Infor System21 Order Capture

Product Guide

Publication Information

Release: Infor System21 3.2

Publication date: December 13, 2021

Document code: OC

Contents

About this guide

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

Intended audience

The guide is intended for any users of the OC Order Capture 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 9.

Contacting Infor

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Chapter 1 Overview

Summary

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

- Basic data maintenance
- The use of Order Capture
- The function and processing of the Sourcing Engine

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

The order capture engine provides extensive capabilities in not only capturing orders, but also in interacting with customers, where necessary.

The following is a high-level summary of the features provided.

Common Order Entry

Order capture provides a single point of entry for sales orders. It supports:

- Customer sales orders
- Web based orders (through web.connect)
- EDI sales orders
- Enterprise supply orders

Single User Interface

Order Capture employs an intuitive user interface for all customer sales orders. It supports:

- All types of telephone orders
- Paper based orders
- Order amendment

all in a single user interface, reducing training and increasing efficiency.

Access to Customer Information

Order Capture provides one-click access to customer information, including:

- Order history
- Customer prices and negotiated special items
- Call and delivery information and instructions
- Contact and customer notes and instructions
- Customer account information

Efficient Call Handling

Order Capture, with Order Management, manages scheduled calls to customers:

- It assigns planned calls to the most appropriate operator.
- It allows you to monitor and reallocate operator workload.
- It allows you to plan for seasonal closures.

Effective Stock Usage

Order Capture includes a sophisticated sourcing module. It allocates existing stock or sources each line according to:

- Product type
- The importance of the customer
- The delivery date
- The availability across all appropriate stockrooms

With configurable sourcing rules to select source by:

- Preferred source, cost, time or availability
- Sell alternatives where appropriate
- Buy or Direct Deliver
- Transfer goods from an alternative stockroom
- Source from a partner company

Prompt Order Requirements

With Order Capture the user can identify the order requirements promptly by:

- Viewing and copying recent orders
- Viewing recently ordered and negotiated price items
- Searching for product by description, attributes and previously ordered
- Validating quantities against history
- Viewing where and how sourced

Additional Potential Sales

Order Capture provides the user with prompts to sell additional product, as it identifies:

- Negotiated price items not ordered
- Items ordered previously, but not ordered recently
- New product lines

and provides price information for negotiation:

- Target and minimum item price
- Real-time order values: goods, applicable discounts, surcharges, tax and order total
- Customer price and discount information

Suspend Order

Order Capture can suspend a partially entered order and complete at a later time, or transfer the order to different operator. This gives the user the ability to build the order over more than one conversation, or pass the order to a more experienced operator for completion.

Plan Delivery

Order Capture will validate the customer delivery requirements, to make best use of resources. It will:

- Suggest delivery date based on planned delivery to customer or region
- Apply surcharges based on order value or delivery required
- Identify orders for collection

The sections that follow describe in some detail all of the key features.

Constraints

There are a number of features available in other System21 applications that are not currently available in Order Capture. For reference they are listed here:

- Display call list for a specific operator (change operator)
- Identify customer by: three soft-coded customer attributes.
- Configure items at point of entry

Incoming and Outgoing Call

This includes the following features:

- Display contact details: name, company, telephone, etc.
- Display customer call pattern
- Display customer delivery pattern
- Manage call: re-schedule etc.
- Business notes: type, indicators, product types bought, restrictions
- Rapport notes
- Pricing details: customer price and discounts list plus any negotiated special items
- Last order and call details for customer

- Agree next call date and time

Take Incoming Call

This includes the following features:

- Identify customer by name, post code, address, contact and telephone
- Identify customer with search by characters anywhere within attributes
- Take planned outgoing call

Take Conversational Order

This includes the following features:

- Prompt operator with outstanding planned call
- Prompt operator with list of outstanding/pended orders with option to amend or create new order

Quotations

Quotations are taken through the normal order taking routes. At the point of confirming the quote a quotation type must be selected.

Quotations types are defined in the Inventory Descriptions file under major type QTNO. Where the Tax code for the quotation type is 1 or 2, all sourcing performed will be retained. Otherwise all sourcing will be released.

Reservation Orders

A new order attribute ‘Order Type’ is available, the available types are Sales Order and Reservation. The order type Sales Order is the existing type which all previous orders obey. The new type, Reservation operates in most respects the same as for Sales Order, but with the following exceptions:

- Reservation orders are not included in the AR allocated orders total for the customer.
- Reservation orders cannot be actioned by the sales order picking process.
- Reservation orders are sourced by the Reservation sourcing demand type.

Reactive Selling

Operator Assistance

The Reactive mode shows the user the buying lists that are relevant to the customer with a number of details included in the product entry grid that will assist in taking the order.

For each product line it includes the following features:

- The product's normal price is initially shown, then updated with any discounted price as the order is placed.
- If there are special notes about the product, they are highlighted to bring them to the user's attention.
- The last few previously ordered quantities are shown.
- If an item is out of stock, this is highlighted on the line.
- When a product is out of stock, Sourcing rules can be configured to prompt the user to offer alternative items.

Product Search

The Product Search facility within Order Capture allows different searches and then allows the product to be ordered by entering the order requirements directly against the search results.

You can find product using:

- Item code
- Item description
- Inventory search words
- Purchasing search words
- Item alias
- Search characteristics
- Buying list

Item Code Search

This matches against the Inventory item code. When performing a search, it will return any product where the entered search string is matched anywhere within the code of the items.

Item Description Search

This matches against the item’s description, as established in the Inventory Item Master file. When performing a search, it will return any product where the entered search string is matched anywhere within the description of the items.

***Note:** It does not use the inventory item search words defined when adding the item in the Inventory Management Items maintenance task.*

Inventory Search Words

This matches against the item's inventory search words, as established in the Inventory Management Items maintenance task.

Purchasing Search Words

This matches against the item's purchasing search words, as established in Purchase Management.

Item Alias

This matches against the item aliases, as established in Inventory Management.

Item Characteristic Search

Products can be identified with up to ten different characteristics, allowing a search to be performed on one or many of these values to find a specific product.

To establish characteristic searching, the following data set up is required:

Create a search family for the item in Inventory Management. Up to ten characteristics can be defined to categorise each product. This search family code and its characteristics are maintained using the Search Family Codes maintenance task.

When adding a product in either the Inventory Management Items maintenance task, or in the Order Capture Item Sales Details task, you can specify the search values for the item. You need only specify a search value against the categories that are appropriate to this item.

When you are taking an order, the Search tab allows a search by one or more of these characteristics.

Buying List Search

Products can be searched by, characters entered in the Item column will search the Item column of the Buying List on the Reactive tab, any characters entered in the Product column will search the Product column of the Buying List on the Reactive tab.

All searches are wildcard searches, if both Item and Product characters are entered, this performs an "and" search.

The Characteristic button and Previously Ordered check box are unavailable when performing a Buying List search.

Buying Lists

Buying Lists are lists of items with their current sales price, constructed into appropriate sets or groups of items appropriate for the sales business. They are pre-prepared from the Item Master file and pricing details to make the order entry processing in Order Capture both more efficient and more practical.

There are essentially five types or methods of buying list:

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

The first four of these lists are dynamically maintained by the system and are not maintainable via System21 maintenance tasks.

- Sales Order History will build a buying list from the customer's last few orders, to view sales history within Order Capture. This buying list must be configured within the rule used by the customer.
- New Items will build a buying list from new Item Master file records, where the creation date is less than the new item period. The new item time period, in days, is specified at installation time.
- Special Price List will build a buying list from the Advanced Pricing definitions if the customer pricing structure includes a price list where the Price Type Category is set to SPL. Ensure there is an SPL entry in the Inventory Descriptions file under major type OMPC.
- Promotions will build a buying list from the promotion item definitions where promotions apply to the customer.

The Buying List headers for these three lists are created automatically when you create a new company in Order Capture, so you do not need to add them in Buying Lists maintenance task.

Note: *You might like to change the descriptions to something more appropriate. The names you use are those presented as buying list groups on the Reactive tab.*

The fifth type is any number of Static Buying Lists, built manually with items you choose to place in each of the lists. They must have a list method code of S.

Note: *The definition and building of these buying lists does not add prices at the time the list is first defined; the prices are added during order taking or when scheduled customer buying list regeneration takes place.*

Before buying lists can be associated with a customer, a buying list rule is defined that specifies which buying lists are grouped together. These buying list rules therefore enable any number of groups or sets of buying lists to be defined to match the types or sets of customers that will be served through Order Capture.

Within the rule, the buying lists are also defined in a sequence. This has two purposes:

- In the Reactive mode in Order Capture, the buying lists groups are displayed in this sequence. It is the buying list's description that is shown, but they are shown in ascending number sequence.
- If there is a Sales Order History buying list in the rule:
- Any Static buying lists in sequence before the History list will always appear

- Any Static buying list defined after the History list will not be shown once there are six orders available to build that history. This allows for the standard lists to be presented until sufficient history has built up for a new customer.

Once the buying list has been defined, it can be associated with selected customers or used in the company profile as a customer default.

***Note**: putting this in the company profile means it will be applied to all customers.*

Negotiation

Price Lists

Order Capture supports both kinds of System21 pricing:

- Standard Pricing
- Advanced Pricing

Once a customer is selected, the Pricing tab shows the pricing and discount types that are applicable. It also shows the customer’s special price list if one exists.

If the Catchweight application is installed, it will also allow pricing by secondary units, often of weight.

Target Prices

As an order is placed for a product it is possible to use the price over cost mark up, to highlight to the user the target and minimum price that should be achieved.

This will only be highlighted when individual products have been defined with the appropriate parameters.

Firstly, mark up percentage codes need to be defined in the Inventory Descriptions file. The major type is MKUP and a number of codes are added to represent percentages. The percentage is placed in the Rate field.

A minimum of two codes must be defined: one for the target mark up and one for the minimum mark up.

In the Items Sales Details task, you then specify a target and minimum percentage mark up by defining two mark up percentage codes.

During order taking, on the Reactive tab, a text box will be displayed when the cursor is moved over the item code. This text box shows a target price and a minimum price. These have been calculated as follows:

- Target price is the unit cost of the item by the target mark up percentage.
- Minimum price is the unit cost of the item by the minimum mark up percentage.

***Note:** These costs are the latest unit costs according to the items costing method at the time the buying list was last regenerated.*

Fixed Price

If the price for product is overridden on the Entry tab, this becomes a fixed price for this order line. Normally the order will be suspended with a Fixed Price reason code to enable someone to review the agreed price before the order is progressed. Whether or not the order is sourced, while suspended with a Fixed Price reason code, depends on the configuration of the suspend codes.

Margin

The whole order margin is shown in the Running Totals. The margin value is shown based on the discounted sales value minus the current cost. A margin percentage is shown in brackets, the percentage being based on either cost or sales value as defined in the Sales Order Processing company profile.

Proactive Selling

This includes the following features:

- Identify product not ordered this time which is usually ordered
- Identify product with special negotiated price not ordered
- Identify new product lines
- Identify product not ordered this time which is on promotion

Promotions

Order Capture provides support for two promotion types:

Replacement Item Promotion

Order Capture provides prompts to the user where a replacement item promotion exists. A replacement item is sold in place of the original item.

Freeloader Promotion

Order Capture provides prompts to the user where freeloader items are available. A freeloader is free of charge and given in addition to the original item. Freeloaders can incur tax if appropriate.

Other Views and Overrides

Change Delivery and Ship on Creating Order

A number of default customer details are brought through onto the order, but can be overridden before the order details are taken. They include:

- Shipping details, including date
- Delivery details, including date and address
- Service level
- Supply point
- Booking in details
- User order type
- Order or Quotation

Running Totals

As product lines are entered and changed, and charges manually or automatically applied, the count of order lines and their total value is reflected in the Running Totals section window.

Messages

In the Messages section on the right-hand side, a number of warning messages are displayed. By hovering the cursor over the message, further detail is revealed.

The following are some of the message that can be displayed.

Unusual Quantity

It is possible to highlight the entry of exceptional quantities by establishing a tolerance parameter - an order quantity tolerance percentage. As the quantity is entered during order taking, it is compared with the average ordered quantity for this item and customer.

If the quantity ordered is greater than this percentage variance from the average, a warning message is displayed.

This tolerance percentage is set up in the Inventory Descriptions file under major type MISC and code ORTL. The rate field holds the percentage.

Unusual UOM

This warning message is displayed if the entered units are not the normal units for this product and customer.

Mixed Units

Previous orders of this product for this customer have been in different units of measure. This warning is displayed to prompt the user to check that the entered units are correct.

Below Minimum Price

Where an item has mark up percentages defined and an entered fixed price is below the recommended minimum price, this warning is displayed.

Late Ship

The product demand has been sourced but the supply will not meet the customers required date.

Not Sourced

A supply policy exists but no supply method was found that could source the demand, or the balance of the demand. Use the Review Supply Solution to check the supply status of the order line.

Back Ordered

The supply policy has put the order on back order.

Supply Problem

There is no supply rule for this item or no supply policies in the rule to match the supply point. The line will not have been sourced.

Order Suspension

The order has been suspended. The message detail shows the suspension reason code. The Edit Suspend Codes option can be used to see the complete suspend status for the order.

Suspension Reason Release

The order has been released from one of the suspension reasons. The message detail shows the suspension reason code. The Edit Suspend Codes option can be used to see any remaining suspension reasons for the order.

Close Order

In the final phase of taking the order, the Wrap Up tab offers the following features:

- The total order values are shown.
- The delivery and shipping details can be overridden.
- The delivery address can be changed
- The order can be specified as being collected by the customer.
- The customer’s purchase order number can be recorded.
- The order can be recorded as a Reservation order.

Charges

Additional charges can be applied to an order, over and above the order lines entered based on item codes. These charges can be applied automatically or manually, with the charge value shown in the order total.

These charges are subsequently confirmed in the Confirmation of Despatch task, which places them on the customer's invoice.

Charge Rules

There are three types of charge that can be applied automatically to an order:

- A delivery charge is applied regardless of the order value.
- A minimum order charge will be applied if the order value is below a trigger value.
- A minimum order delivery charge will be applied if the order value is below a trigger value and delivery is required.

The following overrides also apply:

- If Customer Collects is chosen when taking an order, the delivery charge and minimum order delivery charge will not be applied, but the minimum order charge will be applied.
- If Waive Charges is chosen when taking an order, all charges are waived.

The charge codes themselves have to be pre-defined in the Inventory Descriptions file under a major type of SUNC. Ensure that the charge code has a valid Tax code attached to it; otherwise it will need to be added to the order at Confirm Despatch. Any number of these codes can be selected here as charge rules to be used in Order Capture.

For each charge rule, a default value is defined and, where applicable, a trigger value that triggers the imposition of the charge.

For a Minimum Order charge type, the charge value can be a fixed amount if the order total is below a minimum, or can be specified to make the order value up to a minimum value.

Charge Policies

Charge Policies are then constructed so that a variety or combination of charges can be automatically calculated and applied to a sales order. The number of policies will depend on the combinations required and mixture of customer or business types.

A charge policy can be associated with a customer so that Order Capture will automatically consider each of the rules in the policy when taking an order for that customer, calculating and attaching the appropriate charges to the sales order.

Additionally a charge policy can be associated with a service level so that Order Capture will also consider each of the rules in that policy and add those charges to the sales order.

Manual Charge Override

Once the order is in progress, any charges against the order can be displayed. These can then be manually changed or removed or new charges added as required.

The charges initially displayed are those automatically added to the order according to the charge policies for the customer and the service level. The initial list can then be altered and further charges added.

If you try to add more than three charges to an order, you will be reminded of this limit but will be allowed to continue. It is not an error at this stage because one of the charges may become inactive before the order is confirmed.

When you are attempting to complete the order on the Wrap-up tab, an error will be displayed if there are more than three active charges. This is the System21 limit. You will need to display the Charges window to alter or remove charges until there are no more than three charges on the order.

Order Taking

During order taking, the charges that currently apply are shown in the Charges section on the right-hand side and the total of those charges is included in the Running Totals section.

Payment Terms

During order taking, at any point after the customer has been selected, the default payment terms defined against a customer in Accounts Receivable may be displayed and overridden. This includes the payment method, cash settlement discount and payment due dates.

Only authorised operators are allowed to perform this override. See section on Menu and Option security.

Delivery Promising

There are a number of key aspects:

- Derivation of a Due Date based on service level, working days and customer delivery profile
- Due Date validation against postcode profile
- Derivation of a Ship Date

Supply Point

A supply point is any valid stockroom defined in Inventory, which must also be a valid depot defined in Sales Order Processing.

Each customer has a stockroom defined in the SOP Customer Sales Details, and this is the customer's supply point for Order Capture. It can be changed during order taking and is the place from which order fulfilment starts.

Service Level

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

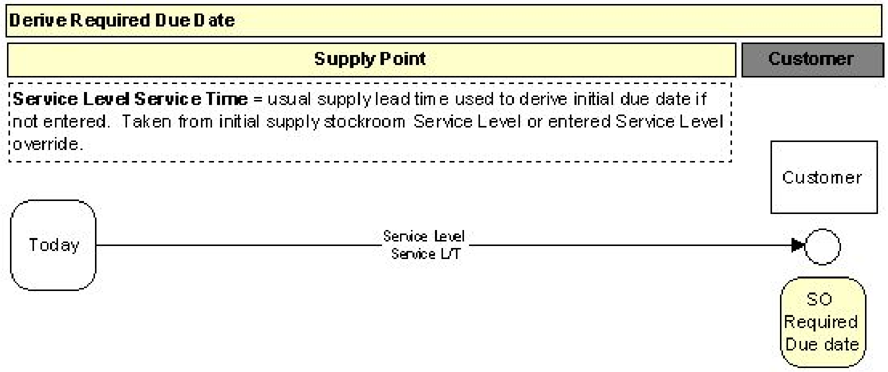
The service level can be overridden during order taking.

Initially, the service level code, or the overridden service level code, is taken from the supply point for the order, and from this the number of service days is found.

Customers Required Due Date

On entry of a new sales order, the required due date is established.

Initially a suggested due date is calculated and offered, derived from standard service level, working days and customer delivery schedule, but if this date is unacceptable it can be overridden to customer's required due date.



A derived due date is then checked against the delivery day profiles to ensure that is a day on which the customer will accept a delivery, and if not, the next acceptable delivery day is found.

Delivery Days

An optional delivery days mask can be established that defines on what days deliveries can be made to a customer.

A customer delivery mask specifies the days on which an order can be delivered to a customer. If a delivery is requested for a non-delivery day, the order will be suspended awaiting confirmation.

A postcode delivery mask specifies the days on which an order can be delivered to that postcode. This allows for deliveries on a day not normally allowed for that customer, but where deliveries to that postcode area are allowed.

There are a number of stages to defining these masks and the way in which they are used when entering an order.

The delivery name and address established in Accounts Receivable for each delivery sequence should have a postcode.

The customer’s sales details have a default stockroom, which is the supply point for an order raised for this customer.

A function in the Supply Points maintenance task allows delivery point day masks to be generated for customers that do not already have a delivery mask.

A function in the Supply Points maintenance task allows a delivery point day mask to be maintained for individual customer delivery points. If the Generate option is not used, each customer's schedule can be defined individually.

Note: *Although delivery day masks could be defined for a number of supply points, only the schedule defined for the customer's default stockroom is relevant and used.*

These same delivery point day masks can also be maintained via the OM Customer Details task. The mask maintained there is always for the customer's default stockroom.

A function in the Supply Points maintenance task allows postcode delivery masks to be generated for all customers in the company. This reviews all the customer delivery point day masks with the same postcode, and produces a summary delivery mask, indicating all the days on which a delivery is made in that area.

A function in the Supply Points maintenance task allows postcode delivery masks to be maintained for an individual postcode. If the Generate option is not used, each postcode mask can be defined individually.

When you are taking an order through Order Capture, these masks are used by the software in a number of ways.

Due and Ship Date

The following describes how the ship and dues dates are established in Order Capture.

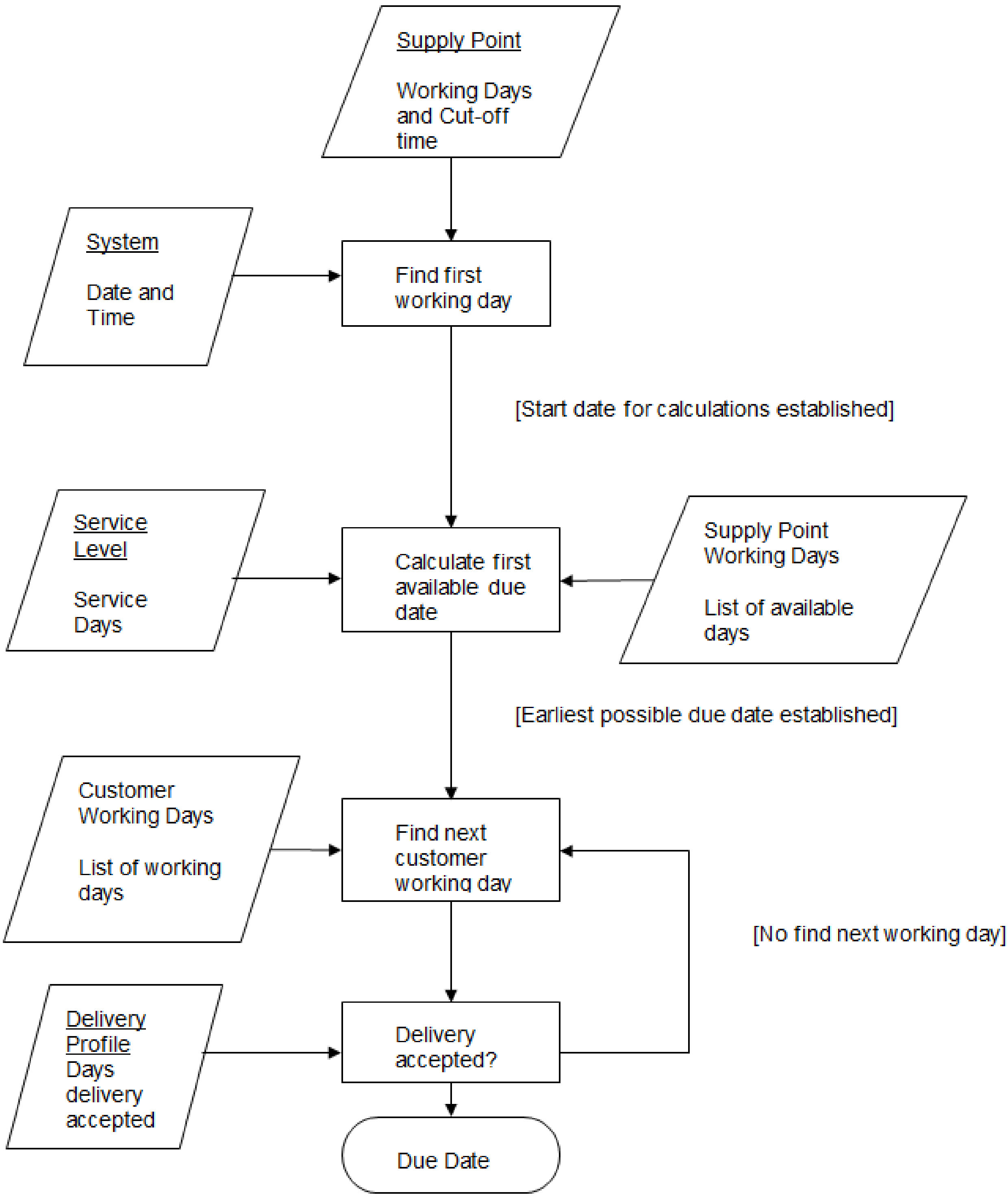
The service level established for the order identifies the lead-times for establishing the customer due date and the ship date from the supply point.

For the system date and time, establish the first working day from the working days calendar and cut-off time for the supply point. If no working days established, current date is first working day. If the system date and time is before the first working day and cut-off time, then the first working day is established. If the system day and time is after the first working day and cut-off time, then first working day is the next working day from the working days calendar.

Once the first working day is established, the service level days will establish the earliest possible due date for the customer based on the working days for the supply point, or if no working days established, the service level days.

If the customer has a working days calendar established, the earliest possible due date will be the first working day for the customer. If the customer has a delivery profile established, the earliest possible due date can be verified as accepting delivery to the customer. If the customer does not accept delivery on that date, the next working day for the customer can be verified as accepting delivery, this process continues until an acceptable date is found.

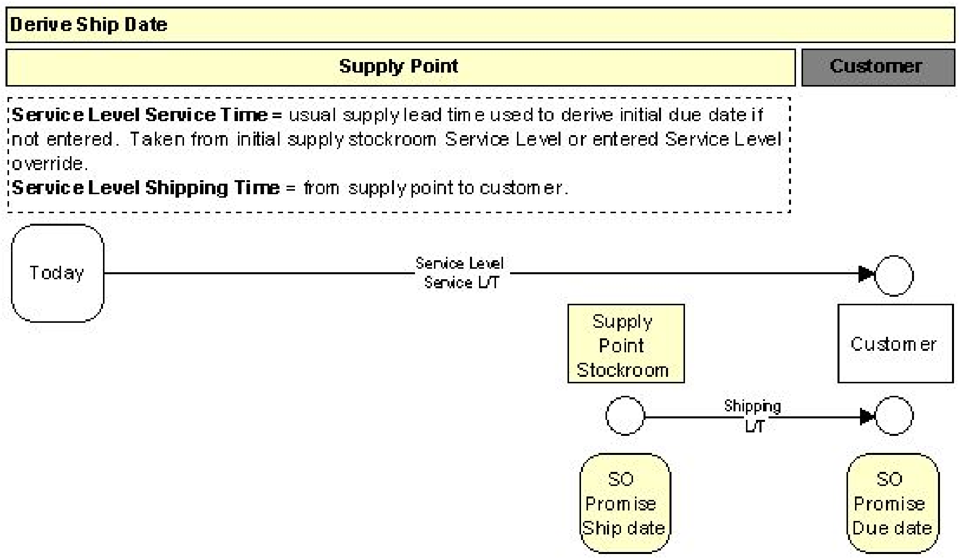
Due Date Calculation



Ship Date

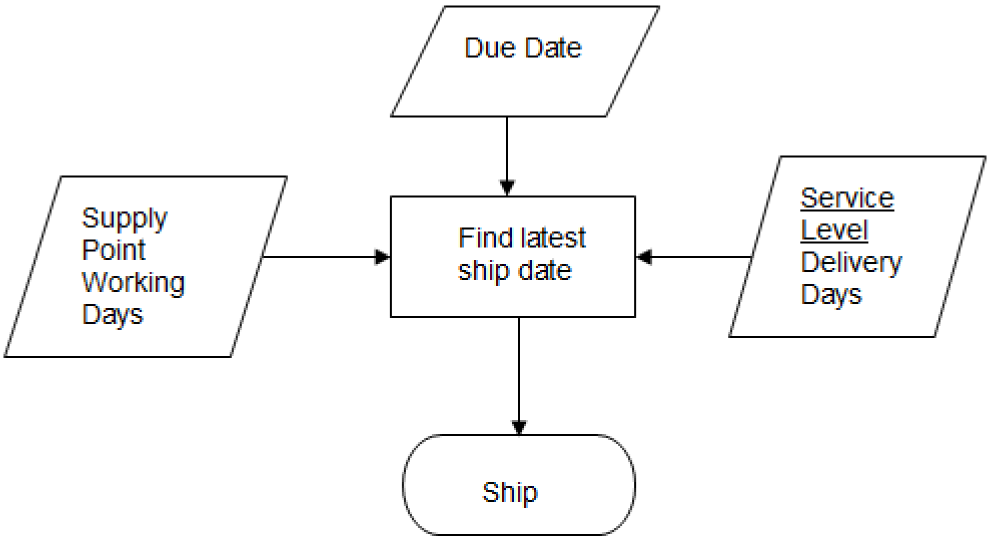
On the service level is also a number of shipping days. This is the number of days it takes to deliver goods from this supply point to the customer, based on the service level chosen.

