

Use this task to produce a Send [Order Status](#) report and send it to the customer via EDI. The Send [Order Status](#) report will send and print the reason code for cancelled [orders](#).

Send Order Status Reports Window

To display this window, select the Send [Order Status](#) task.

The outbound Sales [Order Status](#) report determines whether the [status](#) of an [order](#) has changed since it was last reported to the trading partner.

Fields

Print EDI Order Status Report Control List

Select one of the following:

Complete (1) (default) - To print a complete EDI [Order Status](#) Report control list

Exceptions (2) - To print an EDI [Order Status](#) Report exception list

This will print all records that have failed validation.

Order Status Report Group Code

Enter a report group code.

Alternatively, use the prompt facility to select from the RPGC Report Trigger Group pop-up.

Note: The reason code heading within the [order](#) header section of this report is suppressed, as this information is not available; cancellation codes are always held at [order](#) line level, regardless of whether a whole [order](#) is cancelled or just a single line.

Note: The population of the cancellation reason code will only be for [orders](#) that have been cancelled through SOP [order](#) cancellation. Any cancellations received through EDI will not contain a code, as this is not a transmitted piece of data.

Select **Submit (F8)** to submit the job for processing.

ASN EDI Send [6/OEAI]

Use this task to extract ASNs that are to be sent via EDI from the Sales [Order](#) Processing module.

All despatched [order](#) lines since the last run are extracted. The ASN transactions are only for customers that are defined as accepting ASNs via EDI, with the document defined as active and where the pick/despatch note lines are built onto a pallet or container.

The ASNs can be added directly into the EDI Mailbox send queue, if you are using it.

Send ASN Despatch Advices Window

To display this window, select the ASN EDI Send task.

Use this window to set the processing parameters for the batch job that extracts all ASNs to be sent via EDI.

Fields

Add Despatch Advices Directly into Mailbox Queue

Use this checkbox as follows:

Unchecked - To hold the extracted ASNs in the Application Interface database and not to send them directly into the Mailbox queue

Checked (default) - To extract and add ASNs into the EDI Mailbox send queue as a translated document

Once all despatches have been extracted, you can select an EDI function which picks up all despatch notes created in the Application Interface database, translates them into the appropriate message standard and adds them into the Mailbox send queue in the EDI module.

Select **Send ASN Despatch Advices (F8)** to submit the job for processing.

Catalogue Maintenance [11/OEAI]

Use this task to send a sales catalogue to one or more customers. You can edit the catalogue to decide which [items](#) to include.

Catalogue Maintenance Selection Window

To display this window, select the Catalogue Maintenance task.

Use this window to select the catalogue you want to maintain.

Fields

Catalogue

Enter the name of the catalogue you want to edit.

Alternatively, use the prompt facility to select from the Catalogue/Selection/Revision Prompt pop-up.

Selection

Enter the name of the selection you want to edit.

Revision

Enter the name of the revision you want to edit.

Note: *The Catalogue, Selection and Revision fields are used to make a unique reference code for the catalogue.*

Copy From

Catalogue

Enter the name of the catalogue you are copying.

Alternatively, use the prompt facility to select from the Catalogue/Selection/Revision Prompt pop-up.

Selection

Enter the name of the selection you are copying.

Revision

Enter the name of the revision you are copying.

Copy

Select one of the following:

Definitions (1) (default) - To copy only the definitions

[Items](#) (2) - To copy only the [items](#)

Definitions and [Items](#) (3) - To copy the definitions and [items](#)

All (4) - To copy all records

Functions

Copy (F13)

Use this to copy the selected catalogue.

Details Maint. (F21)

Use this to display the Catalogue [Item](#) Maintenance Selection window.

TP Maint. (F23)

Use this to display the Electronic Catalogue Trading Partner Authorisation window.

Press Enter to display the Catalogue Maintenance Detail window.

Catalogue Item Maintenance Selection Window

To display this window, select **Details Maint. (F21)** on the Catalogue Maintenance Selection window. Use this window to view a list of [items](#) in the selected catalogue and select an [item](#) to edit or delete.

***Note:** All references to catalogues in this window actually refer to Catalogue, Selection and Revision.*

Fields

Catalogue

This field displays the name of the catalogue for information only.

Selection

This field displays the name of the selection for information only.

Revision

This field displays the name of the revision for information only.

Item Number

For each [item](#), the [item](#) code is displayed for information only and cannot be amended.

Description

For each [item](#), the [item](#) description is displayed for information only and cannot be amended.

Type

For each [item](#), the [item](#) type is displayed for information only and cannot be amended. The types are as follows:

S - The [item](#) record has been sent to the trading partners.

D - The [item](#) record has not been sent to the trading partners and, when sent, deletes the [item](#) from the customer's catalogue.

C - The [item](#) record has been changed but not yet sent to the trading partners. When sent to the trading partners, the [item](#) on the customer's catalogue is changed.

A - The [item](#) record has been added but not yet sent to trading partners. When sent to the trading partners, the [item](#) is added to the customer's catalogue.

Status

For each [item](#), the [item status](#) is displayed for information only and cannot be amended. The [statuses](#) are as follows:

H - The Add [item](#) record has not been sent to the trading partners and the user has set it to Held to stop it from being sent.

M - The Add or Change [item](#) record has been edited.

F - The Add or Change [item](#) record has not been sent to the trading partners but, when it is, it is automatically set to Held.

This allows you to define changes that are inconsistent with the database but are not changed by the system after running Catalogue Change Recognition.

Chg Date

For each [item](#), the date on which the [item](#) details were last changed is displayed for information only and cannot be amended.

Options

Select

Use this to select an [item](#) to edit.

Delete

Use this to delete an [item](#) from the catalogue.

You cannot delete an [item](#) with a type of Sent.

Functions**Add (F10)**

Use this to display the Add [item](#) pop-up. Enter the name of the new [item](#) in the [Item](#) field and then press Enter. The [item](#) is added to the list and is type **A** (Add).

All/Held (F14)

Use this to toggle the display between [item](#) records for the selected catalogue with a [status](#) of either All or Held.

All/Pending/Sent (F15)

Use this to toggle the display between [item](#) records for the selected catalogue with a type of either All, Pending or Sent. Pending [item](#) records are those [item](#) records which are not of type Sent.

Select an [item](#) to display the Catalogue [item](#) Maintenance Detail window.

Catalogue Item Maintenance Detail Window

To display this window, select an [item](#) on the Catalogue [item](#) Maintenance Selection window.

The [item](#) details are displayed for information only, if the [item](#) record is of type Sent. If an [item](#) record of type Delete, Change or Add is displayed, you can edit the details.

Fields

The type of the [item](#) record is displayed at the top of the window. This can be Sent, Delete, Change or Add.

Change Date

The date on which the catalogue was last edited is displayed for information only.

Catalogue

This field displays the catalogue code for information only.

Selection

This field displays the selection code for information only.

Revision

This field displays the revision code for information only.

Item Number

This field displays the name of the [item](#) for information only.

The following [item](#) details are displayed for information only if you are displaying an [item](#) record of type Sent. If an [item](#) record of type Delete, Change or Add is displayed, you can edit the [item](#) details. The [item](#) details are displayed in the following fields:

Description

Barcode/UPC Case Code

Enter up to 14 alphanumeric characters to specify the barcode for this [item](#). If the Inventory Management company profile is set to validate this barcode, the code entered is validated.

Note: *No checks for duplicates are performed here, as the same [item](#) may appear in several catalogues with the same barcode.*

Note: *If validation is on and you enter a barcode with a length other than 8, 12, 13 or 14, an error message will be displayed.*

Cust Item
Price List
Base Price
Min Order Qty
Cust Price
Lead Time
Commodity Cd1
1st Ship Date
Commodity Cd2
1st Order Date
Expiry Date
Qty/Container
(Customer Specification Fields)
Container Tare
Container Vol
Weight
Items/Mfg Pack
Inner Packs
Layers/Pallet
Cases/Pallet
Weight UOM
Dim UOM
Unit Weight
Gross Weight
Height
Width
Length
Cube

If INVALTCUR is set on then the price is converted to the customer currency prior to use.

Functions

Delete (F11)

Use this to create a Delete type [item](#) record. This is only available if the type of the [item](#) is Sent.

Activate (F11)

Use this to create a Change type [item](#) record. This is only available if the type of the [item](#) is Delete.

Maintain/View Sent (F16)

Use this to toggle the display between Maintain and View Sent. This is only available if the type of the [item](#) is Sent, Change or Delete.

In Maintain mode, you can display and edit existing Change or Delete [item](#) records that can be updated when the [item](#) details change on the database.

In View Sent mode, you can display the [item](#) details that were previously sent to the trading partner.

Release/Hold (F18)

Use this to toggle the display between [items](#) of [status](#) Release and Held.

Release - If the [item](#) record displayed has a [status](#) of Held, this is displayed. An [item](#) with a [status](#) of Held cannot be sent to trading partners. Select this to release a held [item](#).

Hold - If the [item](#) record displayed has a [status](#) other than Held, this is displayed. Select this to hold an [item](#).

Firm (F19)

Use this change the [status](#) of an [item](#) to Firm. This means that a Change or Add [item](#) (and the subsequent Sent [item](#)) cannot be edited when Catalogue Change Recognition is selected. This is useful if you want to edit [item](#) details in catalogues that are different from the [item](#) details in the database. This is only available if the type of the [item](#) is Change or Add.

Select **Update (F8)** to update the catalogue database with the additions and edits.

Catalogue Maintenance Trading Partner Authorisation Window

To display this window, select **TP Maint. (F23)** on the Catalogue Maintenance Selection window or select **TP Authority (F23)** on the Catalogue Maintenance Detail window.

Use this window to define which trading partners are associated with the catalogue. When the catalogue is sent to the trading partner, the outbound files are only created for the defined trading partners. Even if the catalogue is to be sent to a single specified trading partner, it must be defined here.

Fields

Catalogue

This field displays the name of the catalogue for information only.

Selection

This field displays the name of the selection for information only.

Revision

This field displays the name of the revision for information only.

Select (Sel)

Enter one of the following:

1 - To display the All Catalogues for Selected Trading Partner window

4 - To delete a trading partner from the list

If you enter **4**, the selected trading partner is deleted from this catalogue.

Trading Partner

The trading partner code is displayed for information only and cannot be amended.

Seq

The delivery sequence which defines the different [delivery addresses](#) for a company is displayed for information only and cannot be amended.

Trading Partner Name

The trading partner name is displayed for information only and cannot be amended.

Add Trading Partner

Enter a trading partner and sequence code to add to this catalogue.

Functions**Add (F10) Trading Partner**

Use this to add the trading partner you entered in the Add Trading Partner field to the catalogue.

Select a trading partner to display the All Catalogues for Selected Trading Partner window.

All Catalogues for Selected Trading Partner Window

To display this window, select a trading partner on the Catalogue Maintenance Trading Partner Authorisation window.

Use this window to view a list of all the trading partner's catalogues.

Fields**Trading Partner**

This field displays the code, sequence and description of the trading partner for information only.

Catalogue

The catalogue code is displayed for information only.

Selection

The selection code is displayed for information only.

Revision

The revision code is displayed for information only.

Catalogue/Selection/Revision

Either the catalogue, selection or revision text description is displayed for information only. You can toggle between the descriptions by selecting **Selection Desc. (F20)**

Functions

Selection Desc. (F20)

Use this to toggle the display between the catalogue, selection or revision text descriptions.

Select **Previous (F12)** to return to the Catalogue Trading Partner Authorisation window.

Catalogue Maintenance Detail Window

To display this window, press Enter on the Catalogue Maintenance Selection window.

Use this window to amend details on the selected catalogue.

Fields

Change Date

This field displays the date on which the catalogue was last edited.

Catalogue

The name of the catalogue is displayed for information only. You can enter a text description in the untitled field to the right of this field.

Selection

The name of the selection is displayed for information only. You can enter a text description in the untitled field to the right of this field.

Revision

The name of the revision is displayed for information only. You can enter a text description in the untitled field to the right of this field.

Publication Date

Enter the date on which you want to send the catalogue.

1st Order Date

Enter the first date on which you want to accept [orders](#).

1st Ship Date

Enter the first date on which you want to ship [items](#).

Expiration Date

Enter the last date on which this catalogue can be used.

Lead Time Days

Enter the number of days between an [order](#) being received and it being shipped.

Freight MOP

Enter the freight method of payment.