The ship date is calculated as this number of days prior to the customer's due date, excluding any none working days for the supply point and becomes the Sales Order Promise Ship Date.



Note: *It is possible for the order fulfilment supply rules to determine that the supply may not be available at the supply point in time to achieve the customer's due date. This is discussed further in that section of this document.*

Ship Date Calculation



Delivery Authorisation

When manually overriding the delivery date, Order Capture will check that day is a delivery day for the customer's delivery point:

If it is a delivery day, the order is accepted without suspension.

If it is not a customer delivery day, the order will be suspended with the suspend code OA to await authorisation that the order can be accepted.

Also, when overriding the delivery date, if the customer does not normally take deliveries on that day, it will check that the day is a delivery day in the postcode days mask for the customer's postcode.

If there is no overriding postcode delivery mask, the order will still be suspended.

If there is a postcode delivery mask and the requested day is still not a delivery day, the order is still suspended.

But, if there is a postcode delivery mask and the requested day is an allowable delivery day, the order is not suspended.

Note: *If no delivery point or post code delivery masks are defined, all this processing is bypassed and a delivery can be made on any day,*

Note: *This delivery mask checking is based on the customer's supply point and not altered or influenced by any other supply points on the order lines.*

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

To define supply points, use the Supply Points task.

Ensure that the OA (Awaiting Authorisation) suspend code is added to the Inventory Descriptions file, major type SUSP.

Order Line Delivery Address

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

Transcribe Order

The Transcribe tab offers a simple single line at a time entry of products, with a grid of order lines that can be quickly amended or cancelled.

Order Pad

The Order Pad tab offers a simple multiple line entry of products with the facility to copy and paste order lines from external documents such as spreadsheets or word documents.

Amend Order

When an existing order is picked up for amendment, most of the order details can be changed but there are a number of significant restrictions. They mainly revolve around the current state of the order - whether the order is already being progressed for delivery to the customer or not.

Amend Quantities

See the Order Fulfilment section, which describes when order quantities can be changed.

Amend Delivery Due Date

In Order Amend, there are restrictions on when a due date can and cannot be changed, essentially to prevent a date change that cannot be met and so should not be promised.

The following is a summary of those restrictions. For a fuller explanation refer to the description of the individual supply methods in this product guide.

Change of due date is **not** allowed on a line where:

- Stock is already picked.
- The line is despatched.

Discrete back to back order methods and transfer order methods will permit date change and will indicate to the user via the Messages any supply issues.

Where an order has been sourced by a supply order reservation and that order is now fully received and the stock allocated to the sales order, date change is allowed, as this stock is treated like a normal allocation.

Change of date will not be allowed for enterprise orders where the supply order is picked or is a back-to-back, direct delivery or works order.

Text and Instructions

Notes

Customer Instructions

The Customer Instructions tab allows you to view and alter customer text. The default is for this text to be associated with the External (E) usage code, but it can be configured to work with any usage code of your choice.

If this text is updated, it is saved in the customer's text record, and if it is updated before it is used as a default to order header text, the modified text will be seen in the Text window.

Customer Messages

The Customer Messages tab also allows you to view and alter customer text. The default is for this text to be associated with the Internal (I) usage code, but again it can be configured to work with any usage code of your choice.

If this text is updated, it is saved in the customer's text record, and if it is updated before it is used as a default to order header text, the modified text will be seen in the Text window.

Note: *Currently there is no language option on the Customer Instructions and Customer Messages tabs; this text is always associated with the blank language.*

Rapport

Contact Text

The Rapport tab allows you to view and alter contact text. This is defaulted from any text you may have established against a customer contact.

If this text is updated, it is saved in the customer's contact text record.

Note: *Currently there is no language option for the Customer Contact text; this text is always associated with the blank language.*

Product Notes

This option against a product line shows all the text associated with an item, for all of the usage codes that have been chosen for display as product notes. This choice of usage codes is defined with an Inventory Descriptions file entry of PNGR for each of the usage codes (type USGC) that should be displayed as product notes.

The text cannot be changed.

Note: *Currently there is no language option on the Product Notes window; this text is always associated with the blank language.*

Order Text

Text Entry

Text can be applied to the order header and to individual order lines via a common Text Maintenance window.

This allows for text to be entered for any of the usage codes previously defined in the Inventory Descriptions file, under major type USGC. The way in which this text is subsequently used and printed on the picking notes, delivery notes and invoices is controlled by the standard Document Text Profiles task in Inventory Management.

It also allows for text to be defined in any of three possible languages:

The No Language, or blank language code, is the language in which System21 is operating and in which the majority of the data has been established and normally seen or printed.

The Despatch Note Language is by default the language of the customer receiving the goods. This is the language code defined on the Customer Name and Address details for the customer and delivery sequence code. This language code can be overridden during order taking or at point of despatch. It is used to switch item descriptions and text to an alternative language version when printing the despatch note.

The Invoice Language is by default the language of the customer receiving the invoice. This is the language code defined on the Customer Name and Address details for the customer and delivery sequence code, unless a specific invoice account has been established. This language code can be overridden during order taking. It is used to switch item descriptions and text to an alternative language version when printing the Invoice.

Note: *If text does not exist in the language of the despatch note or invoice, none will be printed; there is no concept of defaulting to the 'blank' language.*

Default Text Types

The Default Text Types option in Inventory Management allows text to be defaulted on to an order, based on the text previously established for a customer or an item.

During order taking in Order Capture, if text is about to be added for a Usage Code and Language with a default profile defined, the text window is initially shown with that default text for the user to accept, change, clear or ignore as appropriate. It is the modified text that is saved on the order.

There are two kinds of default text:

- Customer text can become a default for order header text in the Order Text option.
- Item text can become a default for order line text in the View Line Text option.

Note: *If you are using multiple languages, remember to enter the text for each of the languages required.*

Note: *The default text profiles are also used when displaying text in the order enquires, or printing text on a picking note, despatch note or invoice. If no text exists on the order header or line, and there is a default profile defined, the default text from the customer or item is printed.*

Preparation Codes

Preparation codes can be used to associate various blocks of text with an item, and then, using the standard printing options, choose where and when to print that text.

They would be used where special instructions need to be captured during Order Entry but, in order to avoid repeated entry of the same text, those common blocks of text are stored against these codes. The preparation codes are then associated with items. When the item is entered in Order Capture, the list of available codes is presented and the associated text for the chosen code stored on the order.

Note: *An example would be where an item needs some special preparation during the picking phase and those preparation instructions are printed on the picking note.*

This text has a text type of **Q** and for automatic transfer to sales order lines you must use usage code **Q**. If preparation text for other usage codes is set up, it will not be transferred to sales order lines. Ensure that you set up the text type **Q** and usage code **Q** in the Inventory Descriptions file under major types TTYP and USGC.

As line text it will have a text type of **L** and usage code of *****. Ensure that usage code ***** is set up in the Inventory Descriptions file.

Pend Orders

During the taking of an order, the user can pend an order and return to the order later for completion or pend the order to pass the order to another user for completion. Pending an order saves the order details but does not update System21. A pended order is un-sourced.

When pending an order, a reason is recorded. These must be set up in the Inventory Descriptions file under major type OMPR, with as many reason codes as required.

The Pend Order option is launched from the File menu.

A list of pended orders is seen on both the Customer Order view and the Pended tab.

Copy Order

Once order talking is in progress, the previous orders for the customer can be seen, and the product lines copied into the new order. This is performed via the Previous tab.

Saleable Item

Order Taking

A stocked item can be added to the order if one of the following is true: the item exists at the order supply point or, where the item does not exist at the supply point, the item can be supplied via the Order Capture supply rules and policies.

The following defines where an item must exist for an automatic supply method to be successful:

Supply Method	Exist at Supply Point	Exist at Sourcing Point
Allocate (ALC)	No	Yes
Alternative (ALT)	Yes	No
Back Order (BOD)	No	Yes
Buy to Order (BBP)	No	Yes
Buy to Order - Direct Delivery (DIR)	No	Yes
Do not source (DNS)	Yes	No
Enterprise Order (ENT)	Yes	No
Enterprise Order - Direct Delivery (END)	Yes	No
Force allocate (FAL)	No	Yes
Forward Order (FOD)	No	Yes
Reservation (RES)	No	Yes
Transfer Order (JIT)	Yes	Yes

Buying Lists

The Reactive tab now shows all items, not just items defined to the customer's default supply point.

Item Search

The item search now shows all items, not just items defined to the customer's default supply point.

Default Unit of Measure

Order taking will assume the default unit of sale defined in Inventory. Where the item does not exist at the supply point, the item's default sales unit will be assumed. If no default sales unit exists, the item issue unit will be assumed for the entry unit of measure.

Order Quantities

The pack size available for sale is defined by the Inventory Management Item Master file. When the Sales Unit Indicator field is set to **0**, this indicates that multiples of stock unit must be sold. A value of **1** indicates that any valid unit can be sold.

Supply Point Override

At any time during the order taking process, the user can override the supply point for the order. This can be done from the Delivery and Ship window or from the Wrap Up tab.

The supply point is used to derive the supply rules and policies and the service level. The service level derives the delivery and ship dates, service level charges and customer prices.

Supply Point Override - Processing

The Delivery and Ship window and the Wrap Up tab show the current supply point for the order and allow override. Overriding the supply point will alter the following order header delivery and ship attributes:

- Order header supply point
- Order service level from service level
- Order due and ship dates from service level
- Order charges from service level

The supply point, service level, due and ship date are applied to order lines based on a user selection; whether the override is applied is dependent on the following:

User selection	Line delivery date override exists	Manual supply override exists	Override applied to line
Make default and apply to all lines	Yes	Yes	Yes
Make default and apply to all lines	Yes	No	Yes
Make default and apply to all lines	No	Yes	Yes
Make default and apply to all lines	No	No	Yes
Make default for new lines	Yes	Yes	No
Make default for new lines	Yes	No	No
Make default for new lines	No	Yes	No
Make default for new lines	No	No	No

Apply to lines without override	Yes	Yes	No
Apply to lines without override	Yes	No	No
Apply to lines without override	No	Yes	No
Apply to lines without override	No	No	Yes

Order Line Supply Point Override Processing

Where a supply point override is applied to a line the following processes will occur for the line:

- Apply header supply point to line
- Apply header service level to line
- Apply header due and ship dates to line
- Price line (only applicable where delivery date change occurs)
- Supply line with new attributes of Supply point, Due date and Ship date

Order Line Supply Point Override Processing - Exceptions

Supply point overrides will not be applied to a line for the following reasons:

- The line is picked or part despatched
- The line is cancelled or complete
- The item cannot be sourced from the supply point (when the item is not stocked at the supply point)
- The line is part of an enterprise supply chain (Order Amend only)
- The line is supplied by a Buy to Order (including direct) and purchase order has been released (Order Amend only)
- The line is supplied by a Work Order (Order Amend only)
- The line is supplied by a Transfer to Order and the transfer cannot be cancelled (Order Amend only)

Enterprise Supply Chains

Enterprise Supply chains are built by Order Capture, Batch Sourcing or EDI Order Sourcing where the supply rules are established to use the Enterprise supply methods.

The sales company Sales Order sourcing rules identify places and sequence of sourcing; additionally at the time of sourcing the sales order demand, the system executes sourcing in the supply company. If sourcing is successful in the supply company, sales company sourcing is successful. Any sourcing decisions based on lead-time or cost are based on actual supply order lead-times or costs.

Build Enterprise Supply Chain

The decision to source from within the enterprise is made by the Order Capture supply rules. The decision is based on the following attributes:

- The customer or attribute thereof
- The item or attribute thereof
- The supply point
- The due date
- The ship date
- Lead-times within the supply chain

Enterprise Supply Chain Recovery

Where a supply chain has failed to complete, System21 provides recovery options to complete the building of the chain. Possible reasons and recovery steps are described below.

Work Management Not Active

At the point of taking the order, if Work Management is not running, the supply chain will not be built. This is seen in System21 as a sales order with a requisition for the enterprise supplier and no supply chain. To recover the order and build the supply chain, start the Work Management system and the OM subsystem. Work Management will process the requisition through to a purchase order and then request the supply order to be built through Order Capture via the OM subsystem.

Supply Order Create Failure

If Order Capture encounters a failure during the supply order creation, the order will be marked as being in error in System21. Orders that are in error are only visible to Order Capture and cannot be processed in System21.

These orders can be viewed and amended from the Order Capture Pended tab. An Errors menu option displays a list of errors for the order; these errors can then be corrected in Order Capture or other System21 application and the supply order can be confirmed into System21 and the chain built.

Enterprise Supply Chain Amendment

The sections below describe the behaviour for changed, new and deleted sales orders.

Sales Line Quantity Change

A sales order line that is supplied via an Enterprise supply chain can record a change in item requirement; i.e. it can increase or decrease the order line quantity:

Action required	Condition	Change to Sales Order	Change to Supply Order
Increase quantity	Sales order line outstanding	Increases line quantity	Adds line for additional quantity to existing supply order. Creates extra INP71 link
Increase quantity	Sales order line complete	No change allowed to line Manually add an additional line	- Adds new line to existing supply order
Decrease quantity	Sales order line outstanding and Supply order line outstanding	Decreases line quantity (depending on existing conditions)	Decreases line quantity (depending on existing conditions)
Decrease quantity	Sales order line complete or Supply order complete	No change allowed	-

Add New Sales Line

A new sales order must either add to the existing supply chain or create a new chain if permitted:

Action required	Condition	Change to Sales Order	Change to Supply Order
Add new line	Sales order outstanding and Supply order outstanding	Adds line	Adds line to existing supply order
Add new line	Sales order outstanding and Supply order complete	Manually raise an additional order	New supply order created
Add new line	Sales order outstanding and New supply order required	Adds line	New supply order created

Source Outstanding Quantity

An outstanding quantity can be sourced by an enterprise supply chain if permitted:

Action required	Condition	Change to Sales Order	Change to Supply Order
Source previously unsourced	Supply order outstanding	Sources the line	Adds line to existing supply order

quantity			
Source previously unsourced quantity	Supply order complete	Line cannot be sourced Manually move demand to an additional sales order	- New supply order created
Source previously unsourced quantity	No previous supply order	Sources the line	New supply order created

Delete Sales Line

A sales line can be deleted and cancel the supply chain if permitted:

Action required	Condition	Change to Sales Order	Change to Supply Order
Delete line	Sales order line outstanding and not on pick, and Supply order line outstanding and not on pick or despatched	Removes line	Removes supply order lines (could be more than one supply)
Delete line	otherwise	No change allowed	-

Amend Sales Order Due Date

A sales line due date can be amended if permitted:

Action required	Condition	Change to Sales Order	Change to Supply Order
Change due date	Sales order line outstanding	Changes due date	Changes the due date (depending on date rule)
Change due date	Sales order line complete	No change allowed to line	-

Date rule: Order Capture can be configured to not update the supply order due date, see the Order Capture Installation & Administration Guide.

Supply Chain Not Built

If a supply chain is not processed or failed, amendment to the sales is not permitted:

Action required	Condition	Change to Sales Order	Change to Supply Order
Add new sales line	Sales order outstanding and supply chain not built	Cannot add line	-
Source outstanding quantity	Sales order outstanding and supply chain not built	Enterprise sourcing ignored – continue sourcing	-
Increase quantity	Sales order outstanding and supply chain built	Cannot increase quantity	-
Decrease quantity	Sales order outstanding and supply chain built	Cannot decrease quantity	-
Change due date	Sales order outstanding and supply chain built	Cannot change due date	-

Batch Sourcing

An outstanding quantity can be Batch Sourced if permitted:

Action required	Condition	Change to Sales Order	Change to Supply Order
Source outstanding quantity	Sales order line outstanding and no supply order	Quantity sourced	New supply order
Source outstanding quantity	Sales order line outstanding and outstanding supply order	Quantity sourced	Adds line to existing supply order
Source outstanding quantity	Sales order line outstanding and supply order complete	Enterprise sourcing ignored – continue sourcing	-
Source outstanding quantity	Sales order line outstanding and supply chain not built	Enterprise sourcing ignored – no other sourcing considered	-

Batch Sourcing

The supply rules established for use in Order Capture can both deliberately or accidentally leave an order line un-sourced. It is possible to return to Order Capture at a later stage to select the order and make a new attempt to source the lines, but that has to be performed for each order individually.

The Batch Order Sourcing task allows a number of orders to be processed in one task, an audit report being printed that shows the orders falling within the selection criteria and the resultant status of the sourcing.

For the selected orders, the un-sourced and partially sourced lines are identified and passed to Order Capture for sourcing via the Sourcing Engine. The supply rules are retrieved in the normal manner and used to identify the most appropriate method of supply, updating the sales order, supply results, and any other elements of a supply chain in the usual way.

Lines that have previously been sourced may have returned a positive supply result from their earlier sourcing attempt but still have an outstanding quantity. The following are those kinds of supply methods:

- Do not source (DNS) where the quantity is still outstanding.
- Back order (BOD) where quantity is outstanding but also on back order.
- Forward order (FOD) where the quantity is outstanding.
- No supply (NSP) where no supply method was previously found so the quantity is outstanding.

In each of these cases, the order line is deemed to be outstanding, or partially outstanding, and so is included for a new attempt at sourcing in this batch sourcing run.

Lines that have been partially sourced, and therefore have a partial outstanding balance, are processed by the Sourcing Engine in this Batch Sourcing mode, in the same way as they would be treated in Order Amendment; it tries to source the outstanding balance on the line.

Whether it re-sources order lines already on back-order depends on a selection option.

	Include back-orders	Exclude back-orders
Un-sourced	Quantity Outstanding less Quantity Reserved is equal to Quantity Ordered	Quantity Outstanding less Quantity Reserved is also not on back-order
Partially Un-sourced	Quantity Outstanding less Quantity Reserved is not equal to Quantity Ordered but is greater than zero	Quantity Outstanding less Quantity Reserved is also not on back-order

***Note**: The default is to include back orders*

The orders are processed by line priority sequence, then line due date. The default priority sequence is established from the Allocation priority from the Customer Sales Details in Sales Order Processing.

Batch Sourcing supports sourcing by priority and due date and includes part delivery and back order cancellation logic.

Once the set of selected orders has been processed, the Batch Order Sourcing Audit report is produced to show the results of this sourcing.

During the auto-sourcing of Buy to Order (back-to-back) and Direct Delivery orders, a supplier is ignored if its item/supplier profile is set to Inactive or Unauthorised.

Similarly, such suppliers are ignored when presenting the list of suppliers for manual selection.

Subsequent amendment of such orders allows the existing supplier to be retained irrespective of its item/supplier profile status. However, if re-sourcing is attempted, the above sourcing rules are applied.

Enterprise Orders are not affected by item/supplier profile status.

Batch Allocation

Caution: The use of Batch Allocation is not recommended. See the notes that follow.

Batch Allocation does not use the supply rules; it follows the usual allocation time fence and customer priority approach to determining which order lines are allocated. A mix of supply rules and batch allocation is likely to cause order fulfilment issues.

If the Depot Time Fence used by Batch Allocation is not the same as the Current Demand time fence in the supply rules, the two tasks would allocate orders up to a different due date.

Manual Sourcing and Manual Allocation

Manual Order Sourcing means using Order Capture to pick up a selected order, then take the Sourcing option to perform sourcing on un-sourced lines.

Manual Allocation does not use the supply rules; it allows an order line to have its outstanding quantity allocated from the order's stockroom. It is still possible to use this task, as the result is an allocated order line, that allocation being subsequently detected by sourcing as a sourced line. Therefore it can be used, but should be used carefully.

Transfer Order Sourcing

Batch Sourcing will source Transfer orders raised by DRP or the Order Capture Transfer Order option. Orders are processed following the same priority sequence and due date logic and source utilising the Transfer Order demand type established by the supply rules.

Note: *Sales Orders and Transfer Orders are sourced together by Batch Sourcing.*

Container Tracking Active

When container tracking is active, Batch Sourcing will source Order Capture transfer orders following the same rules and policies as for manual Order Capture transfer orders.

Caution: DRP transfer orders will not be sourced, as they do not support container tracked items.

Container Tracking Inactive

When container tracking is inactive, Batch Sourcing will source both Order Capture and DRP transfer orders. Sourcing follows the same rules and policies as for manual Order Capture transfer orders.

Review Supply Solution

Having entered a demand quantity for a product in any of the product entry modes, the system attempts to source that demand. The Review Supply Solution menu option is then available on that line allowing you to see the result of that sourcing process, showing the way in which the product is supplied.

When selecting an existing order for amendment, the supply position of each line is checked to ensure that the supply results continually reflect the current status of the order. This allows Order Capture to recognise where other System21 tasks have been used that change the state of the supply, including the status of the lines being picked or having been despatched.

When the Review Supply Solution option is used to show these supply results, the supply methods shown indicate the following conditions:

Supply Method	Code	Indicates in Order Entry	Indicates in Order Amend
Allocate	ALC	Available stock will be allocated.	Stock has been allocated
Force allocate	FAL	Unavailable stock will be allocated.	Stock was force allocated in Order Capture. See note (1).
Back order	BOD	The outstanding balance will be placed on back order.	An outstanding balance on back order.
Forward order	FOD	The outstanding balance will be left as a forward order.	Supply was left as a forward order by Order Capture. See note (2).
Buy to order	BBP	A back-to-back purchase order will be raised	A back-to-back purchase requisition has been raised, but not yet converted to a purchase order;
			or an outstanding balance on an purchase order not yet received.
Buy to order direct delivery	DIR	A back-to-back purchase order will be raised for delivery to the customer.	A back-to-back purchase requisition has been raised for delivery to the customer, but not yet converted to a purchase order;
			or an outstanding balance on an purchase order not yet delivered to the customer.

Enterprise supply	ENT	A internal purchase order will be raised	A internal purchase requisition has been raised;
			or an outstanding balance on an internal purchase order not yet received.
Enterprise supply Direct Delivery	END	An internal purchase order will be raised for direct delivery to the customer.	A internal purchase requisition has been raised for delivery to the customer;
			or an outstanding balance on an internal purchase order not yet delivered to the customer.
Reservation	RES	The purchase order or works order will be reserved against this sales order line.	An outstanding balance on a reserved purchase order not yet received.
Make to order	M2O	A works order will be raised to make the full quantity of the item.	An outstanding balance on a works order not yet made.
Transfer to order	JIT	A transfer order will be raised to transfer available stock from another stockroom to the supply point.	An outstanding balance on a transfer order waiting to be transferred to the supply point.
On Pick	PIK	(N/a)	Quantity on a pick note not yet confirmed as despatched.
Despatched	DES	(N/a)	Quantity despatched to the customer.
Did not supply	NSP	No supply rule has been found for the item;	A no supply condition was detected when the order was first sourced.
		or the supply rule has been followed but there is no supply, and no policy defined to record the outstanding balance.	
Do not source	DNS	The supply rule states it should be left outstanding.	There is an outstanding quantity not sourced and not on back order.

Note: *(N/a) means that this condition is not applicable.*

Note: *Where an order has been allocated outside Order Capture, it may no longer be possible to determine if that allocation was forced or not, so this may show simply as Allocated.*

Note: *Where an order has been allocated outside Order Capture, it may no longer be possible to distinguish between a forward order and one that is merely outstanding. Outstanding orders are shown either as Not Sourced or as Back Order if there has been an allocation attempt.*

Re-source

There is a Re-source option available on the Supply Solution window that allows the sourcing of the line to be re-tried.

If the Reject option has previously been used to exclude certain supplies and no better source of supply was found, this Re-source option may be useful to reserve those supplies again.

Reject

There is also a Reject option available. Used in conjunction with the Reject checkbox against the supply lines, this option allows the user to override the system's recommendation.

It allows a sourcing point to be excluded from eventual supply, by rejecting this solution and requesting the system to continue with the sourcing process to find the next available supply. What is found next depends entirely on what is defined in the supply rules; the user has no other influence on the decision.

If no other available supply is possible, it may well return with an outstanding balance.

Having reached this position in the supply rule - essentially the end of the rule - use of this Reject option will have no further effect, as there is nothing further to search. At this point, it may be necessary to use the Re-source option to re-establish the original recommendation and start again.

Note: *Where late supplies have been suggested, this option can be useful to override the recommendation to find a more appropriate source of supply.*

Note: *Where the supply rules fail to establish an appropriate supply, use the Manual Supply option to select a source of supply.*

Manual Supply

After the Order Capture supply engine has supplied or attempted to supply the sales order line, where the actioned supply policy contains manual methods, the user can override the supply solution.

From the Manual Supply window, the user can reject the current supply solution and select a place and/or source of supply.

Manual Supply Methods

The following manual supply methods are currently supported:

MAL	Manual Allocate	Select a stockroom and allocate a quantity
MAT	Manual Alternatives	Display a list of alternative items and select a quantity
MBO	Manual Back Order	Select a stockroom and place a quantity on back order

MFO	Manual Forward Order	Select a stockroom and forward order a quantity
MJT	Manual Transfer	Select a stockroom and create a back to back transfer to move the goods from a stockroom to the supply point
MMK	Manual Make to Order	Create a back to back Work Order for a quantity
MRS	Manual Reservation	From a list of incoming supplies select a quantity to reservation to the sales order line. The types of supply are Purchase Orders, Enterprise Replenishment Orders and Work Orders.
MSP	Manual Supplier External	Select a supplier of the item and create a back to back purchase order.
MSD	Manual Supplier Direct	Select to delivery direct to the customer from the supplier.
MFA	Manual Force Allocate	Unavailable stock will be allocated.

Note:

No sourcing points are required for manual methods.

For stock and planned supply methods (MAL, MBO, MFO, MRS), Order Capture displays all available stockrooms for the item.

For make or buy methods (MMK, MSP and MSD), the order supply point is assumed.

For a manual transfer (MJT), all available stockrooms are displayed

For a manual alternative (MAT), all alternative items are displayed.

For Manual Force Allocate (MFA), there are no restrictions on demand type.

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

Batch Sourcing

Where a manual override is performed, Batch Sourcing will consider the sourcing point as fixed. All manual sourcing will be retained, with the exception of outstanding stock methods, i.e. back or forward ordered.

Order Suspension

When certain exceptions occur, an order is marked as Suspended, which restricts the subsequent processing of the order through the Sales Order Processing cycle. Those restrictions include:

- Whether the order should be sourced and stock allocated or supplies reserved
- Whether the order should be picked and despatched

A suspend code allows sourcing if the Inventory Descriptions entry SUSP for that code has an indicator of **1** or **2** (in the Tax field).

There are many reasons why an order can be suspended, some automatic, some manual. These include:

- Credit reasons
- Pricing reasons
- Delivery date not a scheduled delivery to postcode
- Manual suspension, enquiry, query, etc.

Note: *Pricing reasons for suspension can also be completely suppressed by setting the Rate Code in the Inventory Descriptions file to 1.*

Order Taking

During the taking or amending of a sales order, if an event occurs that results in a suspension, a message is displayed in the Messages section on the right-hand side.

Even if a suspension message is showing, order lines will continue to be sourced as they are entered on the basis that the order may no longer be suspended by the time the order is completed. If on order completion the order is suspended with a code that does **not** allow an order to be sourced, the lines will then be un-sourced, stock that was temporarily allocated is de-allocated, and any reservations are removed.

Using the Order Suspension window from the File menu, the user can view the current order suspension status, and apply, override or remove a suspend reason.

Authority Checking

You can restrict user authority for operators to amend or release suspended orders. To do this, use General Ledger Utilities. You can define these restrictions on a company or user level to all or selected suspension reason codes.

Note: *The OE application definitions are used.*

If you choose to do this, an operator is only authorised to release orders that are suspended with a code to which they are authorised. If you do not choose to do this, each operator is authorised to release all types of suspended order.

The automatic suspend codes fall into a hierarchy in number of priority groups, that are used to identify the most significant reason when suspending an order, and to sequence the presentation of the suspend codes on the Suspend Codes window.

Priority 1

- CT - Customer on litigation stop
- CU - Customer credit uncertain
- HT - Hierarchy on litigation stop
- HU - Hierarchy credit uncertain
- HP - Hierarchy suspended
- CP - Customer 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

- LR - Line delivery rejected
- LA - Line awaiting approval
- OR - Order delivery rejected
- OA - Order awaiting approval
- PF - Proforma invoice
- CW - Cash with order
- BI - Booking in control

Priority 8

- User-defined suspend codes

Changing Suspend Codes

Suspended orders are held in System21 with the single highest priority suspend code. If a suspended order is amended and the previous single suspend code before is not now the highest priority, the highest priority suspend code will be added to the top of the list. For example, the order may have been suspended as OA (Awaiting Authorisation) but the customer may now be over their credit limit, in which case CL will be added to the top of the list.

If the System21 order is now suspended with a new suspend code, that code will be added to the list of suspend codes.

Note:

Suspended Order Release and Batch Pricing may also release an order from suspension.

Batch Pricing, Batch Allocation and Batch Sourcing may suspend an order.

If an order has not been sourced and the last suspend code is now removed, or the only remaining suspend code now allows sourcing, all the lines on the order will now be sourced.

Item Types

Stocked Items

Stocked items are fully supported. All supply methods can be used for sourcing these types of item.

Non-stocked Items

Non-stocked items are partially supported.

The following supply methods are appropriate and can be defined in a supply rule associated with a non-stocked item:

Supply Method

ALC	Allocate
ALT	Alternative item
BOD	Back order
DNS	Do not source
FAL	Force allocate
FOD	Forward order
BBP	Buy to order
DIR	Buy to order direct delivery
ENT	Enterprise supply
END	Enterprise supply direct delivery

Sales Kits

Standard Inventory-defined sales kits can be ordered in Order Capture and processed in the normal manner through the Sales Order Processing functions. Each of the components is individually sourced and the kit despatched from a single stockroom.

Kit Parent

The parent item is defined as usual in Inventory and also defined in all the stockrooms from which the kit can be despatched (or as non-stocked). The definition of the sales kit is also defined as normal in Inventory, with a fixed number of each component that makes up each kit.

The kit parent is given a sales price but does not maintain a stock balance.

When the kit parent item is ordered, it is the component items that are issued from stock, on the assumption that they are assembled or packaged into kits. The internal picking list identifies the components to be picked, and the external documentation describes the kit parent as the despatched and invoiced item, with component items included for reference only.

In Order Capture you see just a single line on the order, with the kit details shown via an additional window.

When entering an order, the quantity entered is the number of kits required, and the due date entered is the date on which the kit is required by the customer. The subsequent sourcing of the kit's components will be attempting to meet this same required due date for each component.

Because kit parent items are not normally stocked, the usual Out of Stock indicator on the product entry tabs is suppressed.

Kit Components

The components are normal Inventory items, also defined to each stockroom from which they can be issued.

Note: *Ensure you have each component defined to all the same stockrooms as every other component in the kit; otherwise a complete component sourcing may never be achieved.*

The components do not need a sales price. It is not in any way the sum of the components that make a kit's sales price, it is always the sales price defined on the kit parent that is used for order entry and invoicing. Only if the components were also saleable in their own right would they need a sales price.

Component Sourcing

Component items do not have to be normally stocked items; they can individually be sourced using the supply methods.

Each component in the kit can also be sourced by its own appropriate method; there is no necessity to source them all in the same manner. However, defining different supply methods for each component with different lead times could result in an awkward mix of ship days, so this would have to be defined with caution.

There are a few restrictions as to what supply methods can be used. The following table indicates what is and is not allowable.

	Supply Method		Allowable
ALC	Allocate	Yes	
ALT	Alternative item	No	Ignored if encountered in a supply rule
BBP	Buy to order	Yes	
BOD	Back order	Yes	
DIR	Buy to order direct delivery	No	Prevented in Supply Rule Maintenance
DNS	Do not source	Yes	
ENT	Enterprise supply	Yes	
END	Enterprise supply direct delivery	No	Prevented in Supply Rule Maintenance
FAL	Force allocate	Yes	

FOD	Forward order	Yes	
JIT	Transfer to order (just in time)	Yes	
M2O	Make to order	Yes	
NSP	No Supply	---	Will be generated automatically if a supply rule fails to source the demand
RES	Reservation	Yes	

Alternative Kit Allocation

To cater for the variety of supply methods the Alternative Kit Allocation condition applies, which means that each component is sourced and allocated as soon as possible without regard to balancing the sourcing of all other components in the kit. This means that the Inventory company/stockroom profile should be set to Alternative Kit Allocation.

Sales Kit Demand

Sourcing rules for kit components are associated with a supply point with their own demand type - Sales Kit Demand.

This allows supply rules to be defined for components supplied as part of a kit to be separated from rules defined for all other kinds of regular sales demand. You do not have to have separate rules for kit demand; you could use the same rules for both kinds of demand, but it does at least give you the option.

Note: *This can be particularly useful if the kit components are also sold in their own right and need a different supply rule.*

Kitting Point

The kitting point is the stockroom where the components are assembled at the time of picking. To ensure all components are on the same picking note they must have the same stockroom on the sales order line, so once an appropriate stockroom is identified, all components have to be sourced from that same sourcing point. This is described as the Kitting Point.

One of the components in the kit is identified as the primary or kitting component. At the present time this is the **first** component added to the kit list when the kit is first defined.

Note: *It is not the first in sequence in the alphabetical component list.*

This kitting component will be shown first on the Kit Details window.

This component is the first to be sourced. The result of that component's sourcing then determines which stockroom is then used for the subsequent Kitting Point and order stockroom. The following table shows whether the resultant sourcing point or supply point is used for the Kitting Point; it depends on the first supply method, for the kitting component, that achieves a successful sourcing result.

	Kitting Component's first Supply Method	Kitting Point
ALC	Allocate	Sourcing Point
BBP	Buy to order	Sourcing Point
BOD	Back order	Sourcing Point
DNS	Do not source	Supply Point
ENT	Enterprise supply	Supply Point
FAL	Force allocate	Sourcing Point
FOD	Forward order	Sourcing Point
JIT	Transfer to order (just in time)	Supply Point
M2O	Make to order	Sourcing Point
NSP	No Supply	Supply Point
RES	Reservation	Sourcing Point

As the supply rules are followed for all subsequent components, it will only consider methods that match this kitting point. This means:

- If a subsequent component has one of the methods above labelled as Sourcing Point, the only sourcing point on that method to be considered will be the one that matches the Kitting Point. All other sourcing points are ignored.
- If the component has one of the methods above labelled as Supply Point, there must be a supply point on that method that matches the kitting point. The sourcing points are irrelevant.

View Kit Details

When a kit parent item appears on one of the product entry tabs, the line is highlighted with a Sale Kit icon. For these items, an additional enquiry option is available by right clicking on the product line and selecting View Kit Details.

This displays the standard sales kit structure for a kit that has not yet been ordered, but, once ordered, it also shows the sourcing of each of the components.

This highlights the kitting component and also the kitting (sourcing) stockroom for the kit.

This window also highlights any component that may have a short or late supply. If any one component is short or late, this will also be highlighted on the kit item line on the order entry tab.

Review Supply Solution

Further detail about the sourcing of each of the components is also available via the Review Supply Solution window.

Transaction Control

Transaction control restrictions only apply to the kit parent item. No check is made against each of the components.

Supersession

Supersession controls only apply to the kit parent item. A warning is issued for components that are subject to supersession.

Item Customer Restrictions

Item/customer restrictions only apply to the kit parent item. No check is made against each of the components.

Soft Kits

The ability to record and amend ad-hoc (soft) kits is available through Order capture. These kits are user defined but have the same attributes as Inventory sales kits.

To record a soft kit, first a normal sales item will be added to the sales order. This item can be a stocked or a non-stocked item. These items are initially sourced and priced in the normal way. This item will be the kit header.

Selecting the Create Kit option will display a window. The window will display the kit parent item code and description. In addition, the window will display the kitting point. The kitting point is the place where all items will be sourced to and will become the order line stockroom. The kitting point will default to the orders supply point. Where a stocked item does not exist at the order supply point, the user must select a valid sourcing point (stockroom) for the item before continuing to create the kit. N.B. non-stocked items are available at all supply points.

A component can be added where it exists as an item stockroom or can be automatically sourced at the kitting point (as per a normal sales item). N.B. non-stock items exist at all kitting points and can be components. Where it does not exist as an item stockroom or cannot be sourced, the item cannot be added to the kit.

Where sourcing is not active in Order Capture, stocked items must have an item stockroom at the kitting point.

Once one component is entered the user can enter more components or press Enter to create the kit. Once OK selected, the sales order line is un-sourced and becomes a kit parent.

Once a kit is created, it cannot be deconstructed to its individual items, lines can be amended or deleted, or the kit cancelled.

Standard Inventory sales kits can be amended and thus become soft kits.

Container Items

Container items (that may have a significant value to an organisation) are used/returned and re-used when shipping products throughout a supply chain.

Where container tracking is in operation, as each sales product is recorded, any required container items are calculated and recorded with the sales order; the value of container items is included in the customer outstanding credit.

Order Capture calculates the optimum number of container items for the order based on a single delivery. Where multiple deliveries are required, adjustments are made during the order fulfilment cycle. Containers can be defined to accept multiple items or not.

The number and value of the required containers is shown via the container summary.

Note: *Container items are not sourced.*

Example

Item container definitions:

P1	L1 (one litre bottle, 1 per product)	C1 (case, 12 litre bottles to a case)
P2	L1	C1

Resulting System21 container lines:

Products

Ordered	Allocated
5 P1	4
4 P1	3

Container 2 accepts mixed products:

Container 1			Container 2		
Ordered	Allocated	Outstand.	Ordered	Allocated	Outstand.
9 L1	7	2	1 C1	7/12	2/12

Container 2 does not accept mixed products:

Container 1			Container 2		
Ordered	Allocated	Outstand.	Ordered	Allocated	Outstand.
9 L1	7	2	2 C1	7/12	2/12

Note: *Container allocation and outstanding quantities do not follow the normal System21 quantity calculations.*

Currency

This includes the following features:

- Customer currency
- Specification of order currency/rate

Tax

Tax

The Tax System in **Order Capture**, **Help**, **About** shows EUROPEAN.

When European is active, tax calculations are based on the following settings:

- The Tax code and Tax Calc Basis flag held against the customer delivery address
- The Tax code held against the item
- The Tax code held against charge codes in the Inventory Descriptions file

The Tax code, Tax Calc Basis flag and the Extra Rate Tax flag may be overridden in Order Capture.

There is no detailed breakdown of tax by Tax code.

U.S. Sales Tax

The Tax System in **Order Capture**, **Help**, **About** shows US_SALES.

When U.S. Sales Tax is active, tax calculations are based on are based on the following settings:

- The tax code and tax indicator flags held against the customer delivery address
- The tax charge type held against the item
- The tax code held against charge codes in the Inventory Descriptions file

The tax code and tax indicator may be overridden in Order Capture.

Details of the tax breakdown for different tax bodies are shown in Order Capture.

Vertex

The Tax System in **Order Capture**, **Help**, **About** shows VERTEX.

Where System21 is installed with the Vertex product, when an override of the customer's address lines four (City) or five (State), or the customer's zip code occurs, Order Capture will prompt the user to select a Vertex GeoCode. This GeoCode is saved as part of the address override within System21.

Infor Tax Engine

Integration to the Infor Tax Engine is available via the System21 tax engine web service. The tax engine is active when GL country specific parameter **061** is **1**. Taxes are calculated based on the rules established in the Tax Engine, these taxes can be displayed during the Wrap Up and are made available later for posting to the General Ledger.

Enquiries

Where the user is authorised to launch the following Workspace enquiries, these enquiries are available to launch direct from Order Capture for the selected order, item or customer.

Where the user is not authorised these enquiries, these are not available from Order Capture.

Order Enquiry

Order Capture can launch a Whole Order Enquiry in the Workspace from the Outstanding Orders list or from the Amend tab. Right-click on the desired order number and select Order Enquiry.

The Workspace task Whole Order Enquiry will be launched for the highlighted order number.

Customer Enquiry

Order Capture can launch a Credit Manager Enquiry in the Workspace from the View menu option. Select the View menu option and then Customer Enquiry.

The Workspace task for Credit Manager Enquiry will be launched for the current customer.

Item Enquiry

Order Capture can launch an Item Enquiry in the Workspace from the order line entry tabs (Reactive, Previous, Transcribe and Search). Right-click on the desired item and then select Item Enquiry.

The Workspace task Item Enquiry will be launched for the selected item number.

Stock Availability

Order Capture can launch a Stock Availability Enquiry in the Workspace from the order line entry tabs (Reactive, Previous, Transcribe and Search). Right-click on the desired item and then select Stock Availability.

The Workspace task Stock Availability will be launched for the selected item number.

Touch Points

Touch Point processing allows customisation of Order Capture business logic and processing via a supplied standard RPG interface.

Order Capture provides touch points at the following points in the order taking process:

- Delivery and Ship date calculation for a new order
- Delivery and Ship date validation for change of delivery date
- Pre order confirmation
- Post order creation
- Supply solution confirmation
- Sourcing point
- Adding, amending or deleting a line (Customer Item Window)

Note: *Order Capture touch point processing as shipped is inactive.*

Delivery and Ship

Delivery and ship touch points calculate and validate the order delivery and ship dates. The touch points are executed for a new order or change in delivery and ship dates:

New Order

One of the actions for a new order is to calculate the order delivery and ship dates; these dates are calculated from the order supply point and service level.

When the delivery and ship touch points are activated, these touch points override the Order Capture business logic and execute the touch point logic to calculate and return the order delivery and ship dates.

Change Delivery and Ship

Where the delivery or ship date is changed either via the Delivery and Ship window, at order Wrap Up or for an individual line, the Order Capture date validation will be overridden by the delivery and ship touch point if activated. This touch point can validate the entered date and return a warning or error indicator and an appropriate message.

Order and Line Deletion

Where an order or order line is deleted, if the delivery and ship touch point is activated, the touch point will be executed in addition to the existing Order Capture delete actions. This provides the opportunity to add any additional processing for a line deletion.

Delivery and Ship Window Exit

A Touch Point is available from the Delivery and Ship window. If enabled, this touch point will be executed when the window is dismissed and can provide warning or error conditions

Supply Solution

The touch point will be executed after the supply solution is committed to the database, This makes the supply solution available to the touch point program; Order Capture entry and amend. The touch point will be executed when a new line is added, when a line is amended or when a line is re-sourced.

Sourcing Point

A sourcing point touch point is available within Order Capture and Batch Sourcing. The touch point will be executed during sourcing where the item stockroom profile does not exist for a sourcing point established by the sourcing rules.

Date Enquiry

The Date Enquiry as supplied shows the following values:

Requested date
Current promise date
Original promise date [available in amend only]
Required ship date
Current ship date

These dates are supplied via a touch point.

Customer Item Window

After a sales order line is successfully added to the current order or an order line is amended or deleted, the customer item window touch point will be executed. The purpose of this customer item window is to show customer item quantities.

***Note**: When a line is deleted, the touch point is executed but no window is displayed, this facilitates the ability to remove any previously applied suspend code*.

Additionally the touch point can suspend or release from suspension the order line for a suspend code, the touch point establishes the suspend code and whether the suspend code is added or removed for the order line.

In the window, the supplied labels and quantities make use of customer and item information currently available to Order Capture. The labels and quantities displayed are configurable and can be customised. Up to ten quantities can be displayed in the window.

Inventory Cost Touch Point

The Inventory Cost Touch Point can be executed in place of the Inventory Cost calculation, the resulting costs are utilized within the Order Capture margin calculation.

The costs established are held in the Order Capture Supply Results & Links file and the Sales Order Lines file.

Item Criticality Touch Point

The Item Criticality Touch Point is executed during order entry and order amend, the touch point shows a single one character alphanumeric item attribute per order line shown after the Item description. The item attribute is shown in the Transcribe grid.

Item Order Quantity Touch Point

The Item Order Quantity Touch Point is executed in Order Capture for new items only after the item is successfully added to the order. A window shows:

- The item
- The sourcing point (the stockroom the goods are shipped from)
- The entered order quantity and UoM
- The suggested multiple/rounded quanity and UoM

Select the option to **Accept** the rounded quantity and change the entered line quantity to the rounded quantity, or **Cancel** to keep the entered line quantity.

Supply Point Touch Point

The Supply Point Touch Point is executed in Order Capture and Transfer Order entry and amend for new items as the item is added to the order.

The touch point is executed prior to sourcing, the sample behavior will create a new item stockroom record for quotes or orders if the item stockroom is not established in System21.

Supported item types:

- Normal items
- Sales kits and components
- Promotional Freeloaders

Excluded item types:

- Container items

Order Capture - Confirm

Confirm touch points provide the opportunity for additional validation and/or order business logic. The touch points are executed at five points during the order confirm:

Select Wrap Up Validation

When Wrap Up is selected, prior to any Order Capture confirm validation or processing, if the confirm touch point is activated, Order Capture will execute this touch point. This touch point can return multiple warnings, errors or information to Order Capture that will be displayed in a window and prevent order confirmation if appropriate.

Note: *Only errors will prevent Wrap Up.*

Select Quote/Order Validation

When the Quote/Order button is selected, if the confirm touch point is activated, both a pre and post Order Capture order confirmation validation touch point will be executed. The Pre touch point is executed prior to any Order Capture confirmation validation and the Post touch point is executed after the Order Capture confirmation validation and prior to creating the order in System21. These touch points can return multiple errors to Order Capture; these messages will be displayed in a window and prevent order confirm.

Order Confirm Processing

After successful order validation, Order Capture processes the order through into System21. Two touch points exist; the first (Pre) immediately after the order is available to System21 and prior to invoking any standard System21 process (for example Transport Planning triggers). The second (Post) is after all processing is executed, i.e. the last process that Order Capture will execute for the order.

Note: *This is not a validation touch point; it is designed to perform additional order processing.*

Quote recalculation

The Quote touch point is an on demand action in the Delivery and Ship window. A button Recalculate Quote is available (for a quotation), when selected, it will:

- Perform validation of the Delivery and Ship input fields for any changes or omissions.
- If errors encountered then error and stop processing.
- No errors, show a confirmation window “Recalculate Quote requested” with actions to Confirm or Cancel.
- On Confirm, action a Save on the window and perform any updates, e.g. update line delivery and ship dates. At this point the update to Order Capture has been committed.
- Action the Quote touch point processing. This touch point is a processing touch point which can return information, warnings or errors.
- On return from the touch point display any messages in the window.
- Update the provisional order line with updates from the quotation line icon and promise date table.
- Refresh the line customer due date and quotation indicator.

Quote line icon and promise date

For quotation line issues, e.g. promise date or fulfilment, issues can be indicated by an icon. The icon is shown in Order Capture for the provisional quotation line when the line icon database is flagged.

For new quotation line promise dates, Order Capture will update the order line customer due date.

The flag and promise date can be established during the execution of existing Order Capture touch point processing such as the OM506 touch point, or established by an application process external to standard System21 prior to amending the quotation in Order Capture. When the quotation is amended, i.e. copied from System21 to Order Capture, the icon flag and promise date are copied for the provisional order to indicate line issues to the user and update the customer due date with latest promise date.

The icon is displayed for an item in Reactive (if already ordered), a line in Transcribe, an item in Search (if already ordered) or an item in Fast search (if already ordered).

The quotation line icon and promise date touch point, is executed when the System21 quotation is amended, i.e. copied from the Sales Order tables e.g. OEP40 and OEP55 to the Order Capture tables e.g. OMPF7 and OMPF8 and when the quotation is confirmed from Order Capture to System21 (the reverse).

The supplied touch point copies the OMP58 records for the System21 quotation number to the Order Capture provisional quotation number. If the icon indicator is set (1), this will show as an icon in Order Capture. If the promise date [OMP58.DTLP58] is established, the line customer due date [OMPF8.DTLPF8] is set to that value in preference to the System21 order line due date [OEP55.DTLP55]

Touch Point Implementation

For implementation see the Order Capture Installation & Administration Guide.

Feature Configuration

Default and Optional Behaviour

The standard installation will deliver the following default behaviour (indicated by bold):

- Running totals update: **manual** or automatic
- Buying list current price: on or **off**
- Stock shortfall display in buying list: available: physical or **off**
- Abandon new order reason code entry: on or **off**

- New item buying list period: value in weeks **5**
- Transcribe tab sequence: ascending or **descending**
- Synchronous confirm: on or **off**
- Fake unusual: on or **off**
- For manual allocate, automatically include back or forward order: **on** or off
- Automatic sourcing: **on** or off
- Display item suspend indicator: on or **off**
- System21 order number: on or **off**
- Display buying list indicators: on or **off**
- Display available credit: **on** or off
- Display total weight of order: on or **off**
- Update supply chain dates: on or **off**
- Fixed price UoM: issue or **price**
- Price decimal places: 2, 3, 4 or **5**
- Default ordering tab: **reactive**, transcribe, previous, proactive, search or fast search
- Discount lines: 1, 2, 3 or **4**
- Single supply chain: **on** or off
- Customer item alias: **on** or off
- Menu and option security: on or **off**
- Print Acknowledgement: **on** or off
- Usual item search: **Product**, Alias, IN Search Word, PO Search Word or Buying List
- Include DRP In-transit: on or **off**
- History periods: a number of orders to display for History, **6**
- Order Line Text: no value supplied
- Customer Line No.: **on** or off
- Multiple Units: **on** or off
- Customer line validation: **validation1** or off
- Batch source future demand: on or **off**
- Order pad maximum rows: a maximum number of rows to processes, **10**
- Number of expected lines per order **no value**
- Commit stock allocation changes immediately in amend **off**
- Display tax enquiry for Infor tax engine **off**
- Number of previous orders displayed **5**
- Number of previous orders displayed in previous tab **10**
- Text usages codes to be copied from previous orders **no value**
- Preferred supplier from supply or sourcing point **SupplyPoint**
- Text usage code to be copied for requisitions **no value**
- Number of outstanding orders displayed **no value**

- Harmonize ship date to supply promise due date **off**
- System i Workspace URL **from installer**
- Infor OS URL **from installer**
- Maintain order line promise date **off**
- Audit header and line due dates **off**
- Choose purchase order line date for supply due **due**
- On amendment update latest known supply due **off**
- List users who administer UI look and feel **empty**
- List users who manage their own UI look and feel **empty**

Running Totals

Running totals provide up to date order value/summary information. As supplied, Order Capture order running totals are manual. The value of manual means:

- Running totals are not updated after adding, changing, amending or deleting an order line
- Running totals are only updated either at Wrap Up or by user request

When set to manual, the totals can be updated at any time by a double click on the Running Totals header.

When set to automatic, the totals are updated by Order Capture automatically as the order changes.

Caution: Setting the running totals to automatic may cause a noticeable degradation to Order Capture response times and system performance as a whole.

Buying List Price

The Reactive tab in Order Capture displays the unit price for each item for the current customer. This unit price is either the price at the time the customer buying list was built, or the current unit price in System21.

As supplied, the unit price shown is the price in effect at the time the buying list is built. When set to current System21 unit price, the unit price for each item on the Reactive tab is calculated as it is displayed in Order Capture.

Caution: Setting the unit price to current may cause an overlong delay in the display of the Reactive tab.

Buying List Stock Shortfall Indication

The Reactive tab in Order Capture can indicate whether local stock is available at the supply point for the order. A red line on the Reactive tab indicates a stock shortfall.

As supplied this indication is inactive. Once activated, a stock shortfall is based on either no physical stock at the supply point, or no available stock at the supply point.

Caution: Setting the stock shortfall indication to active may cause an overlong delay in the display of the Reactive tab.

Abandon New Order Reason Code

The ability to record a reason code for abandoning a new order or cancelling a new line is available. The available reason codes are defined in the Inventory Descriptions file under major type RSNC. As supplied this is inactive and no reason code is required.

New Item Buying List Period

The period during which an item is considered new can be configured. Where an item code has been defined within this period, the item(s) is/are eligible for the New item buying list. This list can be configured to be displayed as part of the Reactive tab via the Buying List Rules option.

The period in weeks is entered during the installation process. A default of 5 weeks is assumed, unless it is overridden during the install. After installation, this value can be configured.

Transcribe Grid Sequence

The sequence in which the order lines are displayed on the Transcribe tab is configurable. Either the last line entered is added to the bottom of the grid (descending), or the last line entered is added to the top of the grid (ascending).

The supplied default sequence is descending.

Synchronous Order Confirm

After selecting the Order or Quote button, Order Capture confirms the order into System21. This confirmation process can be executed either inline (synchronously) or as a separate process (asynchronous). If processing synchronously, after selection of the Quote or Order button, Order Capture creates the order into System21, returns the order number to the user interface, then returns control to the Order Capture user interface. If processing asynchronously, after selection of the Quote or Order button Order Capture returns both the order number and control to the user interface and the order is then created separately, allowing the user interface to process the next order.

The supplied default is to process orders asynchronously.

Fake Unusual Quantity Message

An Order Capture message that an unusual quantity has been entered can be faked. The purpose of this message is to demonstrate Order Capture messages, or to verify that the messaging system is operational.

The supplied default is off, i.e. no fake messages.

Manual Allocate to Include Back or Forward Order

Where the Order Capture supply rules and policies are operating with Manual Allocate (MAL), this option automatically supplies by back or forward order for any outstanding balance even though Manual Back (MBO) or Forward Order (MFO) is not explicitly defined by the rule. Where automatic back or forward order is off, any outstanding balance would be considered not sourced if Manual Back or Forward order is not defined to the rule.

The default supplied is to automatically supply any outstanding as back or forward order.

Automatic sourcing

Order Capture sources orders as they are recorded. This feature can be turned off and no sourcing occurs, Batch Sourcing would then be used to source orders.

The supplied default is to source orders as they are recorded.

Item suspended indicator

An item code can be flagged as suspended in Order Capture Item Sales Details. This is displayed as an indicator in Order Capture. It does not prohibit the sale of the item.

The supplied default is no to display this indicator.

Real Order Number

Order Capture can allocate a System21 order number at the start of recording the order. When active these orders cannot be abandoned and must be confirmed or cancelled.

The supplied default is to use Order Capture order numbers.

Buying List Indicators

Order Capture can display indicators about the item in the buying list.

The supplied default is not to display indicators.

Available Credit

Order Capture can display the current available credit based on the current order value. This value is displayed in the Running Totals.

The supplied default is to display the available credit.

Total weight of Order

Order Capture can display the total weight of the order based on the items inventory weight.