Alternatively, use the prompt facility to select from the FMOP Freight Method of Payment pop-up.

Customer

Enter the customer.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

Discount Code

Enter the discount code to use. The customer default discount code is displayed, but you can change it.

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

Discount %

Enter the discount percentage. The customer default discount percentage is displayed, but you can change it.

Staged Disc Cd

Enter the [staged discount](#) code. The customer default is displayed, but you can change it.

You can use the prompt facility on this field to select from the Select Discount Code pop-up.

Staged Disc Desc

Enter the [staged discount](#) description. The default from the [staged discount](#) code is displayed, but you can change it.

Vendor ID

Enter the vendor ID.

Functions**Change Profile (F17)**

Use this to display the change details of the selected catalogue.

Details Maint. (F21)

Use this to display the Catalogue [item](#) Maintenance Selection window.

TP Authority (F23)

Use this to display the Catalogue Maintenance Trading Partner Authorisation window.

Select **Update (F8)** to update the information and re-display the Catalogue Maintenance Selection window.

Catalogue Maintenance Change Profile Window

To display this window, select **Change Profile (F17)** on the Catalogue Maintenance Detail window.

Use this window to change the [item](#) details held on the database. If there is a difference and a change record already exists, it is updated; otherwise, a change [item](#) record is automatically added. You can send the change [item](#) record later.

Fields

Change Date

The date on which the catalogue was last edited is displayed.

Catalogue

The catalogue code is displayed for information only.

Selection

The selection code is displayed for information only.

Revision

The revision code is displayed for information only.

Item Number

The name of the [item](#) is displayed for information only.

If [item](#) details change on the database, you can decide which [items](#) to compare to the customer catalogue.

For the remaining fields:

Use each checkbox as follows:

Unchecked - Not to compare the database [item](#) records with that of the customer catalogue

Checked - To compare the database [item](#) records with that of the customer catalogue

This is the default setting for all fields, but you can change any of them.

Description
Barcode
UPC Case Code
Cust Item
Price List
Base Price
Min Order Qty
Cust Price
Lead Time
Commodity Cd1
1st Ship Date
Commodity Cd2
1st Order Date
Expiry Date
Qty/Container
(Customer Specification Fields)
Container Tare
Container Vol
Items/Mfg Pack
Inner Packs
Layers/Pallet
Cases/Pallet
Weight UOM
Dim UOM
Unit Weight
Gross Weight
Height
Width
Length
Cube

Select **Update (F8)** to update the catalogue database with the [item](#) detail changes.

Catalogue Item Extract [12/OEAI]

Use this task to select a range of [items](#) and [item](#) details to be added to a selected catalogue.

Catalogue Item Extract Window

To display this window, select the Catalogue [Item](#) Extract task.

Use this window to select the catalogue, selection, revision and inclusion criteria to use in the extraction.

Fields

To Catalogue

Enter the catalogue to which to add the [item](#).

Alternatively, use the prompt facility to select from the Catalogue/Selection/Revision Prompt pop-up.

Selection

Enter the selection to which to add the [item](#).

Revision

Enter the revision to which to add the [item](#).

Compound Inclusion Criteria

Enter a range for each of the following [item](#) attributes. Only [items](#) that meet the criteria are added to the catalogue:

Item Number
Price List
TS Buying List
Price Seq Code
Item Group Major
Item Group Minor
Item Type
Item Class
Stockroom
Discount Group
Division
Sub-Division
ACS Customer

Select **Submit (F8)** to add the selected range of [items](#) and [item](#) details to the selected catalogue.

Catalogue Change Recognition [13/OEAI]

You can identify changes in [item](#) details in the database which are different from the [item](#) details in the catalogue database. The [item](#) details defined on the Catalogue [Item](#) Maintenance Detail window are used for the comparison. You can print the differences in the [item](#) details using the Electronic Catalogue Change Control report.

Catalogue Change Recognition Prompt Window

To display this window, select the Catalogue Change Recognition task.

Use this window to select the catalogues that you want to search for [item](#) differences.

Fields

Print Report

Use this checkbox as follows:

Unchecked - Not to print the Catalogue Change Control report

Checked - To print the Catalogue Change Control report

From/To Catalogue

Enter the catalogue range that you want to search for [item](#) detail differences. If you select the catalogue records, you cannot enter a range for either the selection or revision records. If you define a range of trading partners, the range of catalogue records to search must also satisfy the range of trading partners. If these fields are left blank, all the catalogues are searched.

You can use the prompt facility on these fields to select from the Catalogue/Selection/Revision Prompt pop-up.

From/To Selection

Enter the range of selection records to search for [item](#) detail differences. If you select the selection records, you cannot enter a range for either the catalogue or revision records. If you define a range of trading partners, the range of selection records to search must also satisfy the range of trading partners.

From/To Revision

Enter the range of revision records to search for [item](#) detail differences. If you select the revisions records, you cannot enter a range for either the catalogue or revision records. If you define a range of trading partners, the range of revision records to search must also satisfy the range of trading partners.

From/To Trading Partner

Enter the range of trading partners' records to search for [item](#) detail differences. If you also select a range of catalogue, selection or revision records, the records to search must also satisfy the range of trading partners.

Catalogues, selections and revisions within the selected range that are authorised to trading partners within the selected range are compared with the database to find any significant [item](#) detail differences.

You can use the prompt facility on these fields to select from the Trading Partner Selection pop-up.

Select **Submit (F8)** to search the selected records.

Print Electronic Catalogue [14/OEAI]

Use this task to define which records to include in the electronic catalogue when it is printed.

Print Electronic Catalogues Window

To display this window, select the Print Electronic Catalogue task.

Use this window to define what to include in the electronic catalogue when it is printed.

Fields

Include

Select one of the following:

Sent Records Only (0) - To print only the [item](#) records of type Sent

All Records (1) (default) - To print all [item](#) records for the selected catalogue

From/To Catalogue

Enter the catalogue range that you want to search for [item](#) detail differences. If you select the catalogue records, you cannot enter a range for either the selection or revision records. If you define a range of trading partners, the range of catalogue records to search must also satisfy the range of trading partners. If these fields are left blank, all the catalogues are searched.

You can use the prompt facility on these fields to select from the Catalogue/Selection/Revision Prompt pop-up.

From/To Selection

Enter the range of selection records to search for [item](#) detail differences. If you select the selection records, you cannot enter a range for either the catalogue or revision records. If you define a range of trading partners, the range of selection records to search must also satisfy the range of trading partners.

From/To Revision

Enter the range of revision records to search for [item](#) detail differences. If you select the revision records, you cannot enter a range for either the catalogue or revision records. If you define a range of trading partners, the range of revision records to search must also satisfy the range of trading partners.

From/To Trading Partner

Enter the range of trading partners' records to search for [item](#) detail differences. If you also select a range of catalogue, selection or revision records, the records to search must also satisfy the range of trading partners.

Catalogues, selections and revisions within the selected range, which are authorised to trading partners within the selected range, are printed.

You can use the prompt facility on these fields to select from the Trading Partner Selection pop-up.

Select **Submit (F8)** to print the selected records.

Print Trading Partner Report [15/OEAI]

Use this task to print a list of all the catalogues, selections and revisions which are associated with one or more selected trading partners.

Electronic Catalogue Trading Partner Authorisation Report Prompt Window

To display this window, select the Print Trading Partner Report task.

Use this window to select the trading partners you want to include in the report.

Fields

From Trading Partner/To Trading Partner

Enter the range of trading partners for which a list of all the associated catalogues, selections and revisions are to be printed.

You can use the prompt facility on these fields to select from the Trading Partner Selection pop-up.

Select **Submit (F8)** to print the report.

Receive Orders [21/OEAI]

Use this task to receive sales [orders](#), sent via EDI by customers, directly into the [order](#) bank. These [orders](#) are fully validated, as if they had been entered using [order](#) capture, and are suspended with the appropriate code if any of these checks fail. Control lists are produced to provide an audit of the [orders](#) received or those in error.

New [orders](#) cannot be raised if the [delivery address](#) or account is inactive.

Note: *An inactive account in a customer hierarchy has no effect on its child accounts.*

Note: *Bonded customers must be supplied from bonded [warehouses](#).*

Note: *Customer must have access rights to [items](#) supplied from bonded [warehouses](#).*

Note: *[Order](#) quantities sourced from a bonded [warehouse](#) must be in multiples of the stocking unit.*

When receiving an [order](#) for a multiple unit format [item](#) whose sales unit indicator signifies that the [item](#) may not be sold in issue units, only exact multiples of stocking units of the [item](#) can be [ordered](#). If the quantity received is not an exact multiple of the stocking unit of the [item](#), that [order](#) line is either rejected or rounded up to the next stocking unit, dependent on the setting of the appropriate Inventory [Descriptions file](#) parameter (major type EDI, description code RNDQTY).

Note: *If the received quantity is automatically rounded to the next highest stock unit, a warning message is printed on the control report produced by this task.*

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

Tax values are calculated for each line on a received [order](#).

The appropriate tax value is written to each SOP [order](#) line generated and the sum of these tax values is written to the SOP [order](#) header generated when the [order](#) is accepted.

When receiving amendments to an existing [order](#) or cancelling an existing [order](#) and stock is de-allocated from the [order](#), the value of the current [order](#) passed to the Account Summary [Balance](#) Update routine optionally includes the appropriate (de-allocated) portion of the tax value of the [order](#) as well as the appropriate (de-allocated) portion of its goods value (based upon the setting of the Include Tax Values in [Outstanding](#) Debt field in the SOP company profile).

Note: This task invokes the Credit Commitment Routine to establish whether an account is on stop, subject to litigation, suspended, has an uncertain credit [status](#) or is over its agreed credit limit prior to the receipt of a new or amended sales [order](#).

Note: No credit check is performed based on the value of the [order](#) being received or when amending or cancelling existing sales [orders](#) within this task; therefore there is no change to the credit check performed by this task.

When receiving [orders](#) via EDI, container processing identical to that described for [Order](#) Capture is performed.

You can generate the following reports:

- Audit report

This report contains details of all the inbound [orders](#) including any exceptions.

- Exception report

This report only contains [orders](#) where an error has been encountered.

- There are three types of error:
 - Warning Messages

These are provided to inform users of conditions that may warrant review. Sales [orders](#) have been created on the basis of well-defined circumstances. The related AI inbound file records are deleted from the AI files.

- Suspense Messages

These reflect conditions which are serious enough to place the sales [order](#) on suspend. The [order](#) is created and the related records are deleted from the AI files.

- Fatal Error Messages

These reflect an inability to create [order](#) entry database records. Fatal errors can exist at the header, in which case the [order](#) cannot be created, or can be at the line level, where the [order](#) can be created but the [order](#) line in error is not created. Records with fatal errors are retained with the AI interface files for subsequent processing by the next run. You can correct the error data in the maintenance task.

- Summary report
- This report contains a summary of all the [orders](#) with the total number of lines created for each [order](#).

Note: These sales [orders](#) must have already been received into the Application Interface database via the Documents task.

Booking In Control

If booking-in details are included, these are passed to the System21 [Order](#) Header file.

If the booking-in time is invalid, a failure message is printed on the Exception and Audit reports and the number of invalid [orders](#) is incremented on the Summary report.

*** F-AI00XXX Invalid booking in time.

Note: 0 is a valid time = 00:00.

If there are no other errors, the [order](#) is valid and the number of valid [orders](#) and lines is incremented on the reports produced by this task.

If the Booking-in Control field is set to **Required** on the Customer Sales Information Additional Details pop-up, a booking-in time and reference are mandatory for all EDI [orders](#) for this customer. If these details are not supplied, the [order](#) is created as a valid [order](#), but is suspended with suspend code of **BI**.

If it is suspended, a warning message is printed on the Exception report as follows:

*** W-AI00XXX [Order](#) placed on suspend: BI - Booking in Control

The usual suspend rules apply as to whether the [order](#) can then be allocated or not.

Order Type

The User [Order](#) Type field is available on the [Order](#) Header Interface file, so if your interface mechanism is able to derive an [order](#) type, this field can be populated.

If the field is present, the [Order](#) Receiving process will validate the [order](#) type against the Inventory [Descriptions file](#), major type ORST. If it is invalid, the [order](#) will be rejected and an error message will be printed on the [Orders](#) Exception report.

If the field is not supplied, it is possible to derive a default [order](#) type. This requires an entry in the Inventory [Descriptions file](#), major type DFLT and code ORST. The first character of the code's [tax Code](#) field is taken for the default [order](#) type. If this default is not present, the [order](#) type will remain with a blank value.