The supplied default is not to display total weight.

Update Supply Chain Dates

Amendment of dates in Order Capture can update the dates up and down the Enterprise supply chain. This feature configuration is for Enterprise supply chains only.

The supplied default is not to update supply chain dates.

Fixed Price UoM

Show issue units or pricing units when entering a fixed price for Advanced Pricing.

The supplied default is to show price units.

Price Decimal Places

The number of decimal places to show on unit price column.

The supplied default is to show 5.

Default Ordering Tab

The ordering tab to show if the customer does not have a buying list.

The supplied default is to show the Reactive tab.

Discount Lines

The number of discount lines to show in advanced pricing line price override.

The supplied default is to show 5 discount lines.

Single Supply Chain

In order amend, the system can be configured to prohibit an increase in a sales order line quantity if that line is supplied via an Enterprise supply chain.

If an increase is prohibited, any additional sales demand must be added as a new sales order line to the existing order, or as a new sales order.

***Note**: quantity decrease, line cancellation and date change are still permitted*

The supplied default is to prohibit an increase

Customer Item Alias

Items can be recorded on the Transcribe tab using the customer’s item code. The customer’s item code can be recorded from the Transcribe tab and added as an Item Alias. The user will be required to select/confirm the required item code where an Item Alias exists.

The supplied default is permit entry by item alias.

Menu and Option Security

If Order Capture Security is activated, for the enabled menus/options a user will have access to the menu or option only if the user or role is authorised to the appropriate task in Application Manager.

The supplied default is no security enabled.

Print Acknowledgement

At Order Capture Wrap Up, the option to immediately print an Order Acknowledgement or Quotation is available.

The supplied default is to print acknowledgements immediately.

Usual Item Search

A default or usual search configuration is provided. When the Search tab is displayed, the default or usual search is assumed. The available searches are:

Product

Alias

IN Search Word

PO Search Word

Buying List

Irrespective of the default or usual search configuration, any other type of search can be performed via the dropdown list.

The supplied default is product search.

Include DRP in-transit

For the reservation sourcing method establish whether DRP order that have been despatched but as yet not received, i.e. in-transit should be visible to the sourcing engine.

The supplied default is to exclude in-transit.

History Periods

The buying list displayed in the Reactive Tab can be configured to display history for a number of orders for the customer.

The order history is displayed as a period of history where a period is a sales order ordered date. If configured to 13 for example, the buying list will display the history for the last 13 orders for that customer. Where an item is not ordered for a specific period (order date), this will be indicated by a -. If no order history is available or it is the end of an item's order history, blanks are displayed to indicated no orders.

Note: *Once configured, the number of history orders is only available once the customers buying list is rebuilt.*

The supplied default is 6 orders

Order Line Text

The first line of order line text is displayed alongside the Item Description in the Transcribe tab for the designated text usage code:

Select the **Edit Line Text** from the order line/Item menu, enter text for the designated text usage code and select Save. The Transcribe tab displays the first line of text alongside the item's description.

The supplied default is no text to display.

Customer Line No.

The Order Pad tab has an additional column Customer Line. The customer's order line number can optionally be recorded for each item.

The supplied default is not to show the customer order line number.

Multiple Units

An item can be established as multiple unit entry in Inventory Item maintenance:

Multiple Unit Entry supported values are:

- 1=Stock & Issue Units
- 2=Purchase, Stock & Issue Units

When Order Capture is configured for multiple unit entry, multiple unit entry items must be ordered in a valid combination of purchase, stock and issue units only, entry in a decimal quantity is not permitted. Decimal items are recorded in the usual way.

The supplied default is to enter in multiple units.

Customer line number validation

The customer order line number validation1:

- If a customer order line number is entered, it must be unique number on the order

Duplicate line numbers are permitted if duplicate lines have manual sourcing, in this instance the error window will be a warning and permit the order/quote to be completed.

Note: for duplicate line numbers, only one line is permitted to be sourced automatically, that is to have no manual sourcing.

- The customer order line number must a numeric value > 0
- If entered, all lines must have a customer order line number

The supplied default is not to validate customer order lines.

Batch source future demand

Whether batch sourcing considers future demand order lines for sourcing.

The supplied default to only consider current demand lines.

Order pad maximum rows

The maximum rows/lines to be processed in a single transaction.

The supplied default is 10.

Pre-built lines

The number of rows/lines that are built in the Transcribe tab ready for order entry, this value should be the typical number of lines per order.

There is no supplied value and therefore defaults to the number of lines in the Buying List.

Abandon amend lock

Whether supply point changes are committed immediately in amend thus enabling free stock to be made available.

Tax Enquiry

In Wrap Up display a list of taxes applied from the Infor tax engine.

Number of previous orders

The number of previous orders to be displayed for an item in the Previous Orders option.

Number of orders in the Previous tab

The number of orders displayed in the Previous tab.

Previous order text

The order line text usage codes to be copied when copying order lines from the Previous tab, multiple usage codes can be copied.

Buy to order supplier

The default supplier for buy to order and direct delivery supply methods established from the supply or sourcing point. The default is the supply point.

Requisition text usage code

The order line text usage code to be copied to any requisition as a result of buy to order or direct delivery supply methods. If none specified the create purchase order processes copies line external text.

Outstanding order list

The number of outstanding orders to be displayed in the outstanding orders list. If none specified five provisional and five sales orders are displayed.

Date Harmonization

Set the order line ship date to the line supply promise due date. The default is not to harmonize the line ship date.

System i Workspace URL

The install process records the URL from which Order Capture can be launch. This is then verified on log on for security purposes.

Infor OS URL

The install process records the URL from which Order Capture can be launched. This is then verified on log on for security purposes.

Maintain promise date

Controls whether the line option Maintain Promise Date is available. The default is off.

Audit dates

Controls whether in order amend, date amendment is audited. The default is off.

Purchase order date

For purchase order supplies, controls which purchase order line date is used as the Order Capture supply due date. The default is the line due date.

Update current supply date

Controls whether the latest known supply due date is updated from the actual supply. The default is not to update.

User interface administrators

List of users who can administer the Order Capture user interface.

User interface editors

List of users who can edit their own Order Capture user interface.

Configuration

For configuration details and options see the Order Capture Installation & Administration guide.

After applying any configuration changes, the Order Capture WebSphere application must be re-started for the changes to take effect.

Cache Considerations (Supplier)

The default configuration for Order Capture is to cache all. This may cause an issue with the Create Supplier option, since Item Supplier Profiles are cached. The effect of this is that any newly created Item Supplier Profile will not be visible to Order Capture until after the next application server re-start or the Supplier cache is cleared from the System Tools window.

If it is desirable to ensure all item supplier profiles are immediately visible to Order Capture, see the Order Capture Installation & Administration guide.

Menu and Option Security

If Order Capture Security is activated, a user will have access to the following menu and options only if the user or role is authorised to the appropriate task in Application Manager.

The following menu and options are enabled for security:

Order Menu:

- Change Customer
- Delivery and Ship
- Order Text
- Suspend Codes
- Charges
- Re-Source

Header Overrides:

- Price
- Currency
- Sales Details
- Document Processing
- Despatch Information
- Invoice information
- Customer Attributes
- Payment terms

Call Menu:

- Change Contact

Tool Menu:

- System
- Customise

Order Line Menu:

- Remove Item

- Reinstate Item
- Review Supply solution
- Edit Line Text
- Price Override
- Select Supply

Other

- Amend Quotation
- Amend Order
- Refresh Buying Lists
- Refresh Call Lists

Each menu or option is identified in the Inventory Descriptions by the type **OMAT** – OM Task Codes.

Once security is enabled, Order Capture will establish if the user or role is authorised in Application Manager to the Order Capture task code defined in the limit field for the Inventory Description type **OMAT**.

Caution: Where the limit field is empty, no task code is assigned for the menu or option and ALL users and roles are NOT authorised.

Role Considerations

If Order Capture is operating in a Role environment there are two choices for menu and option security:

- The user's default role code is used
- A system role code is used

The user's default role code is used by default. Utilizing this code provides some flexibility for users to have different configurations.

If a system wide configuration is required, the following property must be added to the file standard.properties, the usual location is: \OrderCapture<ENV>\properties, where ENV is your environment code.

Identify the role code to be used for authorisation by the property:

system21.menuoptionrolecode=

The role code established by the property system21.menuoptionrolecode= overrides any user default role code.

If no default role or system21.menuoptionrolecode is established, no users will be authorised.

Chapter 2 Order Fulfilment Overview

Introduction

This includes the following features:

- Flag order for collection in TP
- Highlight items as suspended
- Specify line due date
- Customer restriction to items
- Transaction control and supersession
- Ship complete lines
- Ship complete orders
- Ship complete supply point

and also the following

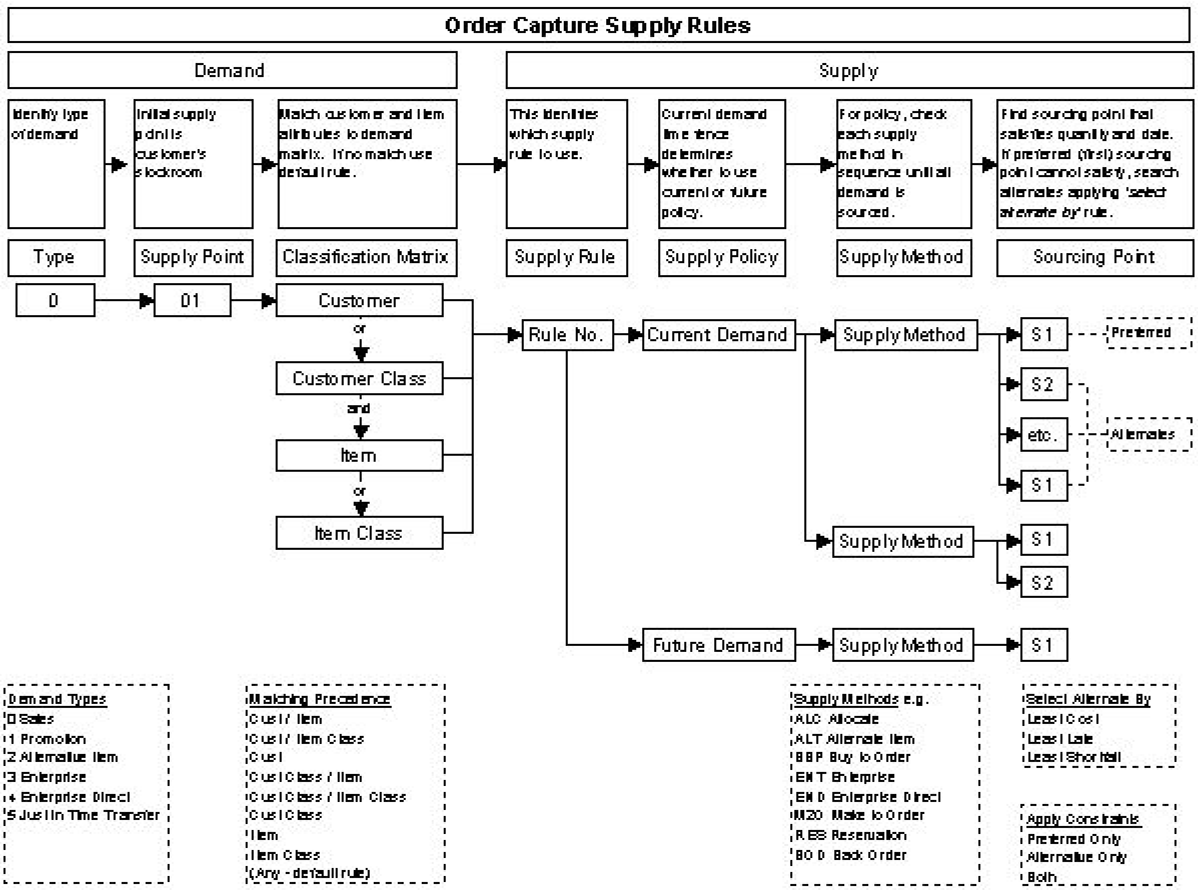
- Supply Rules
- Lead Times and Promise Dates
- Supply Methods
- Order Entry and Amend
- Cash with Order
- Proforma Invoice
- Booking-in Control
- Credit Card Order

Supply Rules

The Sourcing Engine allows sales order demand to be sourced from a number of supply points, based on a set of user-configurable rules. Those rules are defined via Order Capture maintenance tasks and used by the Sourcing Engine when adding and changing line items in Order Capture.

Overview

The diagram that follows summaries the elements involved in establishing these supply rules:



Each of the following is described in greater detail elsewhere, but in summary the major elements are these.

Demand Type

Rules can be established for different types of demand, one example distinction being between regular sales order demand from an external customer (type 0), and sales demand placed by another company in the enterprise (type 3).

Supply Point

The demand is placed against a supply point; in the case of a sales order, this an SOP depot and stockroom. Different rules can be established for each supply point.

Demand Classification Matrix

For the customers placing orders against a supply point, and for the items they order, the demand can be classified by a chosen set of customer and item attributes. These different classes of demand can then be associated with different sets of supply rules.

Supply Rule

A supply rule is made up with a set of supply policies, each policy configured to supply stock by a particular method according to a set of constraints and detailed conditions. The list of supply policies is the sequence in which the sourcing engine will subsequently process this rule.

Supply Policy

A supply policy has a number of supply methods, for example allocating from stock (ALC), or buying to order (BBP), with an associated set of sourcing points in which to hunt for the stock or find an appropriate supplier.

Sourcing Point

A sourcing point is a stockroom from where stock can be taken, or a supplier from whom stock can be supplied. A list of sourcing points is then a hunt or search list that the sourcing engine will interrogate to find the most appropriate source of supply.

Maintenance Steps

The steps involved in configuring the Supply Rules are these:

- Create supply points.
- Create a supply rule.
- Add a supply policy to the rule.
- Add supply methods to the policy.
- Add sourcing points to each supply method.
- Activate the rule.
- Create demand classifications for each supply point.
- Create a demand matrix for each demand classification, pointing the demand matrix to the supply rules.

Sourcing Engine

When an order is placed in Order Capture, the system satisfies the demand by passing the order line details to the Sourcing Engine. It is this sourcing engine that processes through the supply rules as follows:

- Customer’s default stockroom is the order supply point. Retrieve the supply point details.
- Using the appropriate demand type for the order, check the demand matrix to match the Item and Customer attributes. This identifies an appropriate a supply rule.
- Check the customer’s due date against the current demand time fence to determine whether to use the current or future demand supply policy.
- Within that supply rule, work through each method in the supply policy and attempt to supply from the sourcing points.

During order creation, supply results are kept showing the supply methods used.

If supply is attempted but no supply methods succeed, the supply result is recorded with supply method NSP (no supply possible).

If supply is not attempted, for example because no suitable sourcing points are found, there is no supply result and the sales order line remains un-sourced.

Use and Configuration

This section explains in more detail the elements that make up a supply rule and capability and processing of each of the supply methods. It follows the sequence laid out in the Overview diagram.

The maintenance tasks are then described in subsequent sections, which follow the sequence laid out in Maintenance Steps.

Demand Type

These are the current demand types:

	Demand Type	Use
0	Sales	Normal sales order demand
1	Promotion	Demand for a Promotion item
2	Alternative	Demand for an Alternative Item
3	Enterprise	Sales order demand placed against an Enterprise supply company automatically by another company in the enterprise The distinction between external demand (type 0) and internal demand (type 3) allows for alternative rules to be defined and applied.
4	Enterprise Direct Delivery	As type 3 but to be delivered directly to the end customer
5	JIT Transfer	Orders raised to transfer stock from a sourcing point to a supply point in the same company
6	Sales Kits	Kit component demand
7	Alternative Kits	Not currently used
8	Enterprise Replenishment Orders	Not currently used Currently EROs are sourced as Enterprise Demand, type 3.
10	Reservation Order	Reservation order demand
11	Reservation Order Kits	Reservation order demand for kit components

These demand types are fixed values recognised by the Sourcing Engine - they cannot be changed.

Building supply rules for each of these types is optional, so if a particular demand is never applicable, no supply rule for that demand type would need to be defined.

Caution: If you do not define a demand matrix for all types of demand expected at this supply point, you will never achieve sourcing at this supply point - there is no default sourcing rule!

Supply Point

Within a company, a sales order can be raised against any stockroom defined in the Sales Order Processing application as a depot. If it is expected that Order Capture will be used to process customer orders placed against any of these depots, the depot must be defined as a supply point. Supply rules will subsequently be associated with each of these supply points to dictate the location from which the stock will be sourced.

If an order is raised against a depot that has not been defined as a supply point, with an applicable supply rule, the order can be generated but it will not be sourced, not even a simple allocation.

Demand Classification Matrix

For the customers placing orders against a supply point, and for the items they order, the demand can be classified by a chosen set of customer and item attributes. The particular customer and item classification used are those chosen during the installation and set-up of Order Capture. This is the classification of demand according to **who** wants **what**.

These different classes of demand can then be associated with different sets of supply rules, which subsequently determine the applicable source of supply. This therefore allows different supply rules to be used for different kinds of demand.

The following is the order of precedence for matching the order's customer and item attributes to the demand matrix. It works down from the very specific to the less specific. The rule used is taken from the first line matched.

Customer Attributes		Item Attributes	
	Customer		Item
	Customer	Item Class	
	Customer		
Customer Class			Item
Customer Class		Item Class	
Customer Class			
			Item
		Item Class	

Supply Rule

A supply rule is made up with a set of supply policies, each policy configured to supply stock by a particular method according to a set of constraints and detailed conditions.

The list of supply policies is the sequence in which the sourcing engine will subsequently process this rule, searching each policy until sourcing of the demand is satisfied. It makes only one pass of these policies, so the final policy is likely to be some kind of catch-all, perhaps placing the demand on back-order or leaving it forward-ordered.

Demand Time

Demand time is the classification of demand according to **when** the supply is required. This is seen as a simple time fence, up to which the order is Current Demand, and after which it is Future Demand. This allows for two separate policies to be defined within the rule, one policy will source current demand, and a separate policy the forward demand.

Note:

The sourcing engine will determine which supply policy is used, based on the delivery date of the order. The time fence is the current date plus supply point lead.

Current Demand is where the delivery date is inside or on this time fence.

Future Demand is where the delivery date is beyond this time fence.

Supply Policy

A supply policy has a number of supply methods, for example allocating from stock (ALC), or buying to order (BBP), with an associated set of sourcing points in which to hunt for the stock or find an appropriate supplier. The controls defined on each policy determine the way in which these sourcing points should be interrogated and processed.

The following sub-sections describe each of these controls.

Supply Methods

The following supply methods are currently supported:

	Supply Method	
ALC	Allocate	Allocate available stock from a stockroom.
ALT	Alternative item	Use an alternative item. If there are a number of alternatives, the user chooses.
BBP	Buy to order	Raise a purchase order to buy the required quantity.
BOD	Back order	Force the un-sourced outstanding quantity to a back-order status.
DIR	Buy to order direct delivery	Raise a purchase order to buy the required quantity and request the supplier delivers the goods direct to the customer.
DNS	Do not source	Do not attempt to source the demand at this time.
ENT	Enterprise supply	Raise an enterprise supply order to transfer stock from another company in the enterprise to the supply point.
END	Enterprise supply direct delivery	Raise an enterprise supply order to deliver from another company in the enterprise directly to the

		end customer.
FAL	Force allocate	Ignore the availability of stock in a stockroom and force allocate the required quantity.
FOD	Forward order	Leave the outstanding quantity as un-allocated and deliberately un-sourced.
JIT	Transfer to order (just in time)	Raise a transfer order to transfer available stock from the sourcing point to the supply point. These two stockrooms must be in the same company.
M2O	Make to order	Raise a works order to make the required quantity.
NSP	No Supply	Either no supply rule was identified for the demand or the supply rule failed to achieve a satisfactory source of supply. This would normally indicate an incomplete supply rule, one that does not have an appropriate catch-all.
RES	Reservation	Reserve planned incoming supplies.

Appropriate Supply Methods

There are some supply methods that are inappropriate for a supply rule destined for particular kinds of demand. There is not always rigid validation to prevent you attaching rules to particular types of demand but it is recommended that the following be considered.

Demand Type		Recommended Supply Method Restrictions
0	Sales	No restrictions, all supply methods are possible.
1	Promotion	No restrictions, most likely Allocation (ALC)
2	Alternative	Alternative demand rules are for sourcing alternative items. These rules should not themselves include an Alternative Item (ALT) supply method.
3 & 4	Enterprise	Enterprise demand rules are for sourcing enterprise supply orders. These rules should not themselves include another level of Enterprise (ENT or END) supply method.
5	JIT Transfer	JIT Transfer demand rules are for sourcing transfer orders. The most likely appropriate of supply for the transfer demand is an Allocation (ALC)
6	Sales Kits	Sales Kit demand rules are for sourcing kit components. These rules should not include direct supply methods (DIR or END).
10 & 11	Reservation	These demand types are intended to allocate stock (ALC) to the customer. Other types of supply must be used with care. These rules should not include

	any direct supply methods.

Applying Constraints

Constraints are used to condition which sourcing points are considered, depending on the size of the order quantity and the availability at that sourcing point.

Note:

Quantity constraints can be used, for example, to ship large volumes from bulk storage, or to prevent the buying in of un-economical small quantities.

Percentage constraints can be used to control fair sharing of available supply.

Constraints are the classification of demand according to how much supply is required.

The available constraints are these:

Constraint	Use
Minimum Percentage	Only consider this sourcing point if it can supply at least this portion of the ordered quantity. If available, it can supply more than the minimum, but up to any maximum limit.
Maximum Percentage	This is the maximum portion of the quantity being ordered that can be sourced from this sourcing point; any balance would have to be sourced from elsewhere.
Minimum Quantity	Only consider this sourcing point if ordering at least this minimum quantity. If available, it can supply more than the minimum, but up to any maximum limit.
Maximum Quantity	This is the maximum that can be ordered from this sourcing point; any balance would have to be sourced from elsewhere.

The constraint quantities can be defined on any or all of the sourcing points in the hunt list, but they are only used according to the constraints setting on the policy.

The policy constraint settings are these:

Apply Constraints		Use
0	Preferred only	Apply constraints defined on the preferred sourcing point only; that is, the first sourcing point in the sequence.
1	Alternate only	Apply constraint defined on the alternative sourcing points only; that is, not the first one.
2	Both	Apply constraint checking to both the preferred and alternative sourcing points.
3	None	Ignore any constraint values that might have been established on the sourcing points.

Note: *If quantities have been defined on a sourcing point but the policy setting says to ignore them, those constraint quantities are redundant.*

The Sourcing Engine processes the sourcing points as follows:

- For the preferred sourcing point (the first in sequence):
  - Can it supply the whole demand? For a stock supply, that means it must be available, and for all kinds of supply, can it be delivered in time?
  - If preferred constraint checking is requested, does it pass the constraints?
  - If fully satisfied, the alternative sourcing points are not considered.
- If not fully sourced, the alternative sourcing points are considered:
  - Can it supply a portion of the demand? (It does not have to be the whole balance.)
  - If alternative constraint checking is requested, does it pass the constraints?
- If more than one Alternative can supply the balance:
  - Choose the alternative according to the Select Alternate By condition - Least Cost, Least Late or Least Shortfall.

Note: *Only one sourcing point is possible, but multiple sourcing methods can be considered.*

Mixing Sources of Supply

It is possible for one supply method and one sourcing point only to partially source the demand, the balance being sourced from another method on the policy. This can occur in the following ways:

- For a stock allocation (ALC), only part of the stock is available.
- A constraint on any sourcing point on any method could limit the quantity sourced, forcing the balance to be sourced elsewhere.

When sourcing the balance, there are some overriding rules that govern which other supply methods and sourcing points are appropriate.

- An order line is never split (other than for Alternative Items (ALT)), so there can only ever be one supply point on the order line. This supply point starts as the customers demand stockroom
- If a supply method determines the supply is to come from a different sourcing point, that will become the order line stockroom, and the goods are despatched from that stockroom.
- This single order line stockroom means if there are multiple sources of supply they must all be from the same sourcing point, so all received and onward shipped from the same stockroom.
- For allocations (ALC) this also means once there is a partial allocation, the balance cannot be allocated from another stockroom, it would have to be a different form of supply.

There are two basic rules:

- Once there is a partial allocation, the balance cannot be another allocation.
- Once a line is partially sourced, the balance must be sourced from the same sourcing point.

Supply Rule Example

Demand of **100**

Method **ALC** (Allocate from stock)

Constraint type **2** (apply both Preferred and Alternate sourcing point constraints)

Select Alternate By **Least Cost**

Chosen Sourcing Point **S3**

Sourcing Point	Stock	Min Qty	Max Qty	Cost	Notes
S1	30	0	50	4.80	If more than 50 required, use an alternative sourcing point
S2	5000	500	10,000	4.80	Select this sourcing point if more than 500 are required.
S3	200	50	10,000	4.80	Select this sourcing point if more than 50 are required.
S4	200	50	10,000	4.80	Select this sourcing point if more than 50 are required.

S1 will be rejected because as the preferred sourcing point, it cannot supply 100% of the demand.

S2 can supply the demand, but will be rejected because it does not pass the Minimum Quantity constraint.

S3 and S4 can both supply the demand and both pass the constraint. As the cost is the same for both S3 and S4, S3 is first in sequence and so is the chosen sourcing point.

Selecting Alternative Sourcing Points

For each supply policy, the system will attempt to supply using the supply methods in sequence. For each supply method, it will attempt to supply from the first (preferred) sourcing point, providing it has passed any constraint tests. If this is not possible, it will check all other (alternate) sourcing points (that have passed the constraint tests) and use the Select Alternate By to supply in the best way possible.

If no sourcing points for a supply method can fulfil the demand, the next supply method will be used until the demand is fulfilled or no more supply methods are available, in which case supply method NSP (no supply possible) will be used.

The possible values for Select Alternate By are:

	Select Alternate By	Use
0	Least cost	Select the sourcing point with the least cost. This applies to both stock costs and supplier prices. This selection disregards how much of the demand quantity can be satisfied, as long as it can supply at least some of the quantity, or can meet any minimum constraints.
1	Least late	If none of the available sourcing points can meet the delivery date, select the sourcing point that can deliver the least late. This selection also disregards how much of the demand quantity can be satisfied, as long as it can supply at least some of the quantity, or can meet any minimum constraints.

2	Least shortfall	If none of the available sourcing points can satisfy the complete demand, select the sourcing point that can satisfy the most.

These selection rules vary slightly for each supply method. This is described further for each of the methods in the Supply Methods section.

Supply Rule Example

Demand of **100**

Method **ALC** (Allocate from stock)

Constraint Type **2** (apply both Preferred and Alternate sourcing point constraints)

Select Alternate By **Least Cost**

Chosen Sourcing Point **S4**

Sourcing Point	Stock	Min Qty	Max Qty	Cost	Notes
S1	30	0	50	4.80	If more than 50 required, use an alternative sourcing point
S2	5000	500	10,000	4.72	Select this sourcing point if more than 500 are required.
S3	200	50	10,000	4.79	Select this sourcing point if more than 50 are required.
S4	200	50	10,000	4.77	Select this sourcing point if more than 50 are required.

S1 will be rejected because as the preferred sourcing point, it cannot supply 100% of the demand.

S2 can supply the demand, but will be rejected because it does not pass the Minimum Quantity constraint.

S3 and S4 can supply the demand and both pass the constraint.

S3 and S4 will then be re-considered to satisfy Alternative Selection, and S4 selected because its cost is less.

Sourcing Points

Where multiple sourcing points are defined in a list, the first sourcing point is the preferred sourcing point and the system will attempt to source from this point first. If it cannot, it will search all other sourcing points and find the best solution if one is possible. The preferred sourcing point will not be searched again unless it is defined again.

Select Alternate Example 1

Demand of **100**

Method **ALC** (Allocate from stock)

Constraint Type **3** (None)

Select Alternate By **Least Shortfall**

Chosen Sourcing Point **S2**

Sourcing Point	Stock	Min Qty	Max Qty	Cost	Notes
S1	50	0	0	4.80	Preferred
S2	30	0	0	4.72	Alternative
S3	20	0	0	4.79	Alternative
S4	10	0	0	4.77	Alternative

S1 will be rejected because, as the preferred sourcing point, it cannot supply 100% of the demand.

S2 will initially be rejected because it cannot supply 100% of the demand.

S3 and S4 will also be rejected because they cannot supply 100% of the demand.

With no further sourcing points to choose from, S2 is chosen because it has the most stock of the alternatives.

Select Alternate Example 2

If you wish to have the preferred sourcing point checked again as one of the alternatives, it must be defined a second time as a sourcing point as below.

Demand of **100**

Method **ALC** (Allocate from stock)

Constraint Type **3** (None)

Select Alternate By **Least Shortfall**

Chosen Sourcing Point **S1**

Sourcing Point	Stock	Min Qty	Max Qty	Cost	Notes
S1	50	0	0	4.80	Preferred
S2	30	0	0	4.72	Alternative
S3	20	0	0	4.79	Alternative
S4	10	0	0	4.77	Alternative
S1	50	0	0	4.80	Alternative

S1 will be rejected because as the preferred sourcing point, it cannot supply 100% of the demand.

S2 will be rejected because it cannot supply 100% of the demand.

S3 and S4 will also be rejected because they cannot supply 100% of the demand.

The final entry S1 will be chosen because it is the alternative with the greatest stock.

Lead Times and Promise Dates

This section describes the basic rules and use of lead times for calculating promise dates. Each of the supply methods may have slight variations or qualifications.

Lead Time Summary

The following table summarizes the lead times that are pertinent to the supply rules, the choosing of a sourcing point, and deriving promised due and ship dates.

Attribute	Lead Time	Use	Maintenance
	Service Time	The total number of days it usually takes to supply goods using this service level	Number of days associated with a service level code
	Shipping Time	The number of days from the supply point to the customer using this service level	Number of days associated with a service level code
Service Level	Lead Time	Determines whether a current or future supply policy is used	Number of days associated with a supply point
Supply Point	Dock To Dock Lead Time	Time from Goods In to Goods Out at the sourcing point	Number of days associated with each sourcing point, against each supply method in a supply rule
Supply Point	Lead Time	The number of additional days to supply from this sourcing point	Number of days associated with each sourcing point, against each supply method in a supply rule
Sourcing Point	Lead Time	The number of days from supplier to any destination See Note 1	Number of days for each item from a supplier
	Lead Time		
Item/Supplier Profile			
Manufacturing Item Profile			

Note: *This is regardless of the geographical position or the destination.*

What follows is an explanation of the way in which these lead times are used by the supply engine.

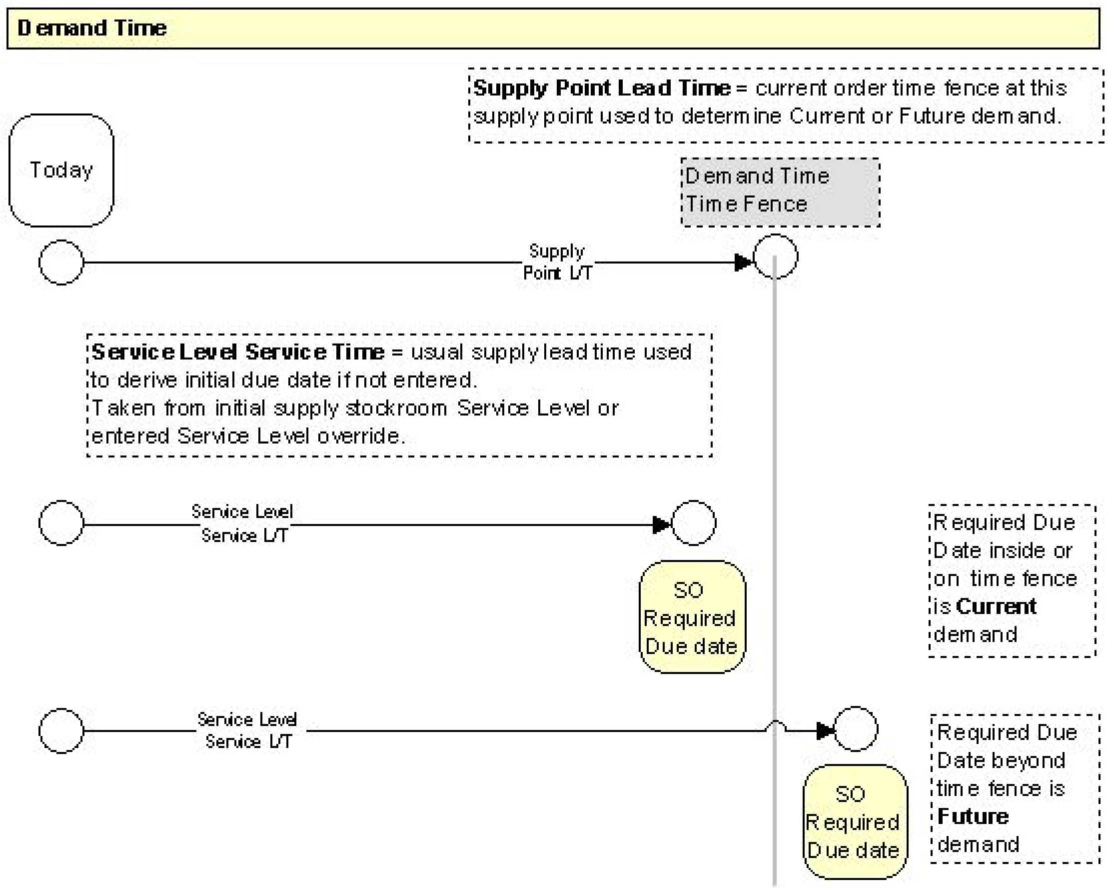
Customer's Required Due Date

As previously described, a default Due Date can be derived automatically, based on the Service Level Service Time, or a specific due date entered.

Demand Time Fence

The initial supply point for the order is the customer's default stockroom. On this supply point is the Supply Point Lead Time, which determines the time fence up to which demand is deemed Current Demand and beyond which it is considered Future Demand.

The Required Due Date is then compared to the Current Demand Time Fence.



If the Required Due Date is inside, or on, the Demand Time Fence, it is Current Demand, otherwise it is Future Demand. This will dictate which supply policies are considered when sourcing this item.

Ship Date

For each of the supply methods, a Ship Date is calculated to determine if that method can meet the customer's required due date.

The following is a general explanation of the way in which each of the lead times are used, but where one is not applicable to that supply method it will be assumed to be zero and have no bearing on the calculated ship date.

The time periods involved are:

- **Supply** - the time to get a supply from the date of ordering the receiving stockroom (sourcing point)
  - For a purchased item, this is the supplier's lead time for the item, taken from the Purchase Management item/supplier profile.
  - For a made item, this is the manufacturing cumulative lead time taken from the Production Item Master file.
- **Sourcing Point** - the time to get from the sourcing point to the supply point
  - On the sourcing point there may be a Dock-to-Dock lead time - the number of days it takes to get received stock available for shipment at the supply point.
  - On the sourcing point there may also be a Sourcing Point lead time - the number of additional days it takes to supply from this sourcing point.
- **Shipment** - the shipping time from the supply point to the customer
  - The service level is taken from the supply point, unless the service level has been overridden by the operator, and the Shipping Lead Time is taken from that service level.

The total lead time from supplier to customer is:

- Item/Supplier or Manufacturing lead time
- plus Dock-to-Dock lead time
- plus Sourcing Point lead time
- plus Shipping lead time

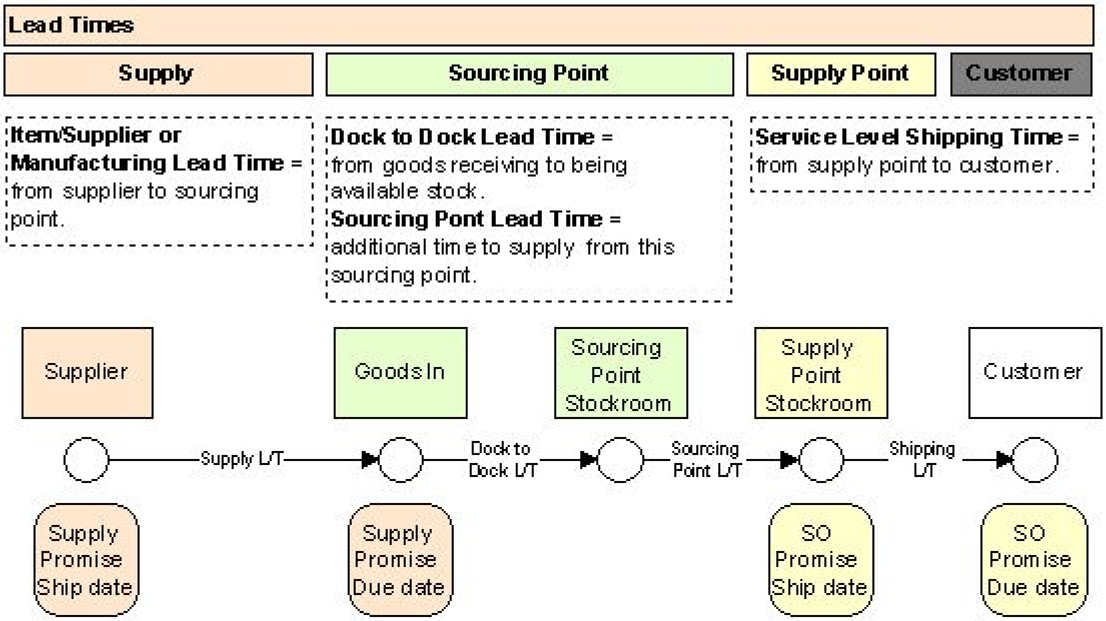
<u>Promise Ship Date</u>

If there are sufficient days for this total lead time between the current date and the customer's required date:

- The Sales Order Promise Due Date is the customer's required due date.
- The Sales Order Promise Ship Date is the number of shipping days earlier.
- The Purchase Order Promise Due Date is the Sales Order Promise Ship date less any Sourcing Point lead times.
- The Purchase Order Promise Ship Date is the item/supplier lead time earlier than that.

If there is **not** sufficient time for this total lead time between the current date and the customer's required date, the purchase order will be raised to be despatched immediately:

- The Purchase Order Promise Ship Date is the current date.
- The Purchase Order Promise Due Date is the supplier's lead time days after that.
- The Sales Order Promise Ship Date is the day the PO is due to be received plus any Sourcing Point lead times.
- The Sales Order Promise Due Date is the Service Shipping time after that.
- A message is issued to indicate the late delivery.


Lead Times
Supply
Sourcing Point
Supply Point
Customer
Item/Supplier or Manufacturing Lead Time = from supplier to sourcing point.
Dock to Dock Lead Time = from goods receiving to being available stock.
Sourcing Pont Lead Time = additional time to supply from this sourcing point.
Service Level Shipping Time = from supply point to customer.
Supplier
Goods In
Sourcing Point Stockroom
Supply Point Stockroom
Customer
Supply L/T
Dock to Dock L/T
Sourcing Point L/T
Shipping L/T
Supply Promise Ship date
Supply Promise Due date
SO Promise Ship date
SO Promise Due date

Supply Methods

This section describes each of the supply methods in detail and qualifies the general rules for configuring and using supply rules. This takes the form of a table that lists the key features of the supply and sourcing process, and describes the way these features are applicable to each supply method.

Additional diagrams are included where the lead times and promise dates do not follow the general pattern.

Allocate from Stock (ALC)

This looks for available stock in a stockroom that can be allocated. Available means physical stock not already allocated or committed to other back orders.

Additionally, a quantity “negativity” permits over commitment of available stock at the item stockroom detail. The quantity defined is included in the available stock quantity.

On completion of a satisfactory supply, the stock is allocated to the sales order line.

ALC Feature Summary

Feature	Applicable	Notes
Demand Types	Yes	Can be used on all demand types
Demand Time	Yes	Can be used in both policies
Preferred Sourcing Point	Yes	A stockroom
Alternate Sourcing Points	Yes	Other stockrooms that stock the item
Select by Least Cost	Yes	Uses sourcing point stockroom cost depending on costing method
Select by Least Late	No	
Select by Least Shortfall	Yes	Chooses the stockroom with greatest available stock
Constraints	Yes	
Supply Lead Time	No	
Sourcing Point Lead Times	Yes	Could be used in conjunction with Least Late
Shipping Lead Time	Yes	
Late Supply possible	No	

Short Supply possible	Yes	If chosen sourcing point cannot satisfy the demand and another method cannot supply the balance
Sales Order Line	Yes	Stockroom is changed to the Sourcing Point and stock allocated

Customer-specific Shelf Life Lot Allocations

Where a customer-specific shelf life is defined, to ensure the customer's demand can be met, lots will be automatically allocated. Stock allocations will reflect the total lots allocated.

Force Allocate (FAL)

This makes an automatic allocation of the demand quantity in the preferred stockroom, regardless of stock availability and any outstanding back orders.

Note: *If there is insufficient available stock, this will make the Available balance negative.*

On completion, the sales order line is updated as Allocated.

FAL Feature Summary

Feature	Applicable	Notes
Demand Types	Yes	Can be used on all demand types
Demand Time	Yes	Can be used in both policies
Preferred Sourcing Point	Yes	A stockroom
Alternate Sourcing Points	No	The preferred stockroom will always be allocated.
Select by Least Cost	No	
Select by Least Late	No	
Select by Least Shortfall	No	
Constraints	Yes	
Supply Lead Time	No	
Sourcing Point Lead Times	Yes	Only on the preferred sourcing point
Shipping Lead Time	Yes	
Late Supply possible	Yes	If sourcing point lead times extends beyond required ship date
Short Supply possible	Yes	If preferred sourcing point has constraints that cannot satisfy the demand and another method cannot supply the balance
Sales Order Line	Yes	Stockroom is the Preferred Sourcing Point and stock allocated.

Alternate Item (ALT)

Against the normal sales demand type you can specify an Alternate Item method, which will offer the operator a choice of alternate items in preference to the primary item entered.

This is achieved by establishing a number of attributes:

- The customer must be identified to accept alternatives.
- The primary item must have Alternate Items defined in Inventory.
- The Alternate Item Supply Method (ALT) must be in a rule associated with that primary item demand.
- Another supply rule must be established against the Alternate Item demand type that will dictate the way in which the alternate item is sourced.

The processing during order taking is as follows:

- On reaching an Alternative Item (ALT) supply method, where the customer accepts alternatives, the sourcing engine will identify all the alternatives for the item and attempt a sourcing for each ordered item, if it finds any alternative Items defined in the Inventory Management application.
- For each of these alternatives, it performs a sourcing to determine which alternatives are available:
  - It matches the demand matrix for the alternative item and Alternate demand type.
  - This retrieves a supply rule. This means it could be a special rule defined for sourcing alternatives.
  - It follows the supply rule and identifies the appropriate source of supply. Most sources of supply are appropriate.
- A window is presented to the user, showing all the alternative items that have available supply. The user can chose one or more items.
- An order line for the primary entered item is only created if some of that item is being supplied.
- Additional order lines are created as necessary for the chosen alternative items.
- Those additional order lines have their appropriate stockrooms and method of supply.

ALT Feature Summary

Feature	Applicable	Notes
Demand Types	Yes	All except Alternate Item and Transfer demand types
Demand Time	Yes	Can be used in both policies
Preferred Sourcing Point	Yes	
Alternate Sourcing Points	No	
Select by Least Cost	No	
Select by Least Late	No	
Select by Least Shortfall	No	

Constraints	Yes	Could limit how much is sourced by an alternate item
Supply Lead Time	No	
Sourcing Point Lead Times	Yes	Only on the preferred
Shipping Lead Time	Yes	
Late Supply possible	Yes	If sourcing point lead times extends beyond required ship date
Short Supply possible	Yes	If chosen sourcing point cannot satisfy the demand and another method cannot supply the balance
Sales Order Line - primary item	Yes	Only if some of this item is supplied
Sales Order Line - alternate item	Yes	The item is the selected alternate item. The stockroom is changed to the chosen Sourcing Point in alternate item demand rule. Stock is allocated or reserved etc according to the alternate item demand rule.

Buy to Order (BBP)

This supply method will a raise a requisition for a discrete, back-to-back, purchase order to buy the required supply quantity. The configuration of this method partly influences the choice of supplier, but this mainly controlled by the item, stockroom and supplier profile definitions.

On completion of the sales order, the Purchase Requisition will exist and is then converted to a purchase order using the normal Requisition tasks.

Note: *The sourcing points do not represent individual suppliers; a single sourcing point represents any applicable supplier.*

Each applicable supplier is checked to find an appropriate supplier that satisfies the least late or least cost alternative selection:

- If a supplier is defined in the item/stockroom details for the item/**supply point** combination, this supplier will be used. In this case there are no other alternatives to consider.
- If there is no item/**supply point** supplier, suppliers will be selected in the order in which they appear in the item/supplier profile in supplier code sequence.

During the auto-sourcing of Buy to Order orders, a supplier is ignored if its item/supplier profile is set to Inactive or Unauthorised.

Similarly, such suppliers are ignored when presenting the list of suppliers for manual selection.

Subsequent amendment of such orders allows the existing supplier to be retained irrespective of its item/supplier profile status. However, if re-sourcing is attempted, the above sourcing rules are applied.

Enterprise Orders are not affected by item/supplier profile status.

BBP Feature Summary

Feature	Applicable	Notes
Demand Types	Yes	All except Transfer demand type
Demand Time	Yes	Can be used in both policies
Preferred Sourcing Point	Yes	Only the preferred is relevant, and only for constraints
Alternate Sourcing Points	No	Alternate suppliers are identified by the item/supplier profiles
Select by Least Cost	Yes	Selects supplier with lowest item/supplier price
Select by Least Late	Yes	Selects supplier with shortest item/supplier lead time
Select by Least Shortfall	No	All suppliers are assumed to be able to supply the whole demand.

Constraints	Yes	Only applicable on the preferred sourcing point
Supply Lead Time	Yes	Uses the item/supplier lead time
Sourcing Point Lead Times	Yes	Could be present on the preferred sourcing point
Shipping Lead Time	Yes	
Late Supply possible	Yes	If chosen supplier cannot meet the required ship date
Short Supply possible	Yes	Only if preferred sourcing point has a maximum constraint and another method cannot supply the balance
Sales Order Line	Yes	Shows reserved purchase order
Purchase order	Yes	Purchase order ship and due dates are based on the item/supplier lead time. Purchase order is reserved to the sales order line.

Buy to Order - Direct Delivery (DIR)

This supply method works the same as the Buy to Order (BBP) method, other than the purchase order is intended for direct delivery to the customer rather than for receipt at the demand stockroom.

Like the Buy to Order (BBP) it will a raise a requisition for a discrete, back-to-back, purchase order to buy the required supply quantity. The configuration of this method partly influences the choice of supplier, but this mainly controlled by the item, stockroom and supplier profile definitions.

On completion of the sales order, the Purchase Requisition will exist and is then converted to a purchase order using the normal Requisition tasks.

Note: *The sourcing points do not represent individual suppliers; a single sourcing point represents any applicable supplier.*

Each applicable supplier is checked to find an appropriate supplier that satisfies the least late or least cost alternative selection:

- If a supplier is defined in the item/stockroom details for the item/**supply point** combination, this supplier will be used. In this case there are no other alternatives to consider.
- If there is no item/**supply point** supplier, suppliers will be selected in the order in which they appear in the item/supplier profile in supplier code sequence.

During the auto-sourcing of Direct Delivery orders, a supplier is ignored if its item/supplier profile is set to Inactive or Unauthorised.

Similarly, such suppliers are ignored when presenting the list of suppliers for manual selection.

Subsequent amendment of such orders allows the existing supplier to be retained irrespective of its item/supplier profile status. However, if re-sourcing is attempted, the above sourcing rules are applied.

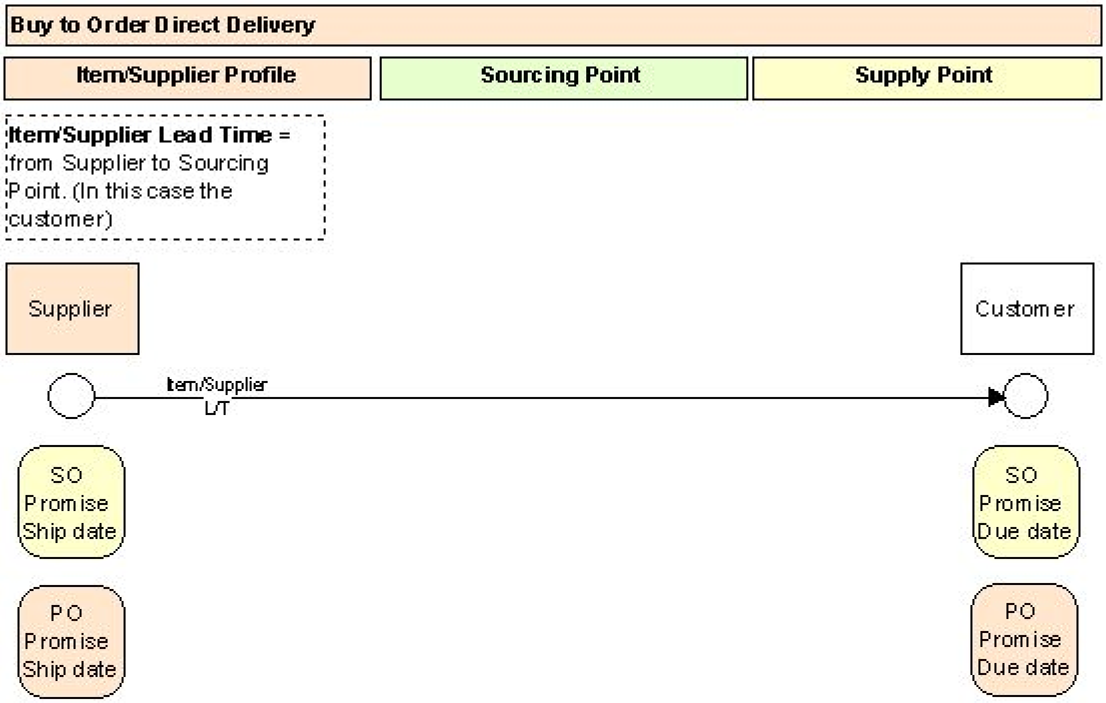
Enterprise Orders are not affected by item/supplier profile status.

DIR Feature Summary

Feature	Applicable	Notes
Demand Types	Yes	All except Transfer demand type
Demand Time	Yes	Can be used in both policies
Preferred Sourcing Point	Yes	Only the preferred is relevant, and only for constraints
Alternate Sourcing Points	No	Alternate suppliers are identified by the item/supplier profiles
Select by Least Cost	Yes	Selects supplier with lowest item/supplier price
Select by Least Late	Yes	Selects supplier with shortest item/supplier lead time

Select by Least Shortfall	No	All suppliers are assumed to be able to supply the whole demand.
Constraints	Yes	Only applicable on the preferred sourcing point
Supply Lead Time	Yes	Uses the item/supplier lead time. This is the time to delivery direct to any destination.
Sourcing Point Lead Times	No	Not part of the total lead time
Shipping lead time	No	Not part of the total lead time
Late Supply possible	Yes	If chosen supplier cannot meet the required ship date
Short Supply possible	Yes	Only if preferred sourcing point has a maximum constraint and another method cannot supply the balance
Sales Order Line	Yes	Shows reserved purchase order
Purchase Order Line	Yes	Purchase order delivery address is customer's delivery address. Purchase order ship and due dates are based on the item/supplier lead time. Purchase order is reserved to the sales order line.

For this Buy to Order Direct Delivery, the supplier's lead time for the item is deemed to be the time it takes to ship the goods to any destination, so it becomes the total lead time from the supplier to the customer.


Buy to Order Direct Delivery
Item/Supplier Profile
Sourcing Point
Supply Point
Item/Supplier Lead Time = from Supplier to Sourcing Point. (In this case the customer)
Supplier
Customer
Item/Supplier L/T
SO Promise Ship date
PO Promise Ship date
SO Promise Due date
PO Promise Due date

Enterprise Supply (ENT)

For an Enterprise supply method, the supply company is an internal supplier and treated like a discrete back-to-back Buy to Order. The selection of the supplier is based on supply company availability, prices and lead times.

Once an appropriate enterprise supplier is chosen, the processing is again like a back-to-back Buy to Order, with a purchase requisition initially raised and subsequently turned into a purchase order.

Because the supplier is another System21 company, the sales order is automatically generated in that supply company, and that supply order sourced using its own supply rules in that supply company to determine how it will source the demand. The supply order is raised as the sales order is recorded, hence the system has visibility of supply company availability, prices and lead times.

Refer to the Enterprise Supply Chain Processing documentation for a full description of this process.

ENT Feature Summary

Feature	Applicable	Notes
Demand Types	Yes	All except Transfer and Enterprise demand types
Demand Time	Yes	Can be used in both policies.
Preferred Sourcing Point	Yes	This represents an Enterprise Supply company. See notes below.
Alternate Sourcing Points	No	These also represent Enterprise Supply companies. See notes below.
Select by Least Cost	Yes	Selects supplier with lowest actual price.
Select by Least Late	Yes	Selects supplier with shortest actual lead time.
Select by Least Shortfall	Yes	Select supplier based on supply company sourcing.
Constraints	Yes	
Supply Lead Time	Yes	Uses actual supply chain lead times.
Sourcing Point Lead Times	Yes	Could be present on any of the sourcing points
Shipping Lead Time	Yes	
Late Supply possible	Yes	If chosen supplier cannot meet the required ship date
Short Supply possible	Yes	If constraints used. See note below.
Sales Order Line	Yes	Shows reserved purchase order.

Purchase order	Yes	Purchase order ship and due dates are based on the supply rule lead time. Purchase order is reserved to the sales order line.