The [order](#) type can be used in Advanced Pricing to restrict price and discount types to specific types of [order](#).

Note: This is not used within Standard Pricing.

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](#).

Should a customer not have a key to a locked [item](#), an error message is printed on the EDI [Orders](#) Exceptions report and the line is rejected.

Note: When an [order](#) is created via this task, an additional record is created on the [Order](#) Additional Details file. This file holds additional details about the [order](#)/customer combination. This enables the enquiry tasks that show the [Order](#) Additional Overrides to contain data, for example, Whole [Order](#) Enquiry.

State Violation

If state profile is active and the customer sending the [order](#) only accepts [items](#) that exist on the appropriate state buying list an additional check is performed for each [ordered item](#) to ensure that it can be sold into a state.

If an [item](#) does not exist on the appropriate state buying list the [order](#) line is accepted, but a warning message is printed on the EDI [Orders](#) Exception Report and the [order](#) is suspended with a reason code of **SV** indicating that a state violation error exists on the [order](#).

Note: *State violation errors take precedence over all other reasons for suspending an [order](#), including all credit related suspension errors.*

If state profile is active the customer may send the state reference code of the [item](#) they wish to [order](#), rather than our internal [item](#) code or their own customer [item](#) reference. Therefore, when the inbound message contains an alternate [item](#) reference, rather than an [item](#) code, that alternate reference is also used to search for the relevant internal [item](#) code on the Alternate [Item](#) References File (INP38) where the External Agency Code matches the Taxation State of the customer delivery point.

Sales Restrictions

EDI [Order](#) Receipt already recognises the existence of sales restrictions for an [item](#), rejecting [order](#) lines received for those locked [items](#) for which the customer does not hold the requisite key.

When Customer Licensing in Use is **ON** for the sales company checks performed to ascertain whether a customer has a key to a locked product differ, as follows:

The existence of product locks (i.e. sales restrictions) for other customers do not prevent a customer from raising an [order](#) for a product

- If no license is assigned to a customer (i.e. no sales restrictions exist for the customer), the customer can purchase all [items](#), irrespective of whether restrictions exist for that product for other customers
- If a license is assigned to a customer (i.e. sales restrictions exist for the customer) the restrictions identify the types of products that customer can purchase

The transaction date (i.e. [order](#) due date) must be prior to the license expiry date

- If the transaction date lies after the expiry date of the customers' license the customer is allowed to [order](#) the product, but the user is warned that the customers license to that product has expired on the exception report produced by this function

Working Days

If the requested ship date on a line is not sent, EDI [order](#) receive will establish a ship/despatch date.

EDI [order](#) receive can be configured to utilise the [Order](#) Capture working days calendar to establish the despatch/ship date. The limit field for the Inventory [Descriptions file](#) major type EDI and minor type TRANSLEAD has the following meaning:

0 = use Transport Offset in days to establish despatch/ship date from due date.

1 = use Transport Offset in days excluding Saturday and Sunday, i.e. weekdays only to establish despatch/ship date from due date.

2 = use Transport Offset in days and [Order](#) Capture working days calendar to establish despatch/ship date from due date.

3 = use [Order](#) Capture service level for the [order](#) line [stockroom](#) and working days calendar to establish despatch/ship date from due date.

Charges

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

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

***Note:** No validation is applied to the due date or the requested ship date.*

Prepayments

When prepayment contracts are operating, any [order](#) where the customer [order](#) reference is not established as a prepayment contract will be rejected.

***Note:** Received [order](#) error recovery [31/OEAI] will not perform any prepayment contract validation, but can be used to correct the customer [order](#) reference.*

When established the customer [order number](#) will be received for sales [orders](#).

Multiple Delivery Addresses

For inbound purchase [orders](#) it is possible to establish multiple SDQ locations for an [item](#). The default behaviour will create a single sales [order](#) per location/[delivery address](#).

To create a single sales [order](#) for multiple [delivery addresses](#) establish the Inventory Description EDI/MULTDELTO parameter limit as 1.

***Note:** The first valid line will establish the [order](#) header customer [delivery address](#).*

Receive EDI Orders Window

To display this window, select the Receive [Orders](#) task.

Use this window to submit the batch function which adds records to the Sales [Order](#) Processing database.

Fields

Print EDI Orders Control List

Select one of the following:

All [Orders](#) (1) (default) - To print details of all sales [orders](#) received

In this case, the Audit report, Exception report and Summary report are printed.

Exceptions Only (2) - To print only the error details

In this case, the Exception report and Summary report are printed.

Order Sourcing Type

Select one of the following:

None (0) - to perform no [order](#) sourcing

[Batch Allocation](#) (1) - to submit Sales [Order](#) Processing [Batch allocation](#) once all [orders](#) are received.

[Batch allocation](#) is a batch job which considers all [orders](#) due for delivery and matches them against [available stock](#). For more information, see the [Batch Allocation](#) section in the Reports and Batch Processing chapter of this product guide.

[Order](#) Capture Batch Sourcing (2) – to source [orders](#) through [Order](#) Capture Batch Sourcing once all [orders](#) are received. This sources [order](#) lines utilising the [Order](#) Capture sourcing rules based on [priority](#) and due date for a batch of [orders](#).

[Order](#) Capture [Order](#) Sourcing (3) – this sources multiple [orders](#) concurrently utilising the [Order](#) Capture sourcing rules based [on order](#) arrival.

Note: *The current company must be established to [Order](#) Capture for this option*

The default value for this field is configured in the Inventory [Descriptions file](#) under major type EDI. The minor type ALLOCATE decides which of the above will be the default.

Major Type Code	Description	Limit	Rate	P/V	Tax Code
EDI	ALLOCATE No order allocation or sourcing to be attempted	0			
	ALLOCATE Batch Allocation to be submitted	1			
	ALLOCATE Orders to be sourced by Order Capture Batch Sourcing	2			
	ALLOCATE Orders to be sourced by Order Capture Order Sourcing	3			

Select **Submit (F8)** to submit the batch job for processing.

Receive Order Status [22/OEAI]

Use this task to examine [order status](#) enquiries received via EDI.

Receive Order Status Inquiries Window

To display this window, select the Receive [Order Status](#) task.

Use this window to select what you want to include on the [order status](#) control list.

Fields

Print EDI Order Status Inquiry Control List

Select one of the following:

Complete (1) (default) - To print the complete [order status](#) inquiry control list

Exceptions (2) - To print an exceptions inquiry control list

This report displays records that have failed validation.

Note: You can now maintain the [order status](#) in the [Order Status Triggers](#) task.

Select **Submit (F8)** to submit the job for processing.

Proof of Delivery [23/OEAI]

EDI POD is a three-stage process that is submitted using this single task.

Stage 1

A routine is run to match pick notes to the POD messages. This process creates work file copies of the original EDI messages and updates the [status](#) of the pick note header and pick note lines.

The header [status](#) values are:

- Incomplete (some lines have no message)
- Complete and can be confirmed automatically
- Complete but requires manual confirmation

The line [status](#) values are:

- No variance
- Variance can be automatically confirmed
- Variances requiring manual confirmation

Stage 2

The second stage is to confirm POD of the [orders](#) in the work file. There are two types of confirmation. They are:

- Automatic confirmation of despatch notes where all despatch note lines have been confirmed with the same despatched and delivered quantities (all quantity comparisons are carried out at [item](#) level).
- Automatic confirmation of pick notes with variances when no further POD data is required:
 - Under-delivery of a non-lot-controlled [item](#) that is not returned to stock
 - Under-delivery of a non-lot-controlled [item](#) that is returned to an Inventory-controlled [stockroom](#)
 - Under-delivery of a lot-controlled [item](#) where only one lot was despatched and the stock is not returned

- Under-delivery of a lot-controlled [item](#) where only one lot was despatched and the stock is returned to an Inventory-controlled [stockroom](#)
- Over-delivery of a non-lot-controlled [item](#) from an Inventory-controlled [stockroom](#)

Pick notes that cannot be automatically confirmed are listed on an exceptions report so that they can be confirmed manually (via the Despatches Awaiting POD task). This report deletes the EDI message work file data for pick notes that have been manually confirmed to clear down this file. Pick note lines cannot be automatically confirmed for the following reasons:

- A [kit](#) parent has a variance
- An under-delivery is returning stock to a [warehouse](#) or location-controlled [stockroom](#)
- An over-delivery is taking stock from a [warehouse](#) or location-controlled [stockroom](#)
- An under-delivery or over-delivery is for a lot-controlled [item](#), where several lots were despatched
- A new [item](#) is lot-controlled

Stage 3

The final stage is to clear down all the EDI POD files automatically.

Select **Submit (F8)** to submit the batch job for processing.

Received Orders Error Recovery [31/OEAI]

When purchase [orders](#) are received from the customer, the software converts them to sales [orders](#). Sometimes the sales [order](#) cannot be created. This can be because the purchase [order](#) contains invalid data, or does not conform to the company conditions. For example, if credit checking has taken place, the purchase [order](#) may be suspended.

This task allows you to maintain fields that may have been in error. All validation mentioned here takes place in the Receive [Orders](#) task.

If a sales [order](#) is not created, the reason for the failure to do so is displayed on the Audit and Exceptions reports. For more information, refer to the Receive [Orders](#) section.

EDI Received Orders Error Recovery Window

To display this window, select the Received [Orders](#) Error Recovery task.

Use this window to select a purchase [order](#) from which a sales [order](#) failed to be created.

Fields

Customer PO Ref

Enter the customer purchase [order](#) reference.

Customer

Enter the customer.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

Mailbox ID

Enter the Mailbox ID. Each translator (usually Premenos) has a special identification address, called the Mailbox ID. The Mailbox ID is displayed on the Exception report.

Include

Select one of the following:

Errors not updated (1) (default) - To include failed [orders](#) that have not been edited

All Errors (2) - To include all errors

Maintain

Select one of the following:

Headers (1) (default)

When you select this option and press Enter, if one header satisfies the selection criteria, the EDI Received [Orders](#) Error Recovery Header Maintenance window is displayed. If more than one header satisfies the selection criteria, the AI Error Inbound PO Header Selection window is displayed.

Lines (2)

When you select this option and press Enter, a pop-up is displayed. You can enter a line number in the Enter Line Number field and then press Enter. In this case, the EDI Received [Orders](#) Error Recovery Line Maintenance window is displayed. If you leave the Enter Line Number field blank and then press Enter, the EDI Received [Orders](#) Error Recovery Line Selection window is displayed.

Press Enter. The next window displayed depends on what is entered in the above fields.

AI Error Inbound PO Header Selection Window

To display this window, select Headers in the Maintain field and then press Enter on the EDI Received [Orders](#) Error Recovery window, when more than one header satisfies the selection criteria.

Use this window to select the customer you want to edit.

Fields

Customer

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

Customer Seq

This field displays the customer's delivery sequence.

Customer Name

This field displays the customer name if you select **Toggle Name (F13)**.

Customer Order Ref

This field displays the customer [order](#) reference.

Unique

This field displays the unique code.

Mailbox

This field displays the Mailbox ID.

Options**Header**

Use this to display the EDI Received [Orders](#) Error Recovery Header Maintenance window.

Line

Use this to display the EDI Received [Orders](#) Error Recovery Line Maintenance window.

Functions**Toggle Name (F13)**

Use this to toggle between displaying and not displaying the customer name.

Select Header against a purchase [order](#) header to display the EDI Received [Orders](#) Error Recovery Header Maintenance window.

EDI Received Orders Error Recovery Header Maintenance Window

To display this window, select Header against a purchase [order](#) header on the AI Error Inbound Purchase [Order](#) Header Selection window.

This window is displayed automatically when only one header satisfies the selection criteria on the EDI Received [Orders](#) Error Recovery window.

Use this window to enter details for a selected customer. You can edit all the fields on the EDI Received [Orders](#) Error Recovery window. However, the fields are not validated.

Fields**Action**

Enter one of the following:

0 or C - To cancel an existing [order](#)

1 or N - To add a new [order](#)

2 or M - To modify an existing [order](#)

3 or P - To add a new quotation (proposed) [order](#)

4 or F - To confirm a quotation (convert to standard [order](#))

9 - To print the [orders](#) that have not been processed in the audit report

Quote Ord Type

Enter a valid quotation type in this field.

You set up quotation types in the Inventory [Descriptions file](#) under major type QTNO.

No prompt facility is available on this field.

Quote Expires Date

Enter or select the date on which the quotation expires. Only use this field if you entered a quotation type in the Quote Ord Type field.

Customer

Enter the name of the customer.

Unique

Enter the unique code. This code is used to link all the Application Interface files together, so it must be unique. We recommend that you enter the EDI Document Control Number in this field.

Location

Enter the location. If you make an entry in this field, the AI Customer Alternative Location Reference file is accessed to determine the correct customer delivery sequence number to be used for this [order](#).

If SDQ (Specified Destination Quantity) details are provided at [order](#) line level, this field must be left blank, because SDQ details provide the basis for determining customer delivery sequences.

Ord Ref

Enter the customer purchase [order](#) reference. If the customer's account has been set to require unique references, there cannot be any existing [orders](#) with this reference in the sales [order](#) database.

If duplicate references are allowed, customer [orders](#) with duplicate references cannot exist for existing [orders](#) which have been selected for changes or cancellation.

Note: *This field is part of the key that links all the AI interface files together. It should not be amended here, but all other files need amendment.*

Dept

This field is for future development.

Deal/Promo

This field is for future development.

Mailbox

This field is displayed for information only and cannot be amended.

Ship with Order

This field is for future development.

Booking In Reference

The current booking-in reference is displayed and may be changed to any valid value.

Booking In Time

The current booking-in time is displayed and may be changed to any valid value.

Ord Date

Enter or select a valid date which is on or before the current system date. The default is the current system date. This date becomes the customer [order](#) date in the database. For a new [order](#), this is the date of the original [order](#). For an amendment, this is the date of change.

Cancel

This field is for future development.

Ship Not Before

This field is for future development.

Forward Inv Date

This field is for future development.

Transport Offset

If the requested ship date on the line is not sent, this is used.

You set up the default for this field in the Inventory [Descriptions file](#) under major type EDI. The minor type TRANSLEAD has a limit of **1**, which means that the transport offset is in weekdays only. Otherwise, it is in calendar days.

This field is used as an offset, in days, to the Date Delivery Required field on the line. The resulting date is used if it is valid and is not earlier than the system date.

Carrier

Enter the carrier for the [order](#).

Currency

Enter the currency of the [order](#). The default is the customer's currency.

Curr Rate

Enter the currency rate. The default is taken from the Customer Master file.

Price List Ovr

Enter the [price list](#) if you want to override the customer's default [price list](#).

Discount List Override

Enter the [discount list](#) if you want to override the customer's default [discount list](#).

Ord Pricing at Override

Enter the point at which the [order](#) is priced, for example at [order](#) entry or despatch. Only use this field if you want to override the default set up in the Sales [Order](#) Processing company profile.

Valid Ord Suspense Code

Enter the code to use to suspend [orders](#). If the [order](#) is valid and this field is blank, the sales [order](#) is not suspended.

Ord Process Control Flag

This field defines the reason why the [order](#) failed.

Enter one of the following:

Blank - To allow partial processing

In other words, the creation of sales [orders](#) in Sales [Order](#) Processing which fail to include all relevant lines from the inbound [order](#), due to line validation failure.

- 1 - Not to allow partial processing
- 2 - Not to allow [suspended orders](#)
- 3 - Not to allow partial processing or [suspended orders](#)

Quantity Calc Control

This field is used to define the way in which quantities are calculated when processing [order](#) line quantity changes.

Enter one of the following:

Blank - New amount [ordered](#) line quantity

- 1 - Net increase or decrease in [order](#) quantity
- 2 - New unreceived [order](#) line quantity

Price Comparison Rule

This field defines the way in which [order](#) line prices are evaluated and processed. You compare the customer's price with the supplier price, and decide what to do if there is a difference.

Enter one of the following:

Blank - To use the supplier-calculated price, with a warning error message if this is different from the customer price

- 1 - Use the supplier-calculated price, with a warning error message if this is different from the customer price, but with a suspension error if the price exceeds tolerance % and tolerance value
- 2 - To use the customer-calculated price if the variance from the supplier price is within tolerance % and tolerance value and if tolerances are exceeded, to process as a suspension error
- 3 - To use the customer price but process as a suspension error

4 - To use the customer price and not to compare it with the calculated supplier price

5 (Valid only on changes) - To proceed as for **1**, but to make the comparison with the existing price on the [order](#) line

6 - (Valid only on changes) - To proceed as for **2**, but to make the comparison with the existing price on the [order](#) line

7 - (Valid only on changes) - To proceed as for **3**, but to make the comparison with the existing price on the [order](#) line.

Cash Discount Code

Enter the [cash discount](#) code. The default is from the [order](#) header in Sales [Order](#) Processing.

Pay Terms Type

Enter the [payment terms](#). The default is from the [order](#) header in Sales [Order](#) Processing.

Periodic Range

Enter the periodic range. The default is from the [order](#) header in Sales [Order](#) Processing.

Payment Term Days

Enter the number of payment days. The default is from the [order](#) header in Sales [Order](#) Processing.

Settlement Profile Cd

Enter the settlement profile code. The default is from the [order](#) header in Sales [Order](#) Processing.

Stage Cash Disc Cd

Enter the staged [cash discount](#) code. The default is from the [order](#) header in Sales [Order](#) Processing.

Functions

Delete (F11)

Use this to flag the record for deletion.

Line Selection (F14)

If you select this after entering a line number in the Enter Line Number field and selecting **OK**, the EDI Received [Orders](#) Error Recovery Line Maintenance window is displayed. If you leave the Enter Line Number field blank and then press Enter, the EDI Received [Orders](#) Error Recovery Line Selection window is displayed.

Header Text (F23)

Use this to display the EDI Received [Orders](#) Error Recovery Text Inquiry window.

Select **Update (F8)** to save the information and return to the previous window. The information is validated when the batch job is carried out and any failures are listed on the reports.

EDI Received Orders Error Recovery Line Selection Window

To display this window, complete the selection criteria and select Lines in the Maintain field and then press Enter on the EDI Received [Orders](#) Error Recovery window, when more than one line satisfies the selection criteria.

Use this window to select a line.

Fields

Customer

This field displays the [customer code](#) and delivery sequence.

Order Ref

This field displays the customer [order](#) reference.

Unique

This field displays the unique code.

Lin

This field displays the [order](#) line number.

Supplier

This field displays the supplier.

Item

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

Bar Code

This field displays the barcode for the [item](#).

Customer Item

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

Updated

This field displays the on which the record was last updated.

Options

Select Line Details

Use this to display the EDI Received [Orders](#) Error Recovery Line Maintenance window.

Select SDQ Details

Use this to display the EDI Received [Orders](#) Error Recovery SDQ Details Maintenance window.

This is used if there is more than one [delivery address](#) for a selected supplier.

Use Select Line Details against a line to display the EDI Received [Orders](#) Error Recovery Line Maintenance window.

EDI Received Orders Error Recovery Line Maintenance Window

To display this window, use Select Line Details against a line on the EDI Received [Orders](#) Error Recovery Line Selection window or complete the selection criteria and then press Enter on the EDI Received [Orders](#) Error Recovery window, when only one line matches the entered criteria.

Alternatively, select **Line Selection (F14)** on the EDI Received [Orders](#) Error Recovery Header Maintenance window.

Use this window to enter details for the selected [order](#) line.

Fields

Action

Enter one of the following:

0 or C - To cancel an existing [order](#)

1 or N - To add a new [order](#)

2 or M - To modify an existing [order](#)

3 or P - To add a new quotation (proposed) [order](#)

4 or F - To confirm a quotation (convert to standard [order](#))

9 - To process the [order](#)

Customer

These fields display the [customer code](#) and delivery sequence.

Unique

This field displays the unique number.

Ord Ref

This field displays the customer's [order](#) reference.

Ord Line

This field displays the [order](#) line number.

Supplier's Item

Enter the supplier's [item](#) being [ordered](#). If you leave this blank, the Barcode and Customer's [item](#) fields are used to determine the [item ordered](#).

Barcode

Enter the barcode for the [item](#). This is checked to make sure it corresponds to the supplier's [item](#), or is used to find the supplier's [item](#).

Customer's Item

Enter the customer's [item](#). This is checked to make sure it corresponds to the supplier's [item](#), or is used with the [customer code](#) to find the supplier's [item](#).

Quantity

Enter the quantity [ordered](#) or the quantity for amendment.

UoM

Enter the [unit of measure](#). If you leave this field blank, it will default to the [item's stockroom](#) issue [unit of measure](#).

If a [unit of measure](#) is entered, it must be the [item's](#) purchase unit or stock unit. If it is either of these, the quantity is multiplied by the appropriate conversion factors to obtain the [item's stockroom](#) issue unit.

Date Required

Enter or select the date on which the [order](#) is required. This is used as the [order](#) line due date if the requested ship date is blank. Note that the transportation [lead time](#) is added if it is entered.

Requested Ship Date

Enter or select the requested ship date. This is used as the [order](#) line due date.

Stockroom

Enter the [stockroom](#) from which to source the [order](#) line.

Priority

Enter the stock allocation [priority](#). If you leave this field blank, [batch allocation](#) assumes that the allocation [priority](#) is infinity and does not allocate the line.

Price

Enter the price for the [item](#).

Functions

Delete (F11)

Use this to flag the record for deletion.

SDQ Details (F16)

Use this to display the EDI Received [Orders](#) Error Recovery SDQ Details Maintenance window. This is used if there is more than one [delivery address](#) for a selected supplier.

Line Text (F23)

Use this to display the EDI Received [Orders](#) Error Recovery Text Inquiry window.

Select **Update (F8)** to save the information. The fields are validated when the batch job is carried out. Any failures are listed on the exception reports.

EDI Received Orders Error Recovery SDQ Details Maintenance Window

To display this window, use Select SDQ Details against a line on the EDI Received [Orders](#) Error Recovery Line Selection window or select **SDQ Details (F16)** on the EDI Received [Orders](#) Error Recovery Line Maintenance window.

Use this window to edit the [order](#) details and allocate quantities to each [delivery address](#).

Fields

Customer

This field displays the customer and delivery sequence.

Order Ref

This field displays the customer [order](#) reference.

Unique

This field displays the unique [order](#) code.

Order Line

This field displays the [order](#) line number.

Line Quantity

Enter the line quantity.

SDQ Total Quantity

This field displays the total number of [items](#) listed for the different [delivery addresses](#). This must be equal to the value in the Line Quantity field before you can select **Update (F8)**.

SDQ Location

This field displays the [delivery address](#) code. Any [delivery address](#) configured in Transport Planning is displayed.

SDQ Quantity

This field displays the quantity to be sent to the [delivery address](#).

UOM

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

Deleted

D is displayed in this field if the record is flagged for deletion. In this case, the SDQ Quantity field is ignored when calculating the SDQ Total Qty field.

Functions

Add (F10)

Use this to display a pop-up containing the SDQ Location, SDQ Quantity and UOM fields. Complete the fields and then press Enter to add the SDQ details to the list.

Select **Update (F8)** to save the information and to return to the EDI Received [Orders](#) Error Recovery Line Maintenance window.

Order Status Triggers [32/OEAI]

Use this task to add, change or delete records from the file that controls [orders](#) and [items](#) to include in the next outbound [order status](#) report.

Order Status Report Trigger Maintenance Prompt Window

To display this window, select the [Order Status](#) Triggers task.

Use this window to select the customer for which you want to run the report.

Fields

Customer

Enter the customer account code and delivery sequence.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

Enquiry Reference

Enter the enquiry reference. You only need to make an entry into this field if you require a subset of the customer information.

Mailbox ID

Enter the Mailbox ID to specify the exact customer information you require.

Order Reference

Enter an [order](#) reference to help locate the [order](#) in which you are interested.

Note: You can only make one entry into the additional criteria fields: Enquiry Reference, Mailbox ID and [Order](#) Reference.

Functions

Add New Record (F16)

Use this to display the [Order Status](#) Trigger [Order](#) Detail Maintenance window. This allows you to send [order status](#) reports to customers at agreed time periods without having to receive an [order status](#) enquiry formally.

Press Enter to display the [Order Status](#) Trigger [Order](#) Detail Selection window, or select **Add New Record (F16)** to display the [Order Status](#) Trigger [Order](#) Detail Maintenance window.

Order Status Trigger Order Detail Selection Window

To display this window, press Enter on the [Order Status](#) Report Trigger Maintenance Prompt window where the selection criteria match more than one record.