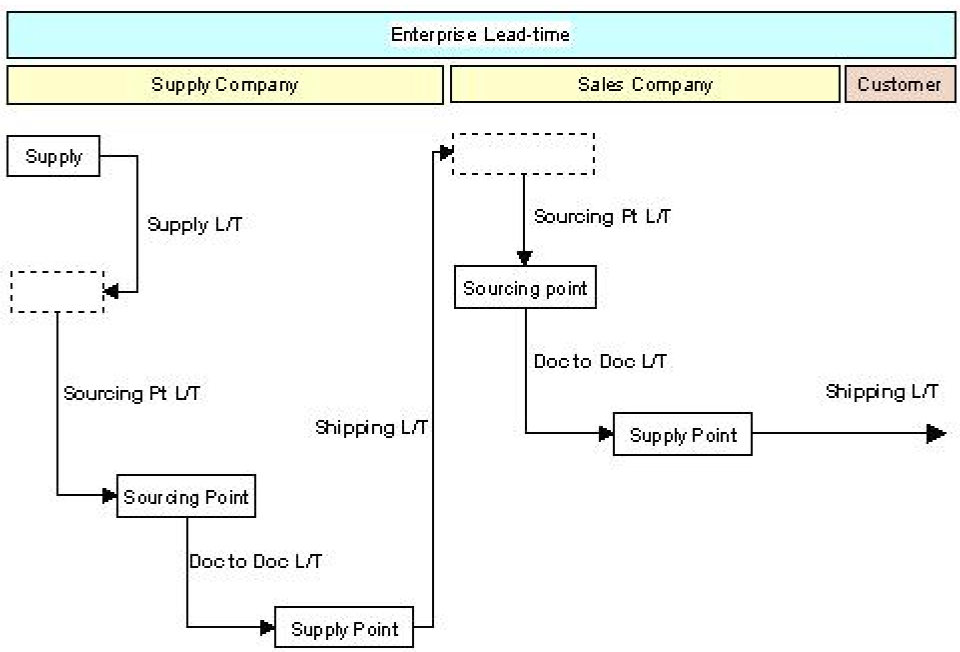
Sourcing Points

The Enterprise Relationship maintenance task associates a sourcing point with a particular supplier. These sourcing points are not stockrooms as they are on other supply methods, they are just a two-digit code that represents that supply company.

Short Supply

A short supply condition can occur where the supply company sourcing fails to satisfy all the sales company demand. In this situation the shortfall could be sourced by the next sales company supply rule method, or will be not sourced.

Lead Times



Enterprise Supply - Direct Delivery (END)

This is much the same as the Enterprise Supply method (ENT) but the goods are to be shipped from the supply company direct to the customer. (In this respect it is much the same as a Buy to Order Direct Delivery (DIR).)

END Feature Summary

Feature	Applicable	Notes
Demand Types	Yes	All except Transfer and Enterprise demand types
Demand Time	Yes	Can be used in both policies
Preferred Sourcing Point	Yes	This represents an Enterprise Supply company. See notes below.
Alternate Sourcing Points	No	These also represent Enterprise Supply companies. See notes below.
Select by Least Cost	Yes	Selects supplier with lowest actual price.
Select by Least Late	Yes	Selects supplier with shortest actual lead time.
Select by Least Shortfall	No	Select supplier based on supply company sourcing.
Constraints	Yes	
Supply Lead Time	Yes	Uses actual supply chain lead times.
Sourcing Point Lead Times	No	Not part of the total lead time
Shipping Lead Time	No	Not part of the total lead time
Late Supply possible	Yes	If chosen supplier cannot meet the required ship date
Short Supply possible	Yes	If constraints used See note below.
Sales Order Line	Yes	Shows reserved purchase order
Purchase Order	Yes	Purchase order delivery address is customer's delivery address. Purchase order ship and due dates are based on the supply rule lead time. Purchase order is reserved to the sales order line.

Sourcing Points

The Enterprise Relationship maintenance task associates a sourcing point with a particular supplier. These sourcing points are not stockrooms as they are on other supply methods, they are just a two-digit code that represents that supply company.

Short Supply

A short supply condition can occur where the supply company sourcing fails to satisfy all the sales company demand. In this situation the shortfall could be sourced by the next sales company supply rule method, or will be not sourced.

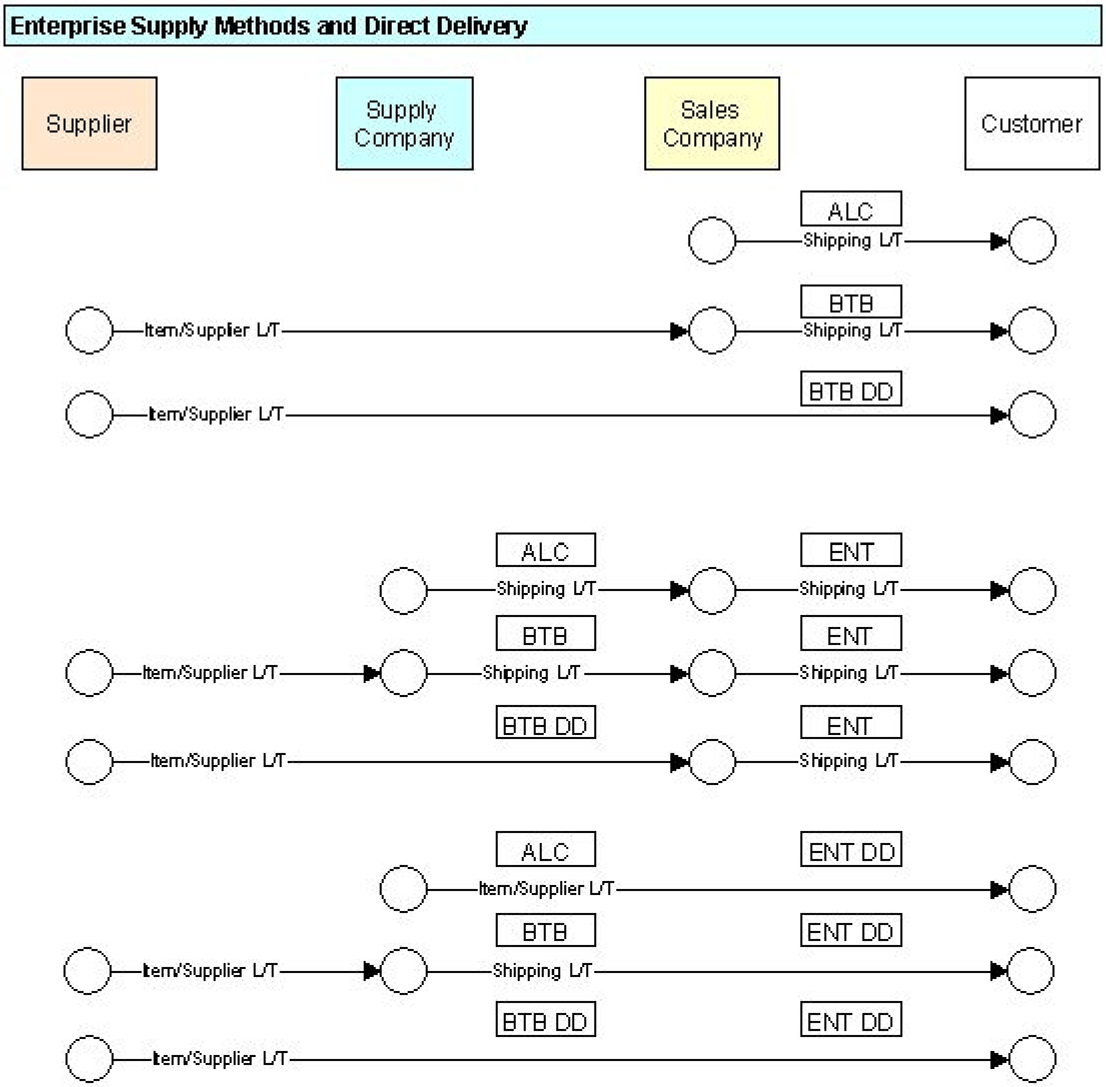
Lead Times

Since the order is delivered direct by the supply company, the lead times established in the supply company are used to determine availability to satisfy the customer due date.

Enterprise Direct Delivery Combinations

There are a number of combinations of Direct Delivery that can arise depending on the supply methods used in each company's sourcing. All combinations are supported and the lead times and promise due dates adjusted accordingly, following the patterns already described earlier for each supply method.

The diagram that follows shows a summary of these combinations of supply method.


Enterprise Supply Methods and Direct Delivery
Supplier
Supply Company
Sales Company
Customer
ALC
Shipping L/T
BTB
Item/Supplier L/T
Shipping L/T
BTB DD
Item/Supplier L/T
ALC
Shipping L/T
ENT
Shipping L/T
BTB
Item/Supplier L/T
Shipping L/T
ENT
Shipping L/T
BTB DD
Item/Supplier L/T
ENT
Shipping L/T
ALC
Item/Supplier L/T
ENT DD
BTB
Item/Supplier L/T
Shipping L/T
ENT DD
BTB DD
Item/Supplier L/T
ENT DD

Transfer to Order (JIT)

A Transfer to Order (JIT) supply method will prepare an additional order, essentially a DRP transfer order, to transfer stock from the sourcing point to the supply point. The sourcing engine will source that demand placed against the source of supply, using an additional supply rule specifically for Transfer demand.

- For the sales order supply point, the DRP customer is found for that stockroom. This becomes the To stockroom for the DRP order.
- For the sales order supply rule, the sourcing point becomes the From stockroom for the DRP order.
- For this new DRP order the From stockroom becomes a supply point for a new sourcing process.
  - It matches the demand matrix for the DRP customer, the same item, and JIT Transfer demand type.
  - This retrieves a supply rule. This means it could be a special rule defined for sourcing JIT Orders. This rule is likely to only use an Allocation (ALC) supply method.
  - It follows the supply rule and identifies the appropriate source of supply. Most sources of supply are appropriate.
- If a valid source of supply is found, the DRP is created together with any appropriate supply chain.
- If it returns a No Supply Possible (NSP) result, meaning the DRP order could not be sourced, the JIT supply method was not possible and the sales order has to be sourced some other way.

JIT Feature Summary

Feature	Applicable	Notes
Demand Types	Yes	All except Transfer demand type
Demand Time	Yes	Can be used in both policies
Preferred Sourcing Point	Yes	The preferred sourcing point must be able to source 100% of the demand.
Alternate Sourcing Points	Yes	The alternate sourcing points must also be able to source 100% of the demand.
Select by Least Cost	Yes	Sourcing point stockroom cost depending on costing method
Select by Least Late	Yes	The sourcing points could have different lead times thus resulting in different promise dates.
Select by Least Shortfall	No	All sourcing points must be able to source 100% of the demand.
Constraints	Yes	

Supply Lead Time	No	The sourcing point lead time is essentially the supply time.
Sourcing Point Lead Times	Yes	
Shipping Lead Time	Yes	
Late Supply possible	Yes	If chosen sourcing point cannot meet the required ship date
Short Supply possible	Yes	If chosen sourcing point cannot satisfy the demand and another method cannot supply the balance
Sales Order Line	Yes	Stockroom is always the supply point, and shows reserved DRP order.
Transfer Order (DRP)	Yes	Transfer Order is reserved to the sales order line.

Make to Order Supply Method (M2O)

A Make to Order supply method forces the creation of a discrete Works Order to make the full demand quantity of the ordered item.

This Works Order is processed like any other works order in the Manufacturing applications, and recognised in the Sales Order Processing application as fully reserved to this sales order line. On receipt to the finished goods stockroom it is automatically allocated to the sales order, which is subsequently processed through to despatch in the normal manner.

M2O Feature Summary

Feature	Applicable	Notes
Demand Types	Yes	All except Transfer demand type
Demand Time	Yes	Can be used in both policies
Preferred Sourcing Point	Yes	Likely to be the primary receiving stockroom
Alternate Sourcing Points	Yes	Other receiving stockrooms See Note 1.
Select by Least Cost	Yes	Sourcing point stockroom cost depending on costing method
Select by Least Late	Yes	See Note 2.
Select by Least Shortfall	No	It is assumed the sourcing point can make the whole demand.
Constraints	Yes	
Supply Lead Time	Yes	Uses Production Item Master Lead Time
Sourcing Point Lead Times	Yes	Could be used in conjunction with Least Late
Shipping Lead Time	Yes	
Late Supply possible	Yes	If chosen sourcing point cannot meet the required ship date
Short Supply possible	Yes	Only if chosen sourcing point has a maximum constraint and another method cannot supply the balance
Sales Order Line	Yes	Stockroom is changed to the sourcing point, and shows reserved Works Order.
Works Order	Yes	Works Order is reserved to the sales order line.

Note: *The sourcing point is the stockroom that will become the receipt stockroom on the Works Order, therefore if it is permissible to raise works orders for other stockrooms it is possible to define multiple sourcing points.*

Note: *When the item's manufacturing lead time is checked to see if the item can be made in time to meet the customer's want date, that lead time is fixed for the item and so is common to all stockrooms. An alternate sourcing point would therefore not be chosen unless there is an additional lead time or dock-to-dock lead time defined on both the preferred and alternate sourcing points that produce different total lead times.*

Due and Start Date

The total lead time from start of manufacture to customer is:

- Manufacturing lead time
- plus Dock-to-Dock lead time
- plus Sourcing Point lead time
- plus Shipping lead time

On Time Delivery

If there are sufficient days for this total lead time between the current date and the customer's required date:

- The Sales Order Promise Due Date is that required date.
- The Sales Order Promise Ship Date is the number of shipping days earlier.
- The Works Order Due Date is the SO Promise Ship date less any Sourcing Point lead times.
- The Works Order Start Date is calculated automatically by Production Control when the Works Order is created.

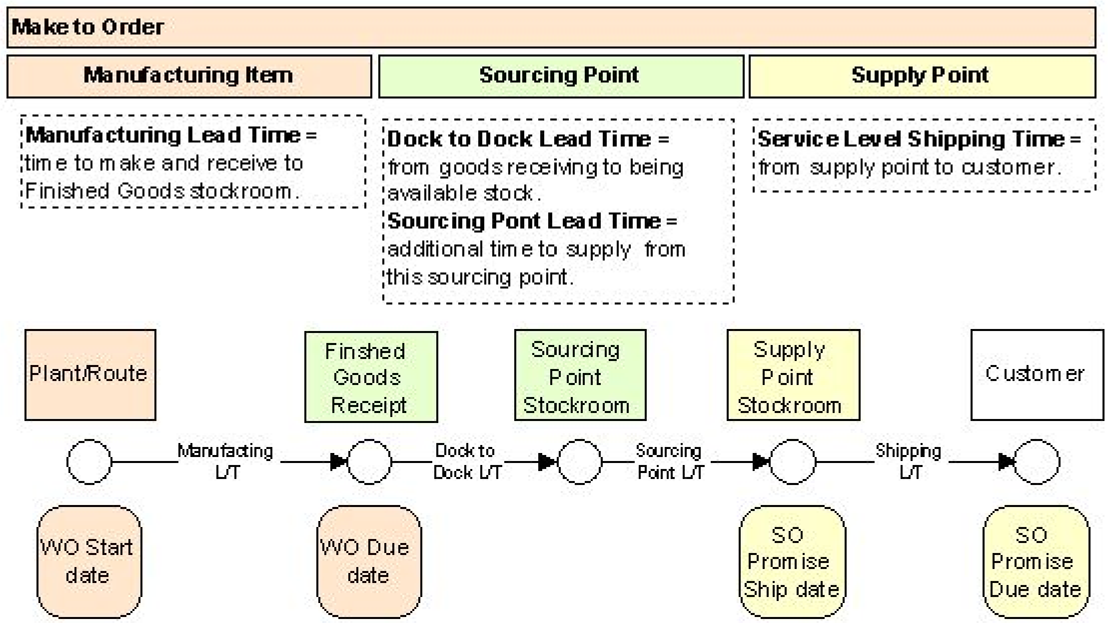
Late Delivery

A late delivery is possible if the supply rules are configured to allow a Least Late supply.

If there is **not** sufficient time for this total lead time between the current date and the customer's required date, the works order will be raised for manufacture to start immediately:

- The Works Order Start Date is the current date.
- The Works Order Due Date is calculated automatically by Production Control when the Works Order is created.
- The Sales Order Promise Ship Date is the day the WO is due to be received plus any Sourcing Point times.
- The Sales Order Promise Due Date is the Service Shipping time after that.
- A message is issued to indicate the late delivery.

Note: *Where part or the whole of the supply is late, this is identified to the Order Capture user so that a manual decision can be made regarding its suitability.*


Make to Order
Manufacturing Item
Sourcing Point
Supply Point
Manufacturing Lead Time = time to make and receive to Finished Goods stockroom.
Dock to Dock Lead Time = from goods receiving to being available stock.
Sourcing Pont Lead Time = additional time to supply from this sourcing point.
Service Level Shipping Time = from supply point to customer.
Plant/Route
Finshed Goods Receipt
Sourcing Point Stockroom
Supply Point Stockroom
Customer
Manufacting L/T
Dock to Dock L/T
Sourcing Point L/T
Shipping L/T
WO Start date
WO Due date
SO Promise Ship date
SO Promise Due date

Reservations (RES)

The Sourcing Engine considers automatic reservations against System21 supplies, namely:

- Purchase Order
- Enterprise Replenishment Order (an internal purchase order)
- Works Order
- DRP transfers

Which of these types of supply the system will attempt to reserve against is configurable, for example, in a particular supply rule you may wish to reserve against purchase orders but not work orders.

These are defined as selectable types of a single supply method (RES) rather than individual supply methods, since the supply engine must consider the supplies across types of supply on equal merit, i.e. consider purchase orders, work orders and transfer orders equally based only on their due date.

Supplies are available for reservation if their type is permitted by the sourcing rule and the outstanding supply quantity is not already reserved.

In the supply rule maintenance there is an additional option **Late reservation days** and **Early reservation days** that allows you to specify a number of days late or early that the system will accept an incoming supply. Any supply due in after that acceptable date will be treated as too late, or too early to be considered. The number of days late and early can be established from the customer, the supply rule, or the item stockroom lead-time, customer overriding all.

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

Where the supply rule determines a reservation is required against incoming supplies, the sales order supply point is the customer's default stockroom, to which it is assumed the incoming supply orders will be received.

The sourcing engine will look for incoming orders due to be received at that sourcing point. Which types of supply order are considered depends on the attributes set up on the supply method. It will consider any or all of the following:

- Purchase Order
- Enterprise Replenishment Order (an internal purchase order)
- Works Order
- DRP Transfers

Supplies are selected on a just in time criteria, that is supplies whose due date is closest to the required by date.

Supplies can only be selected that have an outstanding quantity to be received that is not already reserved.

The Required By date is calculated as:

- Customer's want date
- less shipping lead time

The date the incoming supply will be available is calculated as

- Order due date
- plus any dock-to-dock lead time for the sourcing point.
- plus any sourcing point lead time

RES Feature Summary

Feature	Applicable	Notes
Demand Types	Yes	All
Demand Time	Yes	Can be used in both policies
Preferred Sourcing Point	Yes	Stockroom into which supplies are due
Alternate Sourcing Points	Yes	Other stockrooms into which supplies are due
Select by Least Cost	Yes	Sourcing point stockroom cost depending on costing method See notes below.
Select by Least Late	Yes	See notes below.
Select by Least Shortfall	Yes	Chooses the stockroom with greatest available stock See notes below.
Constraints	Yes	
Supply Lead Time	No	
Sourcing Point Lead Times	Yes	Could be used to add an administrative time to the receiving date
Shipping lead time	Yes	
Late Supply possible	Yes	Particularly if late reservation days are permitted
Short Supply possible	Yes	If chosen sourcing point cannot satisfy the demand and another method cannot supply the balance
Sales Order Line	Yes	Stockroom is changed to the Sourcing Point, and supplies shown as reserved.
Purchase and Works Orders	Yes	Multiple supplies can be reserved to the sales order line.

Normal Reservations

The system will reserve against supplies where the available date is less than or equal to the required by date, taking the first order closest to the required date. If the order cannot satisfy the whole demand the earlier orders are then also considered, reserving against each available order until the demand is satisfied.

Note: *It will consider all outstanding orders even if they are overdue.*

If any or all of the demand is not satisfied by orders due in time, late reservations can then be considered.

Late Reservations

Where the demand cannot be met by normal reservations (or other supply methods), it is possible to accept late supplies if the supply method has a Late Time Fence established.

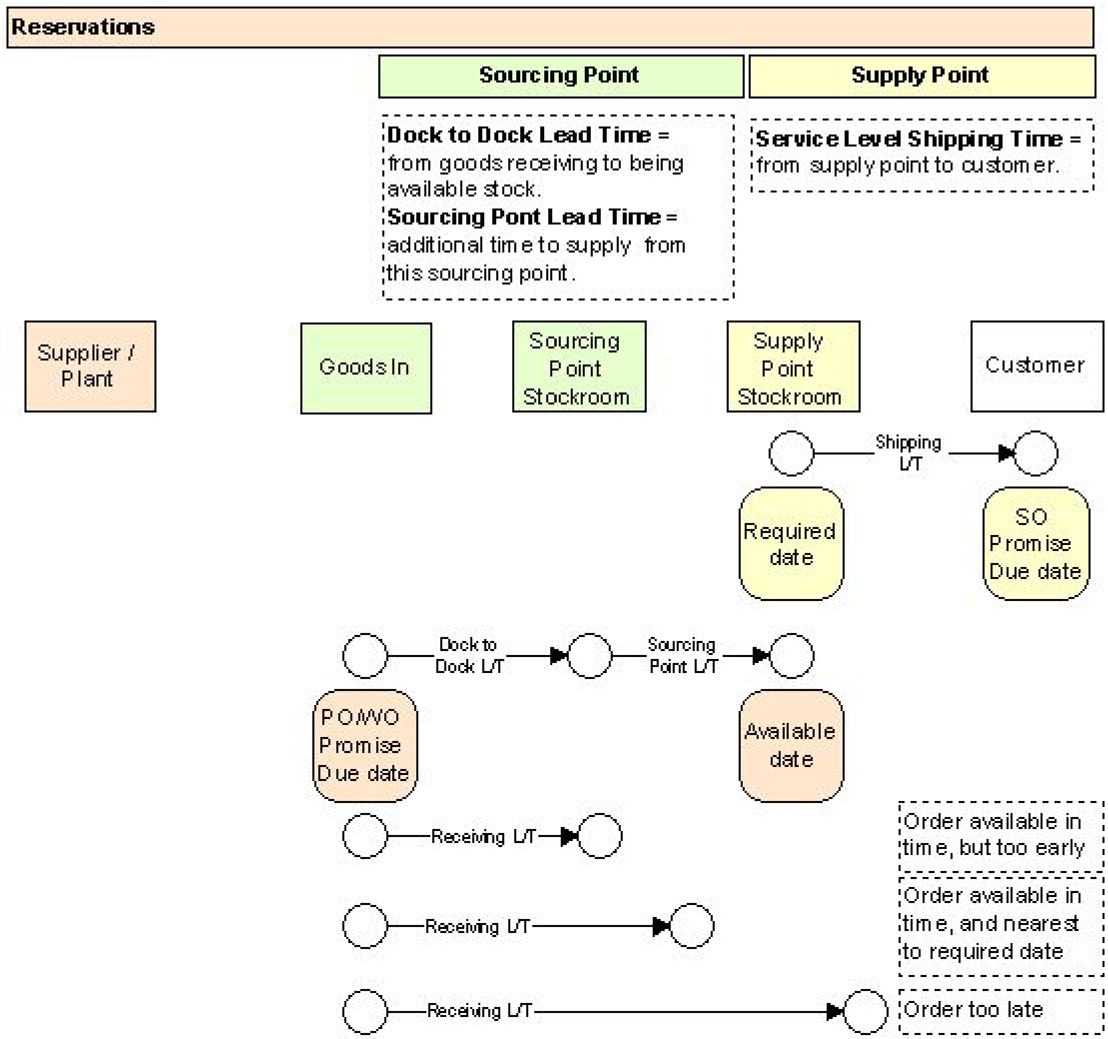
The method will accept supplies that are due in beyond the required by date, selecting a on a least late criteria up to and including the Late Time Fence.

Note: *Where part or the whole of the supply is late, this is identified to the Order Capture user so that a manual decision can be made regarding its suitability.*

Any reside demand balance not sourced will then be considered by whatever is next in the supply rule.

Early Reservations

To compliment late reservations, the number of days early a supply is acceptable for a reservation is established, the default is 999 days.


Reservations
Sourcing Point
Supply Point
Dock to Dock Lead Time = from goods receiving to being available stock.
Sourcing Pont Lead Time = additional time to supply from this sourcing point.
Service Level Shipping Time = from supply point to customer.
Supplier / Plant
Goods In
Sourcing Point Stockroom
Supply Point Stockroom
Customer
Shipping L/T
Required date
SO Promise Due date
Dock to Dock L/T
Sourcing Point L/T
PO/WO Promise Due date
Available date
Receiving L/T
Receiving L/T
Receiving L/T
Order available in time, but too early
Order available in time, and nearest to required date
Order too late

Select Alternate By

The following are some guidelines on the way the selection of alternate sourcing points applies to the Reservation supply method.

Preferred Sourcing Point

The general rule for the preferred sourcing point, which applies to all supply methods, is that it must be able to supply the full demand, on time.

For the Reservation method, this means that there can be any number of available supply orders, but they must all be due in before the required date.

It also means the **Late reservation days** option is not relevant on the preferred sourcing point; it only applies to the selecting of alternative sourcing points.

Select Alternate by Least Late

If there is a late time fence specified, the supplies considered at each alternative sourcing point could include supplies due in after the required date - these are considered late. Each sourcing point could reserve a mixture of supplies, some early, some late.

When comparing these sourcing points to decide which is least late, this is based purely on when the last delivery is due in, no matter how small a portion of the overall quantity.

Select Alternate by Least Cost

If there is more than one sourcing point that can satisfy some of the demand, no matter how little, the least cost option can be used to choose between these sourcing points. The cost of these alternate sourcing points is not based on the actual supplies or the suppliers, it is purely based on the stockroom cost of those sourcing points.

Select Alternate by Least Shortfall

If there is more than one sourcing point that can satisfy some of the demand, the choice is based on the sum of those available supplies. It will accept the sourcing point that can supply the most.

Supply Rule Example

The customer wants the full order quantity but will accept it slightly late. There are two stockrooms with incoming supplies. This requires two policies in the supply rule. The first looks for a sourcing point that can fully supply in time, otherwise the second policy will accept a sourcing point that can full delivery within the late time fence.

Demand of **100**

Required date **31 Dec 2007**

First Policy

Method **RES** (Reserve incoming supplies - both Purchase and Works orders)

Constraint Type **1** (Alternate)

Select Alternate By **Least Cost** (Not really applicable, but don't want it set to Least Late)

Late Time Fence **2 days**

Sourcing Point	Min %	Available Orders	Due in	Qty	Notes
S1 Preferred	--	PO123	31 Dec 2007	50	On time
		WO234	1 Jan 2008	50	Too late for a preferred
S2 Alternate	100%	PO345	31 Dec 2007	50	On time
		PO456	31 Dec 2007	25	On time but short
		PO567	3 Jan 2008	25	Too late

S1 will be rejected as the preferred sourcing point because it has to be able to supply 100% of the demand on time - some of it will be late.

S2 as an alternative will also be rejected because it cannot supply 100% of the demand on time - insufficient quantity coming in on time.

PO567 is rejected since it cannot meet the late time fence of 2 days.

The Least Cost option is irrelevant, as there are no satisfactory alternates to choose between.

The next policy in the rule is therefore checked.

Second Policy

Method **RES** (Reserve incoming supplies - both Purchase and Works orders)

Constraint Type **1** (Alternates)

Select Alternate By **Least Late**

Late Time Fence **2 days**

Sourcing Point	Min %	Available Orders	Due in	Qty	Notes
S1 Preferred	--	PO123	31 Dec 2007	50	On time
		WO234	1 Jan 2008	50	Too late for a preferred
S2 Alternate	100%	PO345	31 Dec 2007	50	On time
		PO456	31 Dec 2007	25	On time
		PO567	3 Jan 2008	25	Too late
S1 Alternate	100%	PO123	31 Dec 2007	50	On time
		WO234	1 Jan 2008	50	Within time fence

S1 will be rejected as the preferred sourcing point because it has to be able to supply 100% of the demand on time - some of it will be late, but the late time fence does not apply to the preferred.