Use this window to select the [order](#) trigger detail for maintenance.

Options

Select

Use this to select an [order](#) trigger and display the [Order Status](#) Trigger [Order](#) Detail Maintenance window.

Delete

Use this to delete an [order](#) trigger. Confirmation is required.

Select a line to display the [Order Status](#) Trigger [Order](#) Detail Maintenance window.

Order Status Trigger Order Detail Maintenance Window

To display this window, select a line on the [Order Status](#) Trigger [Order](#) Detail Selection window or select **Add New Record (F16)** on the [Order Status](#) Trigger [Order](#) Detail Selection window.

Use this window to update [order](#) details before re-submission.

Fields

Customer

Enter the customer account code and the delivery sequence.

Enq Ref

You must enter the enquiry reference, which must be unique.

Ord Ref

Enter the [order](#) reference. The customer [order](#) reference is validated with the customer for enquiry types 01, 02, 03 and 04 and must be blank for types 05, 06 and 07.

Mailbox

Enter the Mailbox ID.

Customer Loc

Enter a customer location reference.

Rpt Level

Enter **1** to report at [order](#) level detail. Leave this field blank to report at [order](#) and [item](#) level.

Trigger Group

Enter a trigger group to select a range of [items](#) on which to report.

Alternatively, use the prompt facility to select from the RPGC Report Trigger Group pop-up.

Enquiry Source

Enter one of the following:

Blank - Customer enquiry

1 - Unsolicited

2 - Pre-arranged schedule or agreement

Enquiry Type

Enter one of the following enquiry types:

01 - Selected [orders](#)

If the enquiry type on the [Order](#) Detail window is **01**, you can perform [item](#) detail maintenance.

02 - Selected [orders](#), selected [items](#)

03 - Selected [orders](#), shipped [items](#) only

04 - Selected [orders](#), unshipped [items](#) only

05 - All [orders](#), [items](#) with changed [status](#) only

06 - All [orders](#), unshipped [items](#) only

07 - All [orders](#) with the change [status](#) only

Constraint Date

Enter or select the constraint date. This date can be used as a before or after boundary, depending on the value you enter in the Before/After field.

Qualifier

Enter one of the following:

01 - Delivery date requested

02 - Shipment requested date

03 - Despatch date

04 - PO date

05 - Acknowledgement date

06 - Cancel after date (Style only)

07 - Ship not before date (Style only)

You must enter a qualifier if you entered a constraint date.

Before/After

Enter one of the following:

Blank - Before

1 - After

You must complete this field if you have entered a constraint date.

Cust. Ord Date

Enter or select the customer [order](#) date.

Promo/Deal

Enter the promotion or deal reference number.

Contract

Enter the contract number used.

Cust Ord No

Enter the customer [order number](#).

Dept

Enter the department number or code.

Vendor Ord No

Enter the vendor [order number](#).

Locations

DC/Pool

Enter the Distribution Centre or pool code if you are using either of them to ship the goods.

Ship From

Enter the [stockroom](#) from which the goods are being shipped.

Reference 1 - 3

You can optionally enter up to three lines of text to send to the customer.

Functions

Effective Status Maint. (F20)

Use this to display the Effective [Status](#) Array Maintenance window, on which you can select the areas on which to report in the [order](#) enquiry.

Note: You must select **Effective [Status Maint.](#) (F20)** before you can select **Update (F8)**.

Note: When you press Enter, the [Order Status Trigger \[Item\]\(#\) Detail Selection](#) window is displayed (if there are multiple lines on the [order](#)). Select a line to display the [Order Status Trigger \[Item\]\(#\) Detail Maintenance](#) window. You can change the [Item Barcode](#), Customer [Item](#) Number and Purchase [Order Line Number](#) fields. Select **Update (F8)** to save any changes.

Select **Update (F8)** to save the information.

Effective Status Array Maintenance Pop-up

To display this pop-up, select **Effective Status Maint. (F20)** on the [Order Status](#) Trigger [Order](#) Detail Maintenance window.

Use this pop-up to select the areas on which to report for any particular [order](#).

Fields

Use these checkboxes as follows:

Unchecked - If a field is to be excluded from the report

Checked - If a field is to be included in the report

You must **check** at least one of the fields.

The report gives a complete [status](#) of the [order](#), including projected dates for [order](#) completion.

Press Enter to save the information and return to the [Order Status](#) Trigger [Order](#) Detail Maintenance window.

Chapter 10 Work Management Process

Release from Credit Stop

Introduction

Explaining Credit Stop

The Customer Account defined in Accounts Receivables in the Names and Address Maintenance activity allows for three attributes that control the [status](#) of the account and in particular the credit [status](#) of the customer:

Account Stop is specifically designed to stop the sale of sales [orders](#) to a customer. It has two settings, On and Off. When **On Stop** a sales [order](#) can be placed but it will be suspended with a Credit Stop suspend code (CS)

Account Status can be set **Deleted** (D), **Suspended** (S), **Litigation** (L), **Uncertain** (U), or blank which is the normal state. When the account [status](#) is set to one of these the account is again On Stop and sales [orders](#) either prevented from being raised or suspended with an appropriate suspend code: Suspend (CP), Litigation (CT) and Uncertain (CU).

When a customer is taken of Account Stop or its Account [Status](#) removed, the sales [orders](#) will remain suspended until some action is taken to release them - this is where the Release from Credit stop process becomes useful.

Any [orders](#) already raised but not yet delivered will be detected in [Batch Allocation](#) and suspended, but there could be other [orders](#) further down the pick and despatch process that ought to be prevented from being delivered - the Release from Credit stop process is also useful in this area,.

Credit Limit is the value which the total [order](#) commitment and [outstanding](#) debt for the customer should not exceed. When the credit limit is exceeded any new sales [orders](#) are suspended (CL).

If the credit limit is changed it can affect the [status](#) of [orders outstanding](#), in progress, or suspended.

Cash Postings made in Accounts Receivable will affect the available credit on the account, so this too can affect the [status](#) of [orders outstanding](#), in progress, or suspended.

Delivery Addresses maintained in Accounts Receivable [Delivery Address](#) Maintenance, or in Sales [Order](#) Processing Customer Maintenance, do not have an Account Stop setting of their own – they assume the setting on the account – but they do have a [Delivery Address Status](#). This allows for

[delivery addresses](#) to be controlled independently of its customer account. If the [status](#) is blank on the [delivery address](#), then the setting on the account is implied.

Account **Hierarchy** is a mechanism for structuring parent and child accounts to represent a customer's business, the lowest level (level 1) being the only customers against which sales [orders](#) can be placed. When a parent account goes on Stop – for either Account Stop or any of the Account [Status](#) reasons – then that stop is inferred on all child accounts. This either prevents sales [orders](#) being raised or they are suspended. The suspend codes follow the same pattern as for a non-hierarchy account: Hierarchy Limit (HL), Hierarchy Stop (HS), Hierarchy Suspend (HP), Hierarchy Litigation (HT), or Hierarchy Uncertain (HU).

The Release from Credit Stop Process

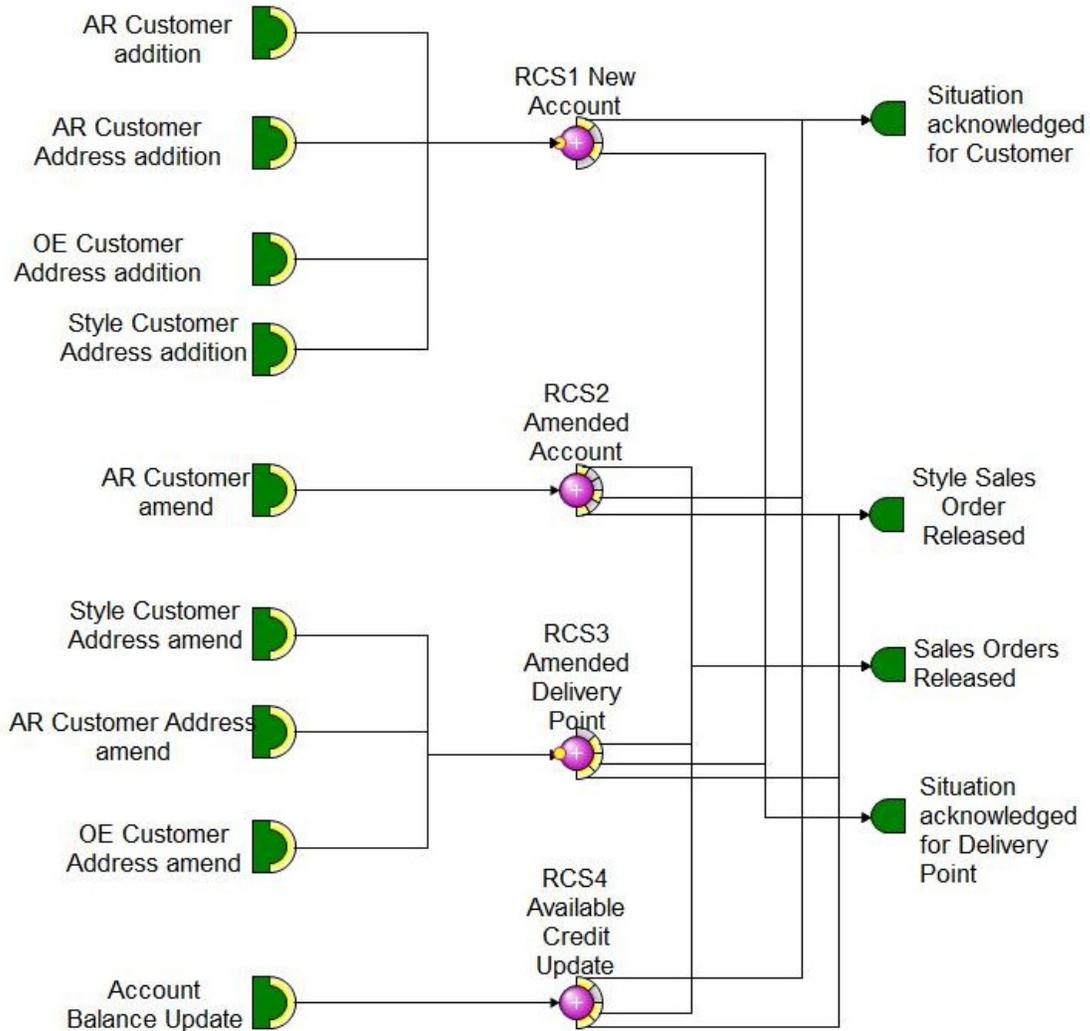
When a customer account's [balance](#) or [status](#) changes the Sales Administrator is informed of the change in credit [status](#) with suggestions to review the customer's [outstanding orders](#). This could be as a result of:

- The account is placed on or taken off Credit Stop.
- Account [Status](#) set such that it will suspend sales [orders](#) or could free up [suspended orders](#).
- The credit limit is changed such that it ought to suspend sales [orders](#), or could free up [suspended orders](#)
- Cash postings could reduce the [outstanding](#) debt such that there is available credit that could allow [suspended orders](#) to be released.
- Cash reversals could change the available credit such that it ought to suspend sales [orders](#).

This detection of the change of credit [status](#) and the subsequent notification of follow up action is controlled by a this [Work Management](#) active process.