S2 as an alternative will again be rejected because it cannot supply 100% of the demand on time - the final delivery is beyond the late time fence.

S1 as an alternative will be accepted as 100% will be in within the late time fence.

Back Order (BOD)

This places the demand on Back Order in the stockroom on the sales order line.

Note: *Remember to define alternate sourcing points on this BOD method for all sourcing point stockrooms defined on preceding methods - otherwise the BOD will be ignored.*

BOD Feature Summary

Feature	Applicable	Notes
Demand Types	Yes	Can be used on all demand types
Demand Time	Yes	Can be used in both policies, but more likely on current demand
Preferred Sourcing Point	Yes	A stockroom
Alternate Sourcing Points	Yes	Other stockrooms that stock the item
Select by Least Cost	No	
Select by Least Late	No	
Select by Least Shortfall	No	
Constraints	No	
Supply Lead Time	No	
Sourcing Point Lead Times	No	
Shipping Lead Time	No	
Late Supply possible	No	
Short Supply possible	Yes	A back order is always a short supply.
Sales Order Line	Yes	Stock is placed on Back Order.

Forward Order (FOD)

This leaves the demand as outstanding on the sales order line, but is considered a successful attempt at sourcing by Order Capture.

FOD Feature Summary

Feature	Applicable	Notes
Demand Types	Yes	Can be used on all demand types
Demand Time	Yes	Can be used in both policies, but more likely on future demand
Preferred Sourcing Point	No	Not applicable, but a sourcing point must be specified
Alternate Sourcing Points	No	
Select by Least Cost	No	
Select by Least Late	No	
Select by Least Shortfall	No	
Constraints	No	
Supply Lead Time	No	
Sourcing Point Lead Times	No	
Shipping Lead Time	No	
Late Supply possible	No	
Short Supply possible	No	A forward order is a successful supply so never short.
Sales Order Line	Yes	Demand is left outstanding.

Do Not Source (DNS)

This can be placed in a supply rule to deliberately leave the demand as outstanding on the sales order line, to be sourced again at another time.

It is also the initial state of an order generated outside Order Capture - Transcriptional or EDI orders - where they have not been through the Order Capture sourcing engine.

It is used to distinguish between a deliberate decision in the rule not to source (DNS) and an unexpected failure to source (NSP).

Note: *You cannot manually place an NSP at the end of a supply rule because it is an automatic result when sourcing fails, but you can place a DNS to indicate you have run out of sourcing possibilities.*

DNS Feature Summary

Feature	Applicable	Notes
Demand Types	Yes	Can be used on all demand types
Demand Time	Yes	Can be used in both policies
Preferred Sourcing Point	No	Not applicable, but a sourcing point must be specified
Alternate Sourcing Points	No	
Select by Least Cost	No	
Select by Least Late	No	
Select by Least Shortfall	No	
Constraints	No	
Supply Lead Time	No	
Sourcing Point Lead Times	No	
Shipping Lead Time	No	
Late Supply possible	No	
Short Supply possible	No	
Sales Order Line	Yes	Demand is left outstanding.

No Supply (NSP)

When the sourcing engine has processed all the supply methods in a supply rule and failed to successfully account for all the demand, a No Supply message is displayed and this No Supply (NSP) method added automatically to the supply results.

NSP Feature Summary

Feature	Applicable	Notes
Demand Types	Yes	Can occur on all demand types
Demand Time	Yes	Can occur for both current and future demand
Preferred Sourcing Point	No	
Alternate Sourcing Points	No	
Select by Least Cost	No	
Select by Least Late	No	
Select by Least Shortfall	No	
Constraints	No	
Supply Lead Time	No	
Sourcing Point Lead Times	No	
Shipping Lead Time	No	
Late Supply possible	No	
Short Supply possible	Yes	The balance not sourced is always deemed to be short.
Sales Order Line	Yes	Demand is left outstanding.

Order Entry and Amend

Order Entry - Initial Supply

As an order is being entered, the supply rules are used to determine the way in which the product line should be sourced. This is based on a number of key attributes:

- Demand Type (normally Sales Demand)
- Product and Customer
- Required Due Date (derived or entered on the header or line)
- Required Ship Date (derived from due date depending on service level)
- Quantity (entered)

During this initial order entry there are no other factors that influence the way in which the sourcing rules should perform, they follow the rules laid out earlier in this section to source the whole demand quantity. This is called Initial Supply.

Order Entry - Change

If a quantity or date changes during order entry, the supply engine is called again to source the revised demand. This is treated much like Initial Supply. This is called Change Supply.

Generally the supply results determined in the Initial Supply can be abandoned, the supply rules are again followed to source the whole demand quantity, and the new supply results take effect.

However, there are a couple of special cases where the initially identified supplies will be preserved. This applies to Allocations, Reservations and Alternatives, where previously identified specific supplies have been identified and those supplies cannot be abandoned unless it can guarantee another supply as good, or better.

- Allocated stock will not be de-allocated unless the new sourcing can achieve an equal or better supply result. For instance, all the stock could be allocated from another stockroom.
- Similarly, reserved supply orders will not be un-reserved unless the new sourcing can achieve an equal or better supply result. For instance, new supplies have just become available near the required date, where previously a late supply had been reserved.
- Where alternative items have been selected, the order line has already changed so there is no longer any demand for the original item to be sourced.

Note: *The discrete back-to-back types of supply are at this time only recommendations; no requisitions or orders have been generated so there is no danger in abandoning these sources of supply.*

Order Amend

Order Amend refers to the amendment of a previously completed order, whether that immediately follows the initial creation, for instance to make a correction, or if the amendment is some days later to record a customer change.

Some of the key attributes may change:

- Demand Type can change from Reservation to Sales Order
- Product and Customer - will not change
- Required Due Date (may have changed on the header or line)
- Required Ship Date
- Quantity

Unlike order entry and change where the supplies are not all firm, Order Amend has to consider both the current state of the order and the state of the previously identified supplies, to ensure firm conditions and commitments are not unnecessarily broken. For instance, if a Buy to Order had previously been raised because there was no free stock available at the time of order entry, the Buy to Order commitment would be preserved in favour of now allocating available stock,

However, each of the supply methods may require different consideration, and each implementation of Order Capture may require the supply methods to be treated to satisfy particular business demands.

To control the way in which each of the methods should be treated in Order Amend, there are rules about the way in which that amendment should be applied depending on the existing supplies on that line.

Sourceable

The first rule defines whether the demand that is already associated with a supply method can be considered for re-sourcing.

For example, if the current supply solution is a forward order (FOD) and we choose to decrease the quantity, all of the forward order quantity will be treated a sourceable, and as such the sourcing engine will look to supply that demand quantity.

The normal supply rules are then followed to source this demand; if successful the supply results take affect and the old results are abandoned. In this example, the previous forward order will be cancelled.

There is a set of meta data used to control whether these existing sources are re-sourceable. The settings are these:

- Yes - This supply will be considered for re-sourcing.
- No - This supply will not be re-sourced.
- Maybe - Special rules exist to control whether this supply will be considered for re-sourcing. See notes below.

- N/a - This supply method is never applicable in Order Amend.

Firm

- Yes - Indicates this quantity is firm and can never be re-sourced. It is likely to be associated with validation that issues an error message.

The following table shows the standard installation of this meta data.

Supply Method	Firm	Sourceable on Quantity Increase	Sourceable on Quantity Decease	Sourceable on Date Change
ALC Allocate		Yes	Yes	Yes
FAL Force Allocate		Yes	Yes	Yes
RES Reservation		Yes	Yes	Yes
BBP Buy to Order		Maybe (1)	Maybe (1)	Maybe (1)
DIR Buy to Order Direct Delivery		Maybe (1)	Maybe (1)	Maybe (1)
M2O Make to Order		Maybe (2)	Maybe (2)	Yes
ENT Enterprise Supply	Maybe (3)	Maybe (4)	Maybe (3)	Maybe (3)
END Enterprise Supply - Direct Delivery	Maybe (3)	Maybe (4)	Maybe (3)	Maybe (3)
ALT Alternative Item		n/a	n/a	n/a
BOD Back Order		Yes	Yes	Yes
FOD Forward Order		Yes	Yes	Yes
DNS Do not source		Yes	Yes	Yes
NSP No Supply		Yes	Yes	Yes
DES Despatched	Yes	No	No	No
PIK On Pick	Yes	No	No	No
JIT Transfer to Order		No	No	No

Note 1:

Yes - if still a Requisition. This could be resourced

No - if now a purchase order. This cannot be resourced.

Note 2:

Yes - if Works Order has not been created. This can be resourced.

No - If Works Order has been created. This cannot be resourced.

Note 3:

Special validation applies to Enterprise supply methods which look at the state of the supply order before allowing changes to the sales order. This is documented in the Enterprise Management Product Guide.

Note 4:

The quantity sourced on an Enterprise supply chain can be increased if the supply order is outstanding. Quantity increase results in a new supply order line on the existing supply order.

Example:

Additional free stock is now available. Should the Buy to Order be abandoned?

Event	Rules	Result
Order Entry Demand 110	Normal supply policy	60 Allocated (ALC)
		50 Buy to Order (BBP)
Order Amend Increase to 150	Allocation is sourceable	
	Buy to Order confirmed so is not sourceable	
Source 100	Normal supply policy	100 Allocated (ALC)
		50 Buy to Order (BBP)

What if the settings for Quantity and Date are different, one is Yes, the other No?

- If the quantity is changed but not the date, the rule for quantity is followed.
- If the date is changed but not the quantity, the rule for date is followed.
- If both are changed the No rule takes precedence so this method is not re-sourced.

Amend Decrease

In addition to the sourceable rule that says whether an individual supply result should be considered for re-sourcing, a further rule defines what should happen when there is more than one source of supply for a line and the quantity has been decreased.

Some supplies are considered to be more committed, than others, so a set of meta data defines in what sequence each of the supply results should be interrogated to decide which should be reduced first.

Example:

Need to reduce demand but purchase order already exists.

Event	Rules	Result
Order Entry Demand 110	Normal supply policy	60 Allocated (ALC)
		50 Buy to Order (BBP)
Order Amend Decrease to 40	Allocation is sourceable	
	Buy to Order confirmed so is not sourceable	
Source 40	Buy to Order reservation is reduced	40 Buy to Order (BBP)
	Allocation is abandoned	

The following table shows the standard installation of this meta data.

Supply Method

NSP	No Supply
DNS	Do not source
FOD	Forward Order
BOD	Back Order
ALC	Allocate
FAL	Force Allocate
RES	Reservation
M2O	Make to Order
ENT	Enterprise Supply
BBP	Buy to Order
END	Enterprise Supply - Direct Delivery

DIR	Buy to Order Direct Delivery

The following two supply results can never be reduced.

DES	Despatched
PIK	On Pick

And this method is not relevant on Amend.

ALT	Alternative Item

Keep Previous Results on Error

In the normal sourcing process, if a situation is encountered that prevents the full demand being sourced, the usual result is the balance is recorded against the automatic Did Not Source (NSP) result. In order entry there is no other possible default. The usual reason would be an incomplete supply rule that does not define what to do with an un-sourced balance.

However, in Order Amend you do not want existing supplies to be lost just because the supply rule now has a problem, it will instead retain the existing supply.

This can occur where a line has previously been sourced by more than one method and those methods are defined as re-sourceable. It will attempt to source the full sourceable demand, but if it then fails it will preserve whatever portion of that demand it can against the original methods in the sequence defined in this rule.

Example:

Fails to source revised demand, so keeps original results.

Event	Rules	Result
Order Entry Demand 110	Normal supply policy	60 Allocated (ALC)
		50 Buy to Order (BBP)
Order Amend Decrease to 70	Allocation is sourceable	
	Buy to Order is sourceable	
Source 70		
Sourcing fails	Keep BBP in preference to ALC	20 Allocated (ALC)
		50 Buy to Order (BBP)

Cash with Order

Normal order taking assumes the customer in on-account. Where it is not possible to fulfil an on-account order, the order can be identified as cash with order. A cash with order is suspended with a reason of CW to enable payment to be taken prior to order fulfilment and delivery.

Proforma Invoice

An order can be identified as requiring a proforma invoice. An order requiring a proforma invoice is suspended with a reason of PF. Once a proforma invoice is produced the order is released from suspension.

Proforma Invoice and Cash with Order

An order can be identified for Proforma Invoice production and Cash with Order and is suspended with CW. Order fulfilment and delivery can only occur once a proforma invoice is produced and the order released from the CW suspend code.

Booking-In Control

Where a customer dictates a specific booking-in slot for receiving a delivery, this feature can be used to ensure the shipment is not made unless the booking-in details have been confirmed.

Individual customers are flagged to indicate they enforce this booking-in control.

During order entry, in Order Capture, an expected delivery time and a booking-in reference is associated with the expected delivery date, with a further option to identify the delivery date as currently provisional, awaiting a firm date.

For a customer that enforces this booking-in control these details, and a firm date, must be present otherwise the order is suspended, and the order cannot be released from suspension until they are included on the order.

Credit Card Order

Credit card details can be taken for an order where the payment type is defined as a credit card in Cash Management.

Individual customers can be identified as payment only by credit card.

Where credit card details are entered, the order will be suspended (CA) and the credit card details recorded. Once credit card authorisation and settlement is confirmed, the order will be released and the fulfilment process will continue.

Caution: System21 does NOT provide a credit card request for authorisation or settlement system. It provides a set of standard interfaces with which a system can be implemented.

Chapter 3 Order Capture

Overview

To create and amend sales orders, use the Order Capture task.

This section covers the processes in taking a planned telephone order via a call list or an incoming order, either conversational or transcriptional.

Order Taking

There are three phases of taking an order with Order Capture:

Phase 1

The first phase is to identify the customer using either the Call List tab or the Incoming tab.

Phase 2

Once the customer is correctly identified, the next phase is to record the customer order. This is through one of the following tabs: the Reactive tab, the Transcribe tab, the Proactive tab or the Search tab.

Phase 3

Finally, the order ship and delivery details can be confirmed with the customer and the order completed using the Wrap Up tab.

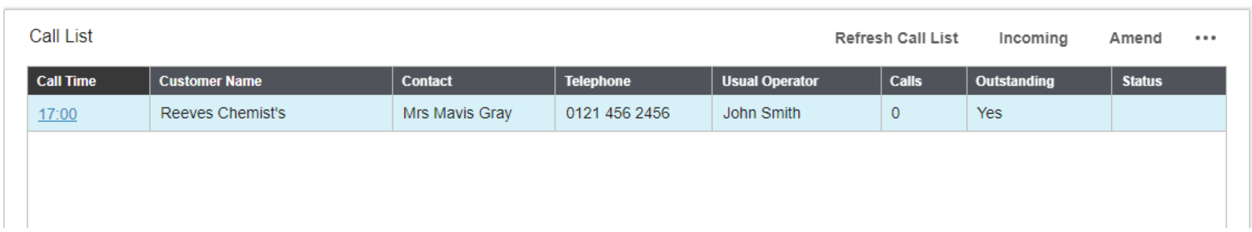
Processing

First time use, the user is presented with a pop-up window to choose their initial screen. See Initial.

Call List Window

The Call List tab shows your call list for today in the top part of the window, arranged in time order. Click on **Call List** to show the Call List tab.

Calls are created for customer with Customer Call Profiles and are created by the Generate Call Lists option.



Fields

Call Time

This field displays the scheduled time for the call.

Customer Name

This field displays the name of the customer to be called.

Contact

This field displays the name of the primary contact for that customer.

Telephone

This field displays the default telephone number for the above contact.

Usual Operator

This field displays the operator who generally deals with the customer.

Calls

This field displays the number of previous attempts to make the call.

Outstanding Orders

This field contains an indicator if one or more previous orders for the customer have not been completed.

Status

An indicator will be displayed in this field if your customer is marked as being on stop by your accounts department.

Making a Call

A call can be processed by:

Highlighting a call by selecting the row and pressing the Enter key

Double clicking on a call in the call list

Call Re-scheduling

During the taking of a planned call on the Call List tab, you can select a different contact for the call and re-schedule or close the call.

Refresh Call List

Where the application has been idle, the Call List view can be refreshed to display the current call list details.

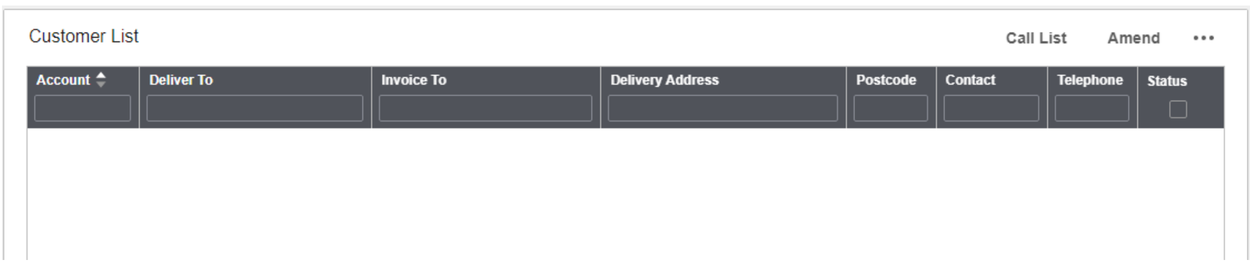
Select the Refresh Call List option to rebuild the Call List.

Incoming Window

If the telephone rings and you want to take an incoming call from a customer, you can go to the Incoming tab by clicking on **Incoming**.

You cannot raise new orders for customers or delivery addresses that have an account status of **D** (Deleted) or **I** (Inactive).

When searching for a customer, the Exclude Status option allows you to choose the account 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.



Fields

On this tab, you can perform a search on the following fields to help you to locate the customer information:

Account

Deliver To

Invoice To

Delivery Address

Postcode

Contact

Telephone

Note:

If you type something in one of these boxes, the system will search for any customers with that text anywhere in that field. For example, typing Brown in the Customer box will find all customers whose names contain "Brown". The search is not case sensitive.

If you type information in more than one box, the search will be narrowed.

When you have specified the search criteria to your satisfaction, press Enter.

If several customer records are returned from the search, you can choose one from the list.

If there are no outstanding orders for the customer, a new order will be created. If the customer does have outstanding orders, you may select one from the list or choose to create a new order.

You will automatically be placed in the Reactive Sales function.

Take an Order

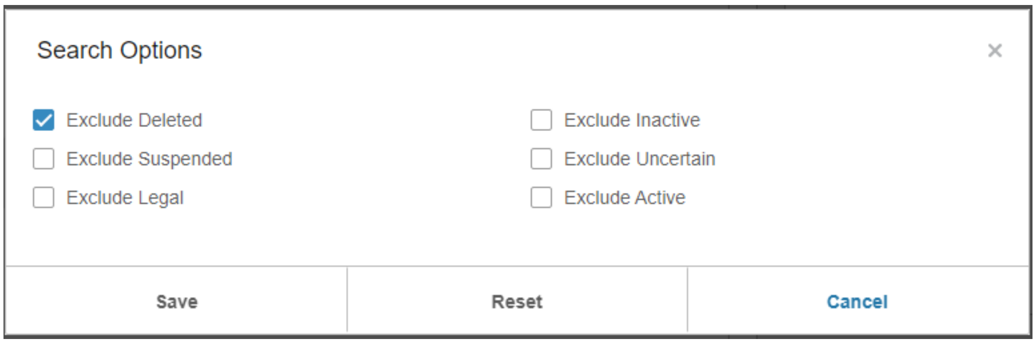
An order can be processed by:

Selecting the Enter key on the highlighted customer

Clicking on a customer account from the list

Search Status

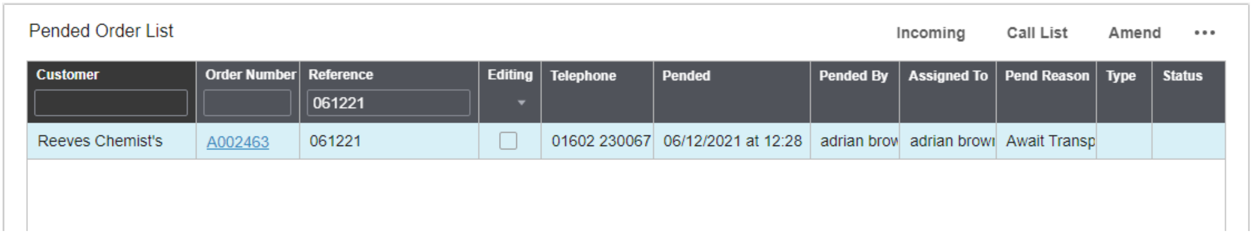
Click the status column to view and edit the excluded customer states from the search.



Customers will be excluded from the search for the selected states. The states applied default from the SOP company profile

Pended Window

Select the **Pended** tab to see a list of pended orders.



Fields

Customer

This field displays the customer name. Can be filtered.

Order Number

This field displays the order number. Can be filtered.

Reference

This field displays the order reference. Can be filtered.

Telephone

This field displays the customer telephone number.

Pended

This field displays the date and time at which the order was pended.

Editing

This field displays the ID of the user who is editing the order.

Pended By

This field displays the ID of the user who pended the order.

Assigned To

This field displays the ID of the user who will resume the order.

Pended Reason

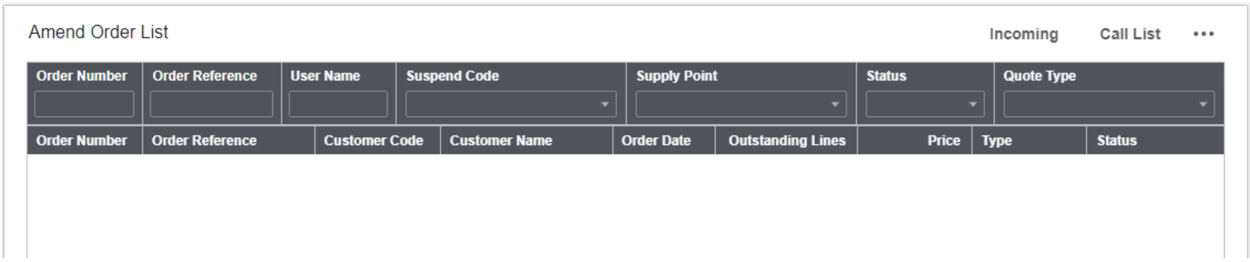
This field displays the reason the order was pended.

Resuming a Pended Order

To resume a pended order using the mouse, click the order on the Pend tab.

Amend Window

To amend an order where either the order number or reference is known, select the **Amend** tab.



Fields

Order Number

This field displays the System21 order number.

Order Reference

This field displays the order reference.

Customer Code

This field displays the customer account code

Customer Name

This field displays the customer name

Order Date

This field displays the date the order was placed

Outstanding Lines

This field displays the number of outstanding order lines

Price

This field displays the order value

Status

This field displays the status of the order, C indicates the order is complete, X indicates the order is cancelled.

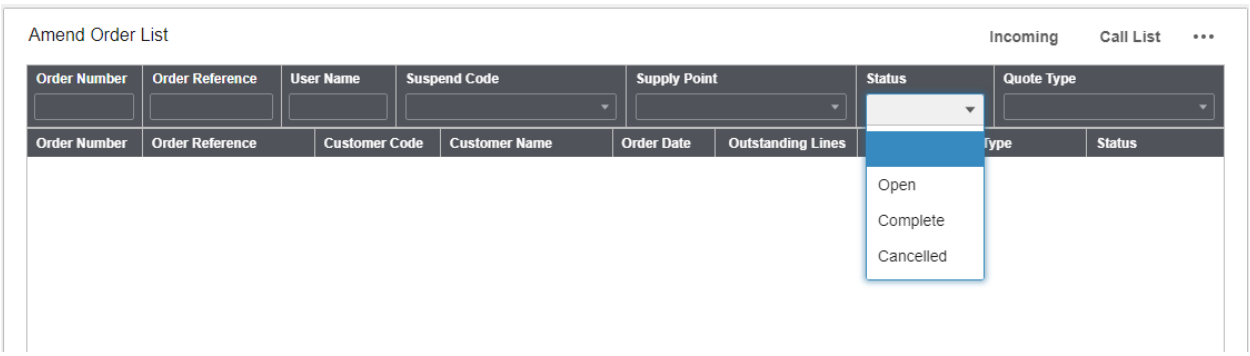
Order Amend

Enter the order number (no leading zeros required) and press Enter, or enter the order reference and press Enter, or enter user name and press Enter.

A list of orders matching the entered criteria will be displayed. To amend the order, using the mouse click the order in the grid.

Amend Tab Filters

Filters can be used with the existing amend tab filters; only orders that satisfy all the entered criteria will be displayed.



Filters

User Name

Enter the user profile of the user that created the order. Orders entered by that user profile are shown.

Suspend Code

Select the suspend code from the dropdown list.

Supply Point

Select the supply point stockroom from the dropdown list.

Status

Select the status of the order from the list. The available statuses are:

Outstanding

Complete

Cancelled

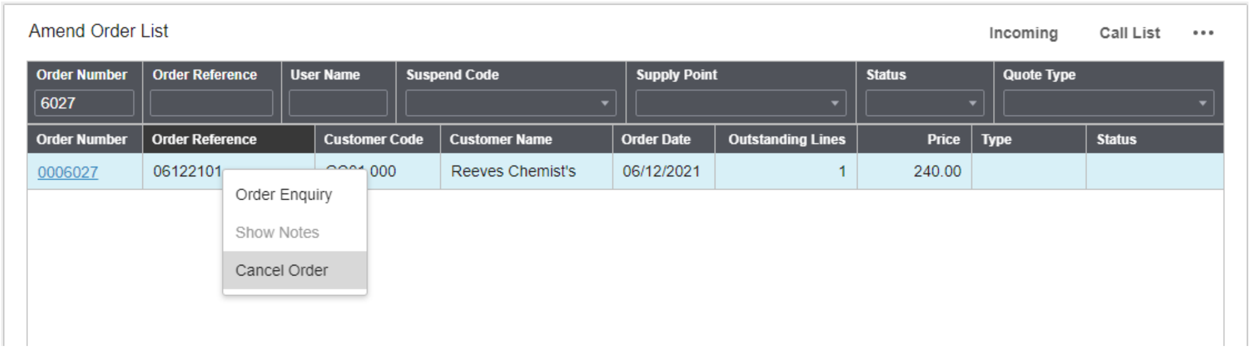
When no status is selected, all order statuses are shown. The default is all order statuses.

Quote Type

Select the quote type from the dropdown list.

Cancel Outstanding Balance

Select right click and Cancel Order from the Amend tab or Outstanding Order list.



The following quantities can be cancelled:

- Outstanding quantities
- Allocated quantities
- Reserved quantities

The following quantities cannot be cancelled:

- Buy to order or direct delivery quantities
- Make to order quantities
- Picked quantities
- Despatch quantities

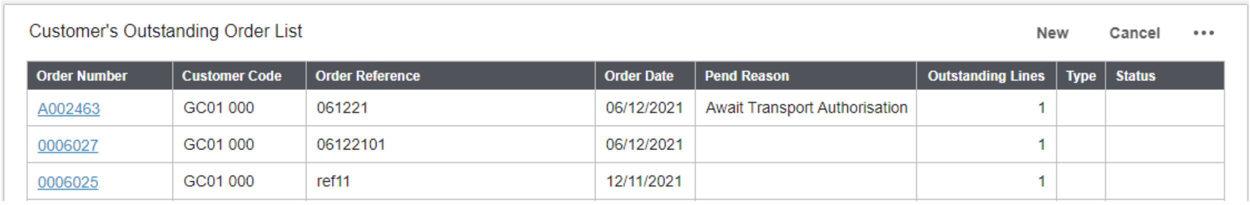
Where no quantity can be cancelled, the order will not be cancelled and a warning displayed.