Note: Refer to the [Work Management](#) chapters in the Application Manager product guide for details on [Work Management](#) parameters in the System21 Activities

RCS Release from Credit Stop

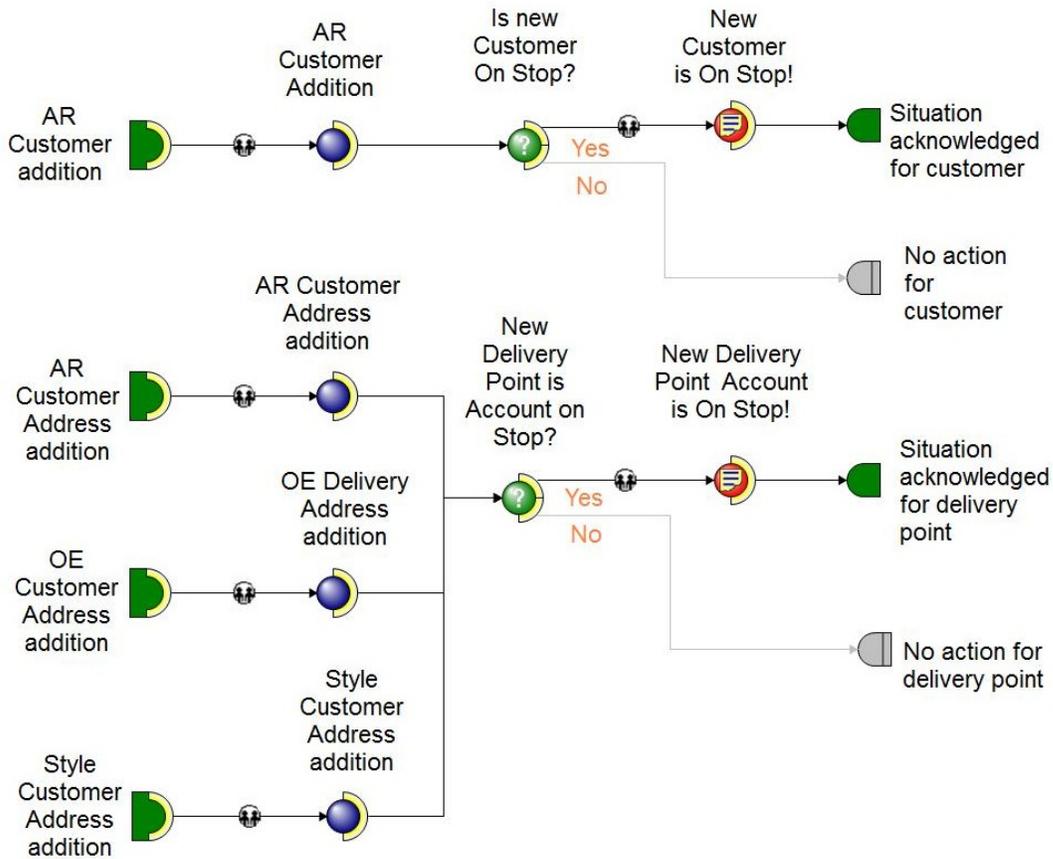


Type	Name	Description
Start Condition 	AR Customer addition	Start point signifying the process is to be initiated when a new customer has been added in Accounts Receivable
Start Condition 	AR Customer Address addition	Start point signifying the process is to be initiated when a new delivery name and address has been added in Accounts Receivable.

Type	Name	Description
Start Condition 	OE Customer Address addition	Start point signifying the process is to be initiated when a new delivery name and address has been added in Sales Order Processing.
Start Condition 	Style Customer Address addition	Start point signifying the process is to be initiated when a new delivery name and address has been added in Style Sales Order Processing.
Nested Process 	RCS1 New Account	In all cases the initial activity is detected and managed in this sub-process.
Start Condition 	AR Customer amend	Start point signifying the process is to be initiated when an existing customer is amended in Accounts Receivable.
Nested Process 	RCS2 Amended Account	The initial activity is detected and managed in this sub-process.
Start Condition 	Style Customer Address amend	Start point signifying the process is to be initiated when an existing delivery name and address is amended in Style Accounts Receivable.
Start Condition 	AR Customer Address amend	Start point signifying the process is to be initiated when an existing delivery name and address is amended in Accounts Receivable.
Start Condition 	OE Customer Address amend	Start point signifying the process is to be initiated when an existing delivery name and address is amended in Sales Order Processing.
Nested Process 	RCS3 Amended Delivery Point	In each case the initial activity is detected and managed in this sub-process.
Start Condition 	Account Balance Update	Start point signifying the process is to be initiated when cash has either been received or cancelled on an account.
Nested Process 	RCS4 Available Credit Update	The initial activity is detected and managed in this sub-process.
End Condition 	Situation Acknowledged for Customer	The process ends when the user has taken whatever action they deem necessary and acknowledged the message for a customer

Type	Name	Description
End Condition 	Style Sales Orders Released	The process ends when the Style Suspended Order Release activity completes. There is no further action for this customer.
End Condition 	Sales Orders Released	The process ends when the Suspended Order Release activity completes. There is no further action for this customer.
End Condition 	Situation Acknowledged for Delivery Point	The process ends when the user has taken whatever action they deem necessary and acknowledged the message for a delivery point.

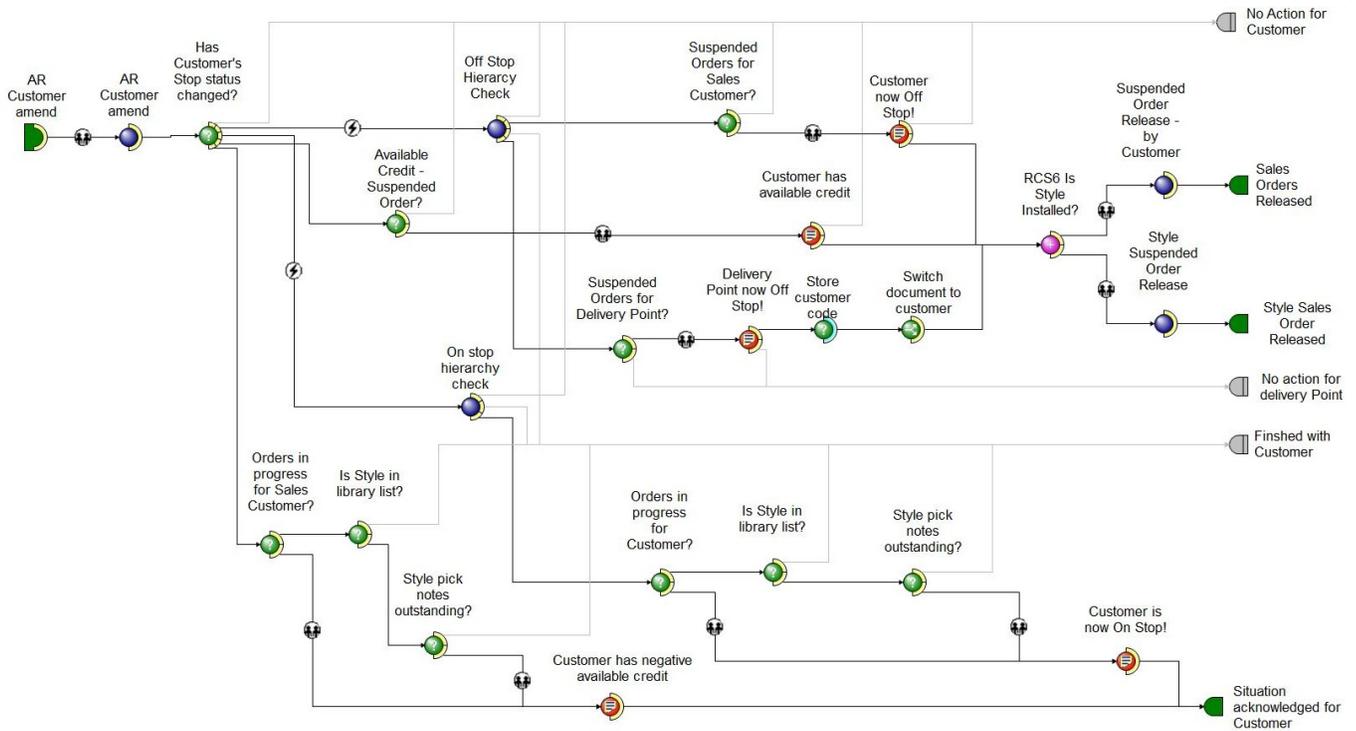
RCS1 New Account



Type	Name	Description
Start Condition 	AR Customer addition	Start point signifying the process is to be initiated when a new customer has been added in Accounts Receivable.
System21 Activity 	AR Customer addition	A new customer has been added in AR Customer Names and Address Maintenance.
Action Agent 	Is new Customer On Stop?	Checks the reason code output from customer maintenance to see if the new customer is immediately on credit stop or the account status has been set (not blank).
End Condition 	No Action for customer	If the customer is not on stop the process ends without further action.
Manual Activity 	New Customer is On Stop!	If the customer is on stop a message is sent to the Sales Administrator's action list to highlight that the new customer exists and orders can be taken, but they cannot be progressed.
End Condition 	Situation Acknowledged for customer	The process ends when the user has acknowledged the message.
Start Condition 	AR Customer Address addition	Start point signifying the process is to be initiated when a new delivery name and address has been added in Accounts Receivable.
Start Condition 	OE Customer Address addition	Start point signifying the process is to be initiated when a new delivery name and address has been added in Sales Order Processing.
Start Condition 	Style Customer Address addition	Start point signifying the process is to be initiated when a new delivery name and address has been added in Style Sales Order Processing.
System21 Activity 	AR Customer Address addition	A new delivery address has been added in AR Delivery Address Maintenance.
System21 Activity 	OE Customer Address addition	A new delivery address has been added in OE Customer Maintenance. <i>(Note: The adding of Sales Details is ignored in this process)</i>

Type	Name	Description
System21 Activity 	Style Customer Address addition	A new delivery address has been added in Style Customer Maintenance. <i>(Note: The adding of Sales Details is ignored in this process)</i>
Action Agent 	Is new Delivery Point On Stop?	Checks the reason code output from address maintenance to see if the new delivery point account status has been set (not blank).
End Condition 	No Action for delivery point	If the delivery point is not on stop the process ends without further action.
Manual Activity 	New Delivery Point is On Stop!	If the delivery point is on stop a message is sent to the Sales Administrator's action list to highlight that the new delivery point exists and orders may be able to be taken, but none can be progressed.
End Condition 	Situation Acknowledged for delivery point	The process ends when the user has taken whatever action they deem necessary and acknowledged the message for the delivery point.

RCS2 Amended Account



Type	Name	Description
Start Condition 	AR Customer amend	Start point signifying the process is to be initiated when an existing customer has been amended in Accounts Receivable.
System21 Activity 	AR Customer amend	An existing customer has been added in AR Customer Names and Address Maintenance.
Action Agent 	Has Customer's Stop status changed?	Checks the reason code output from customer maintenance to see if the customer's credit stop or account status has changed. If neither has changed the process ends with no further action.

Type	Name	Description
System21 Activity 	Off Stop Hierarchy Check	<p>If the account customer is no longer on stop a check is made to see if this is a sales customer. If it is a sales customer and in a hierarchy then it is deemed to be still on stop if any parent above it is on stop.</p> <p>If it is a hierarchy account, then as long as there is no parent above it on stop, all lowest level sales customers are retrieved from legs in the hierarchy that are not on stop. This may output a number of customers to the next step in the process.</p> <p>For each sales customer that is identified as not on stop the single sales customer is output to the next step in the process as long as all delivery points are not on stop. If there are delivery points on stop then it's the delivery points that are output instead of the customer.</p> <p>If there are no sales customers now off stop the process ends with no further action.</p>
Action Agent 	Suspended Orders for Sales Customer?	<p>For each sales customer no longer on stop it checks to see if there outstanding suspended orders for that customer.</p>
Manual Activity 	Customer now Off Stop!	<p>If there are outstanding suspended orders for the customer, then a message is sent to the Sales Administrator's action list to suggest the customer's orders are reviewed.</p> <p>There are options to display account and order enquiries, and to launch the Suspended Order Release activity to show all suspended orders for the customer.</p> <p>If the suspended order release activity is not required the process ends with no further action.</p>
Action Agent 	Suspended Orders for Delivery Point?	<p>For each delivery point no longer on stop it checks to see if there outstanding suspended orders for that delivery point.</p>

Type	Name	Description
Manual Activity 	Delivery Point now Off Stop!	<p>If there are outstanding suspended orders for the delivery point, then a message is sent to the Sales Administrator's action list to suggest the customer's orders are reviewed.</p> <p>There are options to display account and order enquiries, and to launch the Suspended Order Release activity to show all suspended orders for the customer.</p> <p>If the suspended order release activity is not required the process ends with no further action.</p>
Action Agent 	Store customer code	This saves the Delivery Point code in preparation to switch it to a Customer code .
Splitter 	Switch document to customer	Changes the document type back to a customer in preparation for the suspended order release
Action Agent 	Available Credit. Are there suspended orders ?	Available Credit for the customer has increased - checks for suspended orders that could be released.
Manual Activity 	Customer has available credit	<p>If there are outstanding suspended orders for the customer, then a message is sent to the Sales Administrator's action list to suggest the customer's orders are reviewed.</p> <p>There are options to display the account enquiry, and to launch the Suspended Order Release activity to show all suspended orders for the customer.</p> <p>If the suspended order release activity is not required the process ends with no further action.</p>
Nested Process 	RCS6 Is Style Installed?	Checks to see if the process is running in a Style environment so that the Style version of Suspended Order release can be actioned.
System21 Activity 	Customer Suspended Order Release	If the user chooses to run the Suspended Order Release activity the initial selection window is prepared with the customer code . Suspended orders can then be released as required.

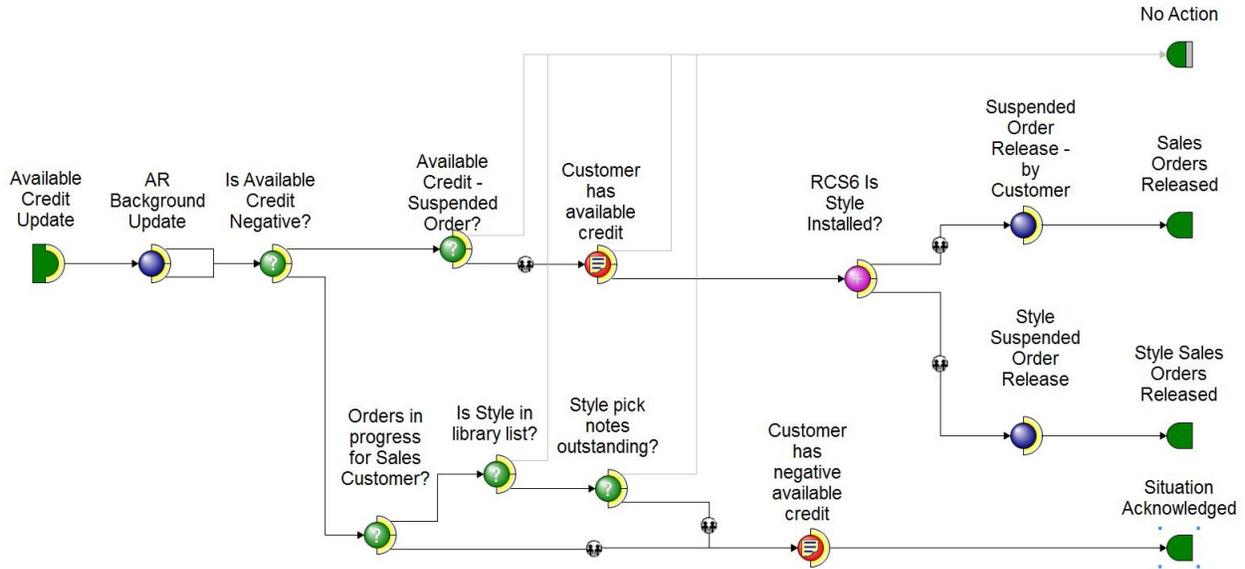
Type	Name	Description
End Condition 	Sales Orders Released	The process ends when the Suspended Order Release activity completes. There is no further action for this customer.
System21 Activity 	Style Suspended Order Release	If the user chooses to run the Style Suspended Order Release activity the initial selection window is prepared with the customer code . Suspended orders can then be released as required.
End Condition 	Style Sales Orders Released	The process ends when the Style Suspended Order Release activity completes. There is no further action for this customer.
End Condition 	No Action for customer	The process ends without further action when either there are no sales customers to be reported, or no sales orders to be considered for review, or the user chooses to ignore the presented release option.
End Condition 	No Action for delivery point	The process ends without further action when either there no sales orders to be considered for review, or the user chooses to ignore the presented release option.
System21 Activity 	On Stop Hierarchy Check	Where the account customer is now on stop a check is made to see if it is a hierarchy account. If not in a hierarchy, then the single customer is output to the next step in the process as on stop. If in a hierarchy, all lowest level sales customers are retrieved from legs in the hierarchy that were not previously on stop. This may output a number of customers to the next step in the process. If there are no sales customers now on stop the process ends with no further action.
Action Agent 	Orders in progress for Sales Customer?	For each sales customer now on stop it checks to see if there are outstanding orders allocated or on pick.
Action Agent 	Is Style in library list?	Checks to see if the process is running in a Style environment so that it can check for outstanding Style Pick Notes.

Type	Name	Description
Action Agent 	Style Pick Notes outstanding	In a Style environment it checks to see if there are any pick notes outstanding that may need to be stopped.
Manual Activity 	Customer is now On Stop!	If there are orders or pick notes in progress then a message is sent to the Sales Administrator's action list to suggest the customer's orders are reviewed.
Action Agent 	Orders in progress for sales customer?	When the credit limit has been reduced there may be orders in progress that should not be progressed. This checks for orders in progress.
Action Agent 	Is Style in library list	Checks to see if the process is running in a Style environment so that it can check for outstanding Style Pick Notes.
Action Agent 	Style Pick Notes outstanding	In a Style environment it checks to see if there are any pick notes outstanding that may need to be stopped.
Manual Activity 	Customer has negative available credit!	If there are orders or pick notes in progress then a message is sent to the Sales Administrator's action list to suggest the customer's orders are reviewed.
End Condition 	Situation Acknowledged for customer	The process ends when the user has taken whatever action they deem necessary and acknowledged the message.
End Condition 	Finished with Customer	Where new customers or delivery points have been identified, this ends the process for the original account where the account status change was initially detected.

Type	Name	Description
Action Agent 	Has Delivery Point's account status changed?	Checks the reason code output from customer maintenance to see if the delivery points account status has changed. If not changed the process ends with no further action.
Action Agent 	Suspended Orders for Delivery Point?	If the delivery point is no longer on stop it checks to see if there outstanding suspended orders for that delivery point.
Manual Activity 	Delivery Point now Off Stop!	If there are outstanding suspended orders for the delivery point, then a message is sent to the Sales Administrator's action list to suggest the customer's orders are reviewed. There are options to display account and order enquiries, and to launch the Suspended Order Release activity to show all suspended orders for the customer. If the suspended order release activity is not required the process ends with no further action.
Action Agent 	Store customer code	This saves the Delivery Point code in preparation to switch it to a Customer code .
Splitter 	Switch document to customer	Changes the document type back to a customer in preparation for the suspended order release
Nested Process 	RCS6 Is Style Installed?	Checks to see if the process is running in a Style environment so that the Style version of Suspended Order release can be actioned.
System21 Activity 	Suspended Order Release by Customer	If the user chooses to run the Suspended Order Release activity the initial selection window is prepared with the customer code . <i>(Note: Suspended Order Release shows all orders for a customer, so may include orders for a number of delivery points.)</i> Suspended orders can then be released as required.
End Condition 	Sales Orders Released	The process ends when the Suspended Order Release activity completes. There is no further action for this customer.

Type	Name	Description
System21 Activity 	Style Suspended Order Release	If the user chooses to run the Style Suspended Order Release activity the initial selection window is prepared with the customer code . (Note: <i>Suspended Order Release shows all orders for a customer, so may include orders for a number of delivery points.</i>) Suspended orders can then be released as required.
End Condition 	Style Sales Orders Released	The process ends when the Style Suspended Order Release activity completes. There is no further action for this customer.
Action Agent 	Orders in progress for Delivery Point?	If the delivery point is now on stop it checks to see if there are outstanding orders allocated or on pick.
Action Agent 	Is Style in library list	Checks to see if the process is running in a Style environment so that it can check for outstanding Style Pick Notes.
Action Agent 	Style Pick Notes outstanding	In a Style environment it checks to see if there are any pick notes outstanding that may need to be stopped.
Manual Activity 	Delivery Point is now On Stop!	If there are orders in progress (allocated or on pick) then a message is sent to the Sales Administrator's action list to suggest the customer's orders are reviewed.
End Condition 	Situation Acknowledged	The process ends when the user has taken whatever action they deem necessary and acknowledged the message.
End Condition 	No Action	The process ends without further action when either there no sales customers to be reported, or no sales orders to be considered for review, or the user chooses to ignore the presented release option.

RCS4 Available Credit Update

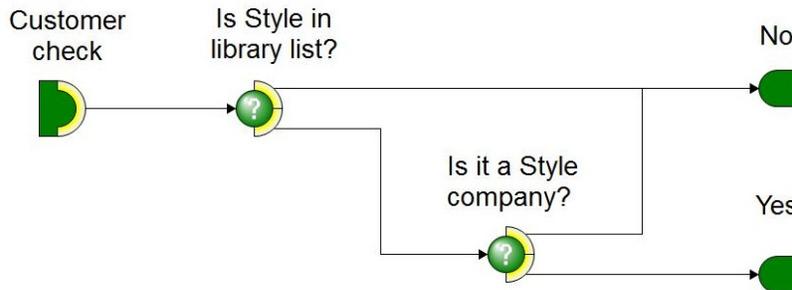


Type	Name	Description
Start Condition 	Available Credit Update	Start point signifying the process is to be initiated when the Accounts Receivable background update posts new cash or cancels cash on an account.
System21 Activity 	AR Background Update	When the Accounts Receivable background update posts new cash or cancels cash on an account this process is initiated
Action Agent 	Is Available Credit Negative?	<p>If the cash posting has made credit available the process continues by checking for suspended orders that could now be release.</p> <p>Conversely, if there is no longer available credit the process continues by checking for orders in progress that might need to be reviewed, and possibly prevented from being release.</p>
Action Agent 	Available Credit – Are there suspended orders ?	If the cash posting has made credit available the process continues by checking for suspended orders that could now be released.

Type	Name	Description
Manual Activity 	Customer has available credit	If there are orders suspended then a message is sent to the Sales Administrator's action list to suggest the customer's orders are reviewed and possibly released
Nested Process 	RCS6 Is Style Installed?	Checks to see if the process is running in a Style environment so that the Style version of Suspended Order release can be actioned.
System21 Activity 	Suspended Order Release by Customer	If the user chooses to run the Suspended Order Release activity the initial selection window is prepared with the customer code . (Note: <i>Suspended Order Release shows all orders for a customer, so may include orders for a number of delivery points.</i>) Suspended orders can then be released as required.
End Condition 	Sales Orders Released	The process ends when the Suspended Order Release activity completes. There is no further action for this customer.
System21 Activity 	Style Suspended Order Release	If the user chooses to run the Style Suspended Order Release activity the initial selection window is prepared with the customer code . (Note: <i>Suspended Order Release shows all orders for a customer, so may include orders for a number of delivery points.</i>) Suspended orders can then be released as required.
End Condition 	Style Sales Orders Released	The process ends when the Style Suspended Order Release activity completes. There is no further action for this customer.
Action Agent 	Orders in progress for sales customer?	When the credit limit has been reduced there may be orders in progress that should not be progressed. This checks for orders in progress.
Action Agent 	Is Style in library list	Checks to see if the process is running in a Style environment so that it can check for outstanding Style Pick Notes.
Action Agent 	Style Pick Notes outstanding	In a Style environment it checks to see if there are any pick notes outstanding that may need to be stopped.

Type	Name	Description
Manual Activity 	Customer has negative available credit!	If there are orders or pick notes in progress then a message is sent to the Sales Administrator's action list to suggest the customer's orders are reviewed.
End Condition 	Situation Acknowledged for customer	The process ends when the user has taken whatever action they deem necessary and acknowledged the message.
End Condition 	No Action	The process ends without further action when either there no suspended sales orders to be considered for review, or the there are no outstanding pick notes.

RCS6 Is Style Installed



Type	Name	Description
Start Condition 	Customer Check	Start point signifying the process is to be initiated when called from within the parent processes.

Type	Name	Description
Action Agent 	Is Style in library list	Checks to see if style objects in the current Work Management library list
Action Agent 	Is it a Style Company	Checks to see if the current company has a Style Company Profile defined.
End Condition 	No	This is not a Style environment.
End Condition 	Yes	This is a Style environment

Print Pro Forma Invoices

Introduction

How to request a Pro Forma Invoice

When **creating** a new [order](#) in [Order Capture](#) there is the facility to request the printing of a pro forma invoice.

- Where an [order](#) is identified as Cash with [Order](#) and the company is configured to print pro forma invoices, then this request to print the pro forma invoice is enforced.
- Otherwise, the printing of a pro forma invoice is optional for any [order](#) entered on the system

Note: *None of the other forms of [order](#) entry supported within System21 Aurora have the ability to request a pro forma invoice*

When **amending** an [order](#) in [Order Capture](#) the facility to request the printing of a new pro forma invoice is similarly available

- Where the [order](#) details have been amended and a pro forma is required, the request to print a new pro forma invoice is enforced.
- Otherwise, the printing of a new pro forma invoice is optional.

Where a pro forma invoice is required it is printed automatically on completion of the [order](#) taking using a [Work Management](#) driven activity in an Active [Business Process](#).

These new pro forma invoices, and revised pro forma invoices, are considered as new documents, each being given a new unique pro forma invoice number.

Note: *The facility to print a new pro forma invoice is only available via an active process – there is no manual menu option.*

There is a menu option available to re-print a pro forma invoice.

The Print Pro Forma Invoice Process

When [Order](#) Capture confirms the creation of a new [order](#), or the amendment of an existing [order](#), the print pro forma invoice process is initiated.

Note: *[Work Management](#) Enablement within [Order](#) Capture must be configured to use the correct [business process](#) in [order](#) for a [proforma](#) document to be generated. See the [Order](#) Capture Product Guide for details on how to configure [Work Management](#) within [Order](#) Capture.*

[Order](#) Capture does not attempt to tell [Work Management](#) the [status](#) of the [order](#), so the [business process](#) checks to see if the printing of a pro forma invoice is required.

If required, the pro forma invoice number is retrieved from the [order](#), or assigned by the process if one does not exist and the print activity is run to print a single document.

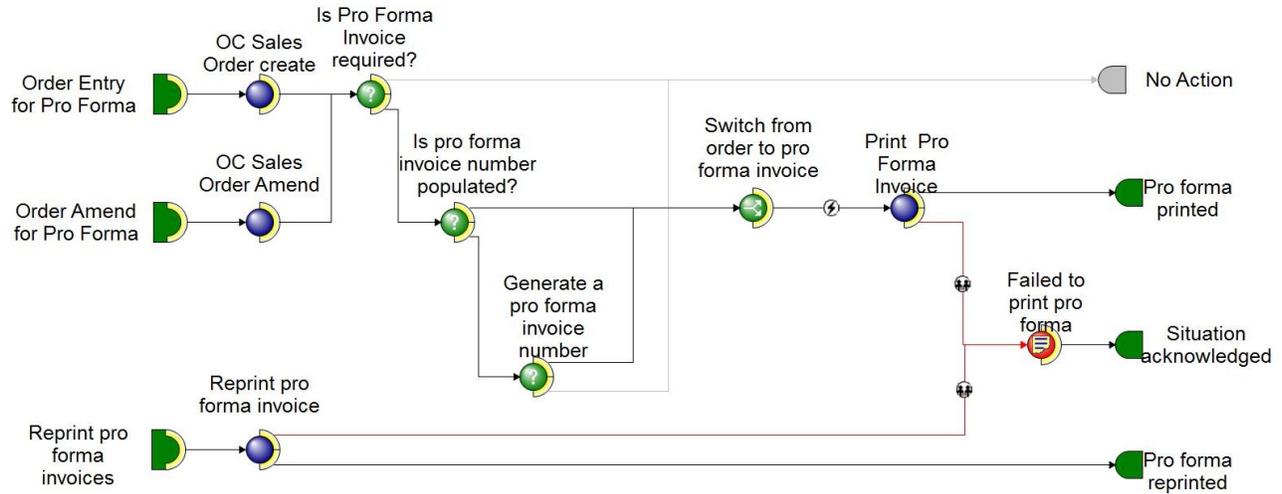
Note: *Pro forma invoices are sent to the default output queue of the user that has started the [Work Management](#) Engine.*

Note: *Refer to the [Work Management](#) chapters in the Application Manager product guide for details on [Work Management](#) parameters in the System21 Activities*

[Order](#) Capture is capable of outputting other notification events, but these are not relevant here:

Event	Activity code
Order Capture Provisional Order Create	GESGOMPVRT
Order Capture Order Sourcing	GESGOMOSRC

PF1 Print Pro Forma Invoice



Type	Name	Description
Start Condition 	Order Create	Start point signifying the process is to be initiated when a new order has been created.
Start Condition 	Order Amend	Start point signifying the process is to be initiated when an existing order has been amended.
Start Condition 	Reprint pro forma invoices	Start point signifying the process is to be initiated when a request is made to reprint a pro forma document.
System21 Activity 	OC Sales Order Create	A new order has been added in Order Capture.
System21 Activity 	OC Sales Order Amend	An existing order has been amended in Order Capture.
System21 Activity 	Reprint pro forma invoice	A request has been submitted by the user to reprint a pro forma invoice by either a range of pro forma numbers or range of orders .
Action Agent 	Is Pro Forma Invoice Required?	Checks the order to see if a pro forma invoice needs to be printed for the order .

Type	Name	Description
End Condition 	No Action	If a pro forma invoice is not required, or already printed, the process ends without further action.
Action Agent 	Is pro forma invoice number populated?	Checks the order to see if a pro forma invoice number has been assigned to it.
Splitter 	Switch from order to pro forma invoice	If a pro forma invoice is required this changes the document type from the sales order to a pro forma invoice in preparation for the pro forma invoice print.
Action Agent 	Generate a pro forma invoice number?	Stamps an order with a pro forma invoice number if it needs one.
System21 Activity 	Print Pro Forma Invoice	Prints the pro forma invoice for the supplied pro forma invoice number.
End Condition 	Pro Forma Printed	If the pro forma invoice is successfully printed the process ends.
Manual Activity 	Failed to print pro forma	<p>If the pro forma invoice fails to print, a message is sent to the System Administrator's action list to highlight the print has failed.</p> <p>Any corrective action required is likely to be a manual activity.</p> <p>On acknowledging this message the process ends.</p> <p>To attempt another print of the pro forma invoice you must use Order Capture Order Amend and request a print.</p>
End Condition 	Situation acknowledged	The process ends when the user has taken whatever action they deem necessary and acknowledged the message.
End Condition 	Pro forma reprinted	If the pro forma document(s) for which the user requested a reprint are successfully printed the process ends.

Appendix A Glossary

Allocated (Stock)

This is the quantity of an item that has been committed to a customer, distribution or production order. It is held as a balance at item and stockroom level.

Alternative (Item)

An item that can be offered 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 for it. It is usually held as a balance at item and stockroom level.

Back Order

This is the quantity of an item that is required for customer orders which is due or overdue for delivery and for which there is no stock. It is held as a balance at item/stockroom level.

Balance

This either signifies a database record with summary information such as a stockroom balance, or a single calculated quantity field on a record, such as allocated stock or outstanding order balance.

Base Value

This is the order value according to the Accounts Receivable currency code. The currency code used in the Accounts Receivable has an associated rate that is used to evaluate the order total value.

Batch Allocation

This is a batch job that considers all orders which are due for delivery and matches them against the available stock. Where there is a match the stock is allocated to the order so that picking and despatch may continue.

Batch Control

This is a level of stock control. A stock balance can be broken down to a lower level, such as batch, against which individual balances can be maintained.

Batch or Lot Traceability

Where stock recording is specified at batch or lot level, this refers to the ability to trace the movement of stock, including sales to customers, at this detailed level.

Business Process

This relates to @ctive Modeler for Work Management. A business process is at the top level of the business function. Within a Business Process it is possible to have Elemental Activities, Assembled Activities and other Business Processes. 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 a configuration tool for Work Management.

If the Business Process is to be uploaded to Work Management these rules apply:

- Assembled activities cannot be present.
- Nesting can only be to one level down.
- At the top level, a nested [Business Process](#) can 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

The amount of discount given to a customer for paying on time

Catchweight

For most businesses, an item is bought, stocked, ordered, discounted, picked, priced and sold by the quantity of the item. This is known as the primary unit of measure and is available to all companies. However, some businesses price and sell by another unit of measure, for example, a weight. This is known as the secondary unit of measure. A company that uses Catchweight can use both primary and secondary units of measure.

Conversational Order Entry

This is a method of order entry which is designed to support a conversation with the customer so that stock availability, prices and alternatives may be checked and promises made.

Credit Control

This is the control of the credit exposure to customers such that the amount owed is added to the stock allocated to the customer and compared with the commercial credit limit held for the customer.

Customer Code

The customer code is used to identify the data held for the customer. Multiple sets of data can be held to reflect complex customer organisations. This includes statement, invoice and delivery information.

D/Dn

The despatch note sequence number is a two-digit reference number suffix to order number, when a despatch note is generated.

Depot

A depot is a stockroom that has been set up in Inventory Management and authorised for making despatches for sales orders.

Delivery Address

This is the address where the customer receives their orders.

Descriptions File

This is a file set up within Inventory Management; it defines a number of parameters, codes and their descriptions.

Discount List

This is a list used to apply discounts as a percentage or value and with discount level breaks based on quantity or value. The discounts can also apply to an item, a discount group or an order. You assign customers a default discount list.

EC Movement

If you move the customer goods across borders, the order is flagged by the EC Movement field.

Expected (Stock)

This is the quantity of an item expected to be available, assuming both sales and supply orders mature, for issues on a given date. This is usually expressed as a quantity for an item and stockroom.

Extra Charges

These are charges to be made on an invoice for which no corresponding stock movement will occur. They can be added at any time from order entry to confirmation of despatch. Three extra charges may be made on an invoice.

Fast Batch

This is the name given to the data entry style of confirmation of despatch. Data is entered in a batch and submitted to a batch queue for subsequent processing. This minimises operator window time.

Frozen (Stock)

This is the quantity of an item removed from the available to issue for such reasons as quality checks. It is held as a balance quantity at item and stockroom level.

Gross Margin

This is the difference between the cost of the item and the net sales price. This is often expressed as a percentage of either the cost or the sales price.

Item

This is the single term used to describe an element of stock identified by a unique product code.

IN Currency

This is a European currency that is linked to the EURO currency with a fixed exchange rate.

Invoice Address

The address where you send the customer invoice

Kit

This is a group of items which you sell as a set. It is maintained in Inventory Management as a single level list.

Lead Time

This is the standard amount of time, in weeks, from a decision to order an item for a stockroom, to the item being received in the stockroom.

Lot Control

This is a level of stock control. A stock balance can be broken down to a lower level, such as lot, against which you can maintain individual balances.

Manual Allocation

The explicit allocation or de-allocation of stock at a depot to a nominated order or order line

Miscellaneous Invoice or Credit Note

This is a manually raised invoice or credit note that can include inventory movements.

Nett Total

Value of the order including adjustments such as discounts, tax and charges

On Order

This is the quantity of an item for which outstanding purchase, distribution, or works orders exist. It is held as a balance quantity at item and stockroom level.

On-pick

Quantity of an order that has been identified to a picking note, for a particular item

Order Number

The sales order number assigned to the customer's order by the system

Order Value

The order value displayed in the order currency

Order

The record of the agreement to supply items to a customer on a date at agreed commercial terms

Outstanding

This is the quantity of an item that has not been allocated due to stock exceptions. This can also refer to orders that have not been met.

Payment Terms

The terms are used to evaluate the payment date starting from the date the invoice was sent out.

Payment Methods

This is the method the customer uses to make the payment, for example, cash, cheque.

Physical (Stock)

This is the total quantity of an item in a stockroom. It is held as a balance quantity at item and stockroom level.

Picking Note

This is a document on which is listed all the items for an order which 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 to be charged for items. A price list can be in any currency set up for Accounts Receivable. Customers are assigned a default price list.

Priority

The orders are given a priority number that is used to identify the urgency of allocation. The higher the number, the more important the order. These are used in batch allocation.

Proforma

A special invoice sent to a customer as they have paid for the order before despatch

Staged Discount

The amount of discount given to a customer for paying within a particular duration

Statement Address

This is the customer's main address and is held in the statement account.

Status

This identifies the status of the order, such as frozen, or complete.

Stockroom

An area, physical or conceptual, where you record and count stock

Suspended Orders

Orders are suspended automatically for credit and pricing exception conditions. You cannot allocate suspended orders.

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.

Transaction Type

This identifies whether the document is either an invoice or credit note.

Transcriptional Order Entry

A method of order entry that helps you to quickly enter information, with allocation (and optionally pricing) deferred to later batch processing runs

Type (Stock Availability Enquiry)

Type of order, such as purchase order, sales order

Unit of Measure

The unit in which an item is expressed for the purpose of buying, selling, stocking or valuing

Tax Code

This refers to the tax rate that should be used to calculate the order's tax charge.

Warehouse

A warehouse is a stockroom set up in Inventory Management and authorised for location recording in Warehousing. It may also be authorised as a depot.

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 and configuration tool for Work Management. You upload Business Processes from @ctive Modeler to for use in Work Management.