To cancel the outstanding quantity, the order must be amended and for each line the order quantity adjusted or cancelled.

Outstanding Orders

After making a call or selecting a customer incoming order, the system proceeds to the next phase, taking the customers order.

At this point the system will give the operator the opportunity to amend any existing outstanding orders in the system for that customer.



Customer's Outstanding Order List — New Cancel •••

Order Number	Customer Code	Order Reference	Order Date	Pend Reason	Outstanding Lines	Type	Status
A002463	GC01 000	061221	06/12/2021	Await Transport Authorisation	1		
0006027	GC01 000	06122101	06/12/2021		1		
0006025	GC01 000	ref11	12/11/2021		1		

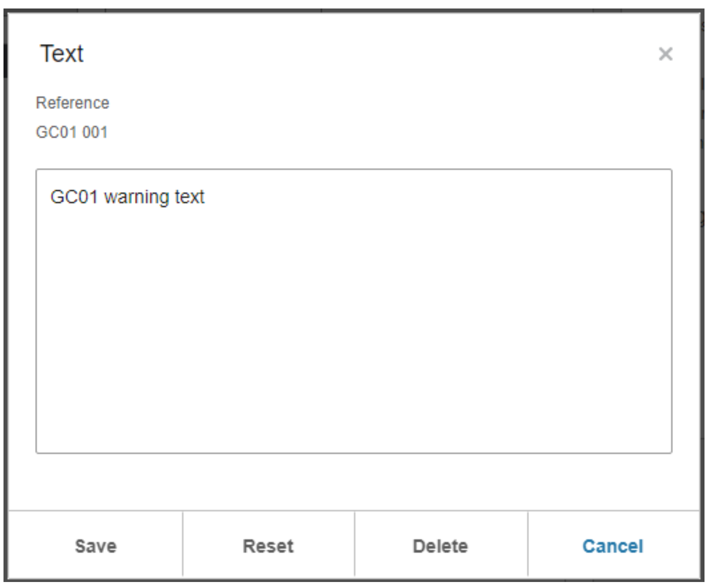
The operator can amend an existing order by clicking the order number, or to enter a new order by selecting the New option.

By selecting to amend (both pended and confirmed orders) or to take a new order, the application will then proceed to the line entry tab.

Customer Warnings

When moving from identifying Customer or Call warnings can be viewed and maintained in order maintenance.

Select Enter from the Call List, Incoming, Amend or Pended Tabs:



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

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

4 For the established customer statement account and blank language code

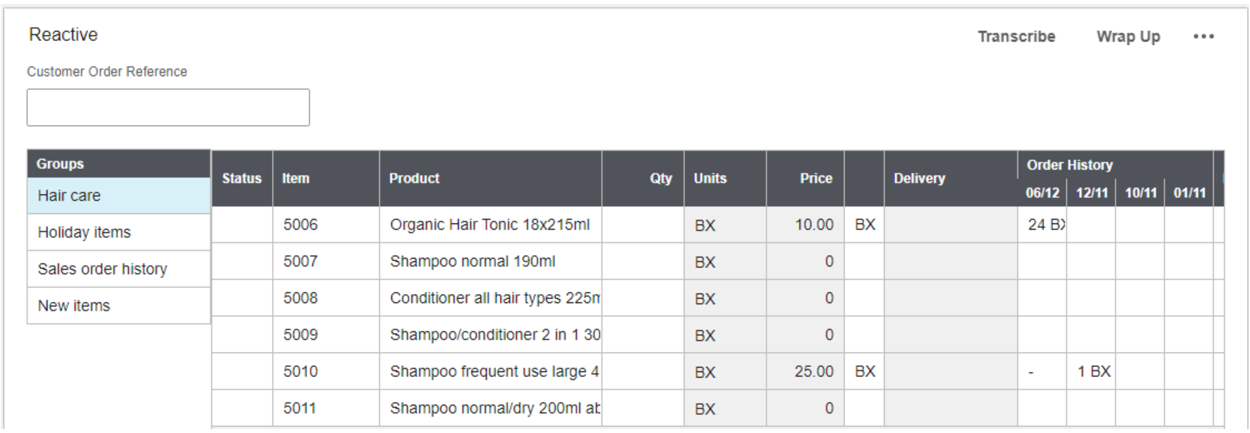
***Note**: Customer warnings can be both viewed and maintained.*

***Note**: To establish a warning add an Inventory Text Type in the Tax Code for the description type **DFLT** minor type **CUSW**. Any established customer text usage code must be valid code as established by the Inventory Description text usage codes USGC.*

Reactive

Once the operator has successfully identified the customer, by default the application proceeds to the **Reactive** tab (unless configured otherwise).

This tab provides the operator with tailored Buying Lists to aid the recording of the customer order. The reactive view is maintained through the Buying Lists and Buying Lists Rule options.



Fields

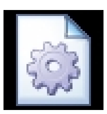
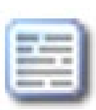
Groups

The groups are the Buying Lists that are defined to the Buying Lists Rules. The customer can have a Buying List Rule defined in the Customer Details option, where not, it will be defaulted from the Company Profile.

Selecting a group displays the items in the group in the form of an entry grid.

Status

Icons are shown to indicate the status of the order line.

	Suspended	The item is suspended in the Item Sales Details option. This does not stop the item being added to the order.
	Completed	The line has been fully despatched
	Cancelled	The line has been cancelled
	Buy to Order	Supply from external supplier
	Direct Delivery	For a buy to order or enterprise supply, indicates if to be delivered direct by the supplier or supply company.
	Enterprise Supply	Supply from within the enterprise (Enterprise Order)
	Make to Order	Supply by discrete work order
	Transfer Order	Supply by discrete transfer order from another stockroom
	Short Supply	Not all the order line requirement can be satisfied. Right click the line and select Review Supply Solution to view the supply.
	Supply is Late	Supply for this item is late. The supply availability will not meet the customer required due date. Right click the line and select Review Supply Solution to view the expected supply due dates.
	Price Override	A price override has been entered for this item.
	Text	Order line text exists

	Picked quantity	Identifies order line has picked quantity
	Despatch quantity	Identifies order line has despatched quantity

Item

This field displays the list of items defined to the buying list.

Product

This field displays the item description

Qty

Enter the quantity to order for the item.

Any existing quantities on the order will be shown here.

Unit

This will default to the item stockroom issue unit.

Other units available for the item can be selected via the dropdown.

Preparation

This column only shows if the Customise option is set.

If Preparation Codes are associated with this item a drop-down list is available to select appropriate preparation text for this order line.

Price

This will default to the unit price for one item.

Once the item is added to the order, this will display the net unit price for the item including all discounts.

Delivery

If the Customise option for showing Order Line Dates is chosen, the delivery due date is available for entry.

Initially the line due date field is blank. If a due date is not entered as the line is entered, the date will default to that on the order header. This is true both in order entry and order amend.

The due date may be entered or changed to any valid date. Dates in the past are not valid.

When the line is entered the product is sourced to meet the line due date, or if blank it is sourced to meet the order header due date.

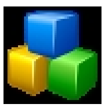
If the line due date is changed the line will be resourced in the same way that re-sourcing occurs if the demand quantity changes.

Order History

Displays any quantities for item ordered for the customer over the last six orders.

Info

Icons are shown to highlight conditions on the order line.

	Special Price List	The item is on the customer's special price list.
	Product Notes	Product Notes exist for this item. Use the View Product Notes option to see the text.
	Sales Kit	This product is a parent item of a sale Kit. Use the View Kit Details option to see the kit components.
	Promoted Item	The item is part of a customer promotion

Adding an Item

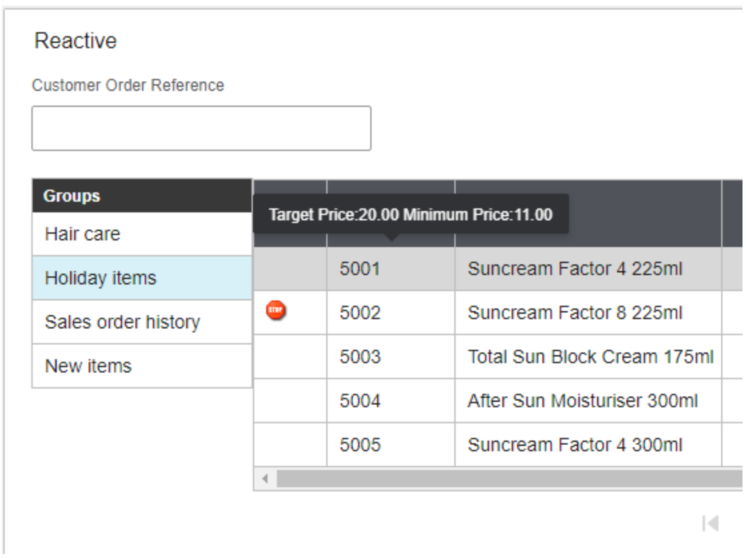
An item is added to the order by entering the quantity and optionally, the units or price and pressing **Enter**.

Rebuild Buying List

Select option to rebuild the current reactive tab view. Select Rebuild Buying List from the overspill menu.

Price Negotiation

Where the user negotiates a price for the item for this order, the target and minimum prices are displayed by placing the mouse pointer on the item code within the grid.



Both target and minimum prices are a percentage mark-up of the inventory cost. The percentages are defined by the **Item Sales Details** option.

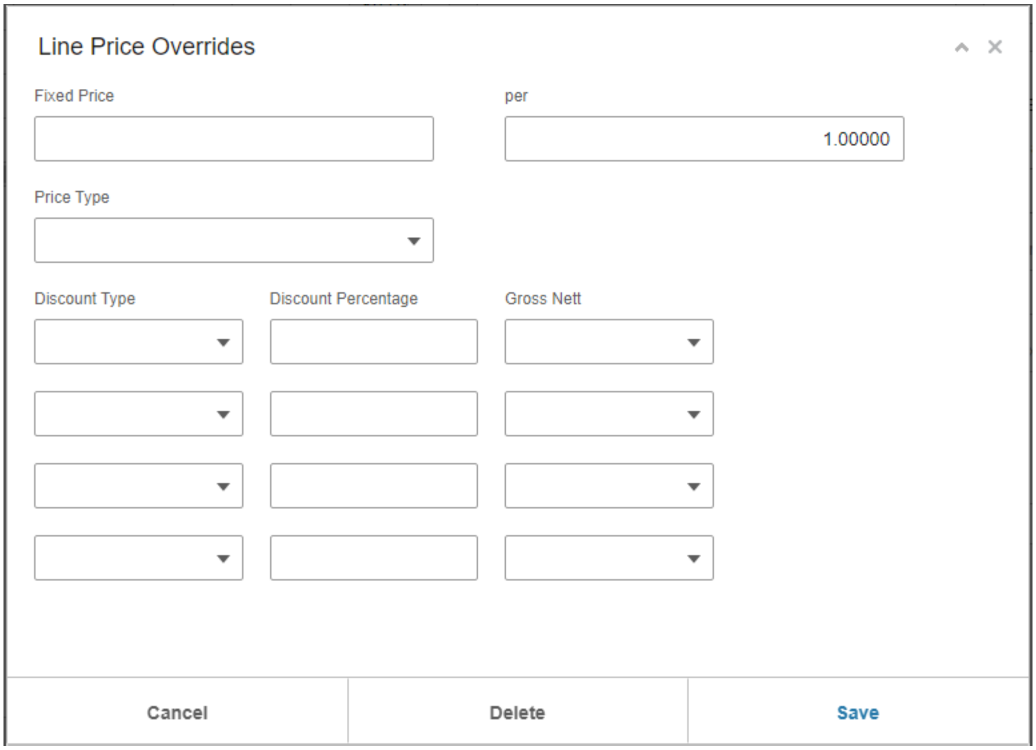
A fixed unit price for the order can be entered in the price field. This can be done at the time of entering the quantity or after the line is added to the order.

Line Price Override

To enter a specific price and/or discount select Price Override from one of the product grids

Different windows will be displayed depend on the pricing policy in place.

Advanced Pricing Policy



Fields

Fixed Price

Enter a fixed unit price for the product line

Price Type

Select a price list from the dropdown list.

Discount Type

Select up to four discount lists from the dropdown list.

Discount Percentage

Enter up to four percentage discounts.

Gross Nett

Enter Gross or Nett for each discount percentage entered. Gross calculates the discount based on the price before discounts, nett calculates discounts based on the current discounted price.

Price At

Select Order or Despatch.

Functions

Save

Select Save to update and apply the override

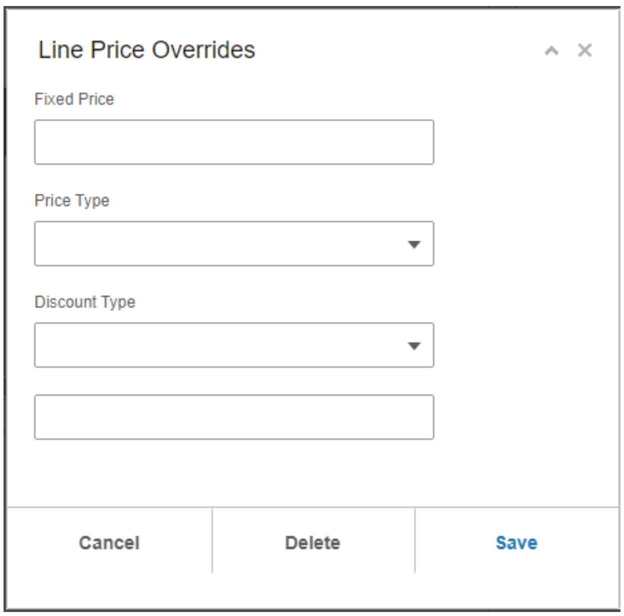
Delete

Select Delete to delete the override and price the order

Cancel

Select Cancel to exit the window

Standard Pricing Policy



Fields

Fixed Price

Enter a fixed unit price for the product line

Price Type

Select a price list from the dropdown list.

Discount Type

Select up to four discount lists from the dropdown list.

Discount Percentage

Enter a discount percentage 0.01 to 99.99 to be applied to the line.

Note: *Discount list and discount percentage are mutually exclusive.*

Price At

Select Order or Despatch.

Functions

Save

Select Save to update and apply the override

Delete

Select Delete to delete the override and price the order

Cancel

Select Cancel to exit the window

Remove Item from Buying List

An item can be removed from the current buying list

On any of the product grids, right click on a product line and select the Remove Item option from the Item menu.

The action of removing this item causes a refresh of this buying list. This means it runs a buying list regeneration for just this one customer, bringing in the latest buying list details and the latest prices. The buying list is redisplayed without this removed item.

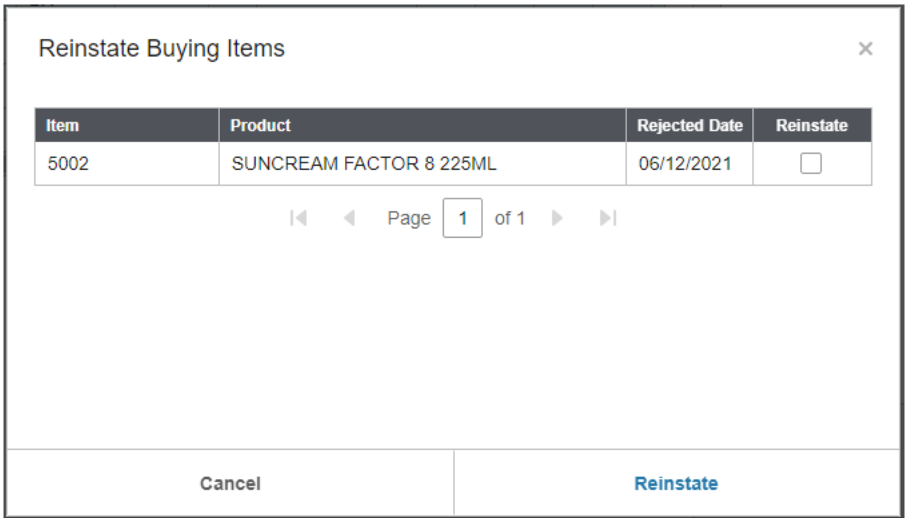
Note: *This can be a useful way of immediately refreshing a customer's buying list before the next scheduled buying list regeneration is run.*

Reinstate Item

An item previously removed from the current buying list can be reinstated

On any of the product grids, right click on a product line and select the Reinstate Items option from the Item menu.

This displays the Reinstate Buying Items window.



Shown are all the items previously removed manually from the current buying list.

Fields

Item

This field displays the removed item code.

Product

This field displays the description of the removed item.

Rejected Date

This field displays the date the item was removed from the buying list.

Reinstate

To reinstate an item to the buying list, check the Reinstate box and press the Reinstate button.

Functions

Reinstate

This button action’s the reinstatement of any of the items checked for reinstatement.

The action of reinstating this item causes a refresh of this buying list. This means it runs a buying list regeneration for just this one customer, bringing in the latest buying list details and the latest prices - including this reinstated item.

Note: *This can be a useful way of immediately refreshing a customer's buying list before the next scheduled buying list regeneration is run.*

Cancel

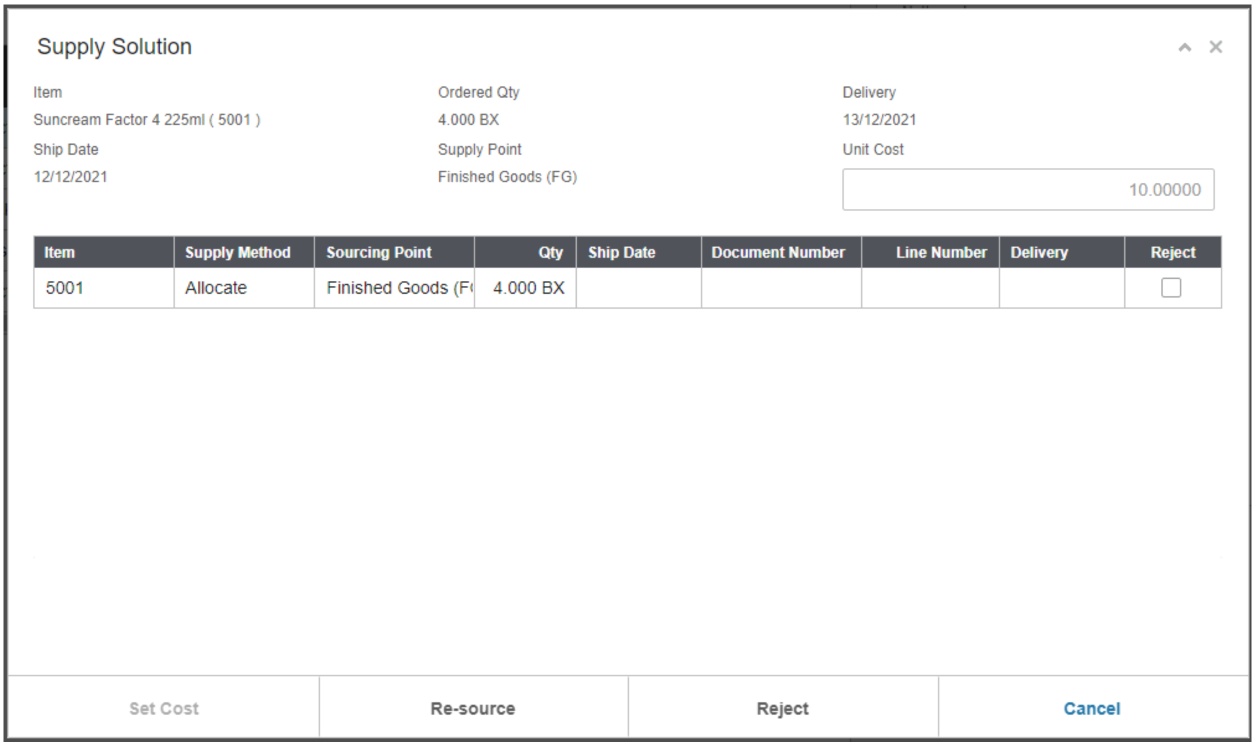
This button closes the window and returns to the original Order Capture tab.

Review Supply Solution

Once a line has been entered and sourced, the results of that sourcing can be seen.

On any of the product grids, right click on a product line and select the Review Supply Solution option from the Supply menu.

This displays the Supply Solution window.



If the line has been sourced there will be one or more rows in this dialog showing how the demand quantity will be supplied. The first row of the grid show the first sourcing point that can supply the order quantity, with subsequent rows showing how any balance has been sourced. The sequence from top to bottom equates to the sequence in which the supply rules where interrogated.

Fields

Item Order Details

Item

This field displays the description of the item ordered by the customer.

Ordered quantity (qty)

This field displays the sales order product quantity and unit of measure.

Due Date

This field displays the date the customer wants to take delivery of this product. This may have been calculated for the order automatically based on the service level, or entered manually on this line.

Ship Date

This field displays the date we need to ship the goods to satisfy the due date on this line. The message Customer to Collect is shown next to the date if this order is defined for customer collection.

Supply Point

This field displays the company code stockroom from where the goods will be shipped. This is also the starting point for the sourcing process, which will look for rules that can supply this item from this place.

Sourcing Details

Item

This field displays the item being supplied. This could be different to the item ordered if a supply rule determines an alternative item is appropriate.

Supply Method

This field displays the method of supply, for example Allocate or Back order. For a full description of the supply methods refer to the notes on Supply Results in the Order Amendment section.

Sourcing Point

This field displays the point in the supply policy where available supply has been identified, or a stockroom against which outstanding balance will be recorded.

Quantity (Qty)

This field displays the quantity - and its unit of measure - that is to be supplied from this sourcing point.

Ship Date

This field displays the earliest date on which the goods can be supplied from this sourcing point.

Note: *This can help identify which sourcing point has caused a late delivery, by comparing these dates to the ship date at the top of the window.*

Document Number

Note: *This is only relevant to supply methods that are linked to an incoming supply order.*

- A purchase order number for a Buy to Order, Enterprise supply, or purchase order Reservation.
- A works order number for a Make to Order or works order Reservation.

- A requisition number for a Buy to Order or Enterprise supply if the purchase order has not yet been generated.

Line Number

This field displays the line number on an incoming supply order.

Due Date

This field displays the due date of the line on an incoming supply order. This is the date it is due to be received into the supply point.

Reject

This check box allows a supply to be excluded from the system's recommendation. It is used in conjunction with the Reject button. See below. If there is split supply any number of the displayed lines can be rejected.

Note: *This option is currently only available on Reservation and Make to Order supply methods.*

Functions

Re Source

This button allows the sourcing of the line to be re-tried.

If the Reject option had previously been used to exclude certain supplies and no better source of supply was found, this Resource option may be useful to reserve those supplies again.

Reject

Used in conjunction with the Reject check box against the supply lines, this option allows the operator to override the system's recommendation.

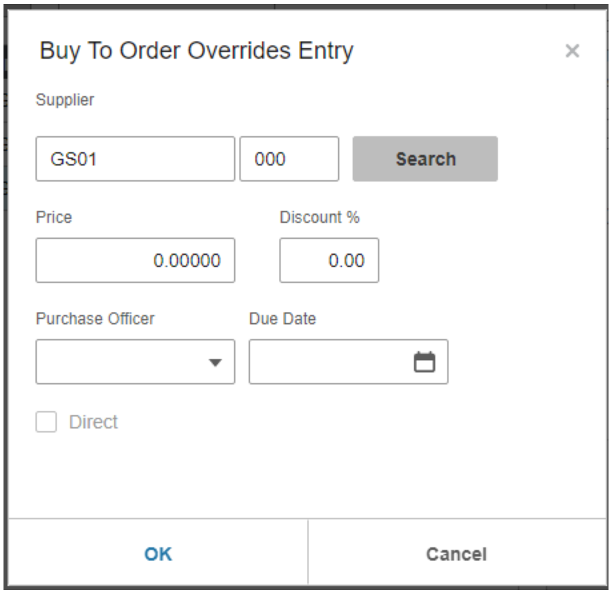
It allows a sourcing point to be excluded from eventual supply, by rejecting this solution and requesting the system to continue with the sourcing process to find the next available supply.

Buy to Order Overrides

Where an order line is partially or wholly supplied by a buy to order method (BBP or DIR) or one of its manual equivalents (MSP or MSD), a window is available to override purchase order details:

- Due date
- Price
- Discount %
- Purchase officer

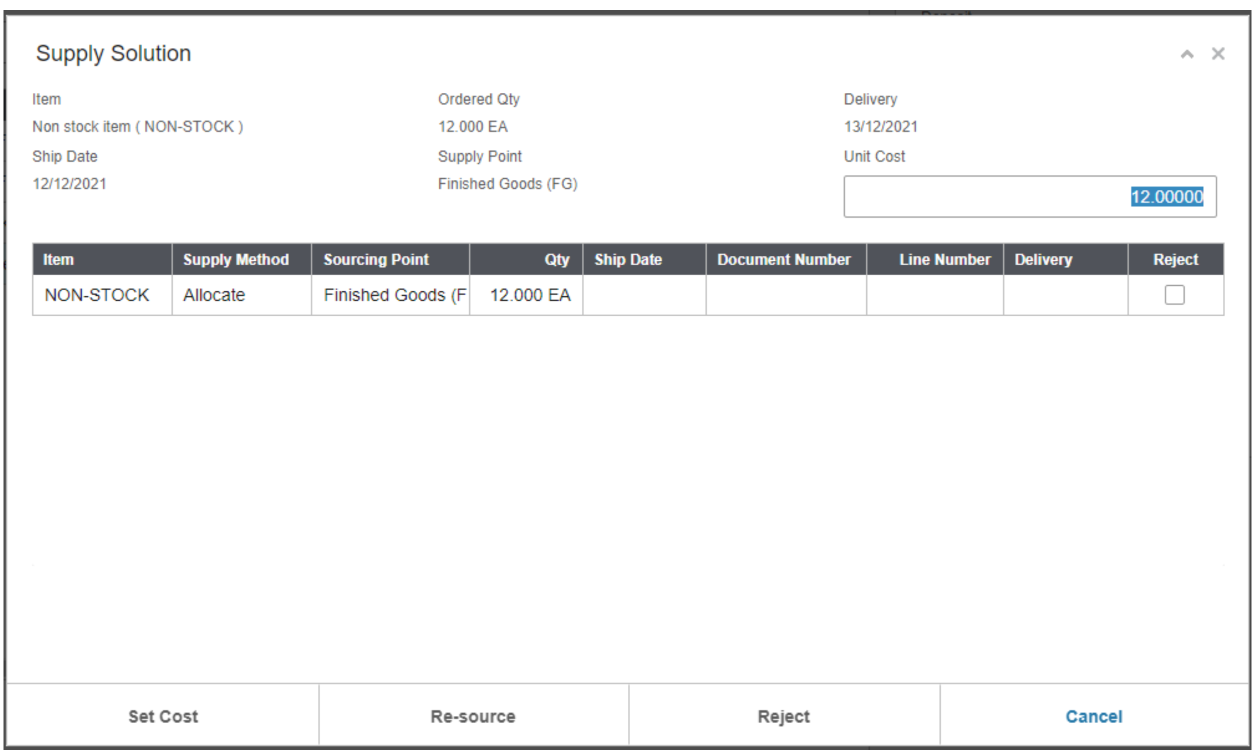
On the Select Supply or Review Supply window, click the appropriate supply method and the Buy to Order Overrides window will be displayed. This provides the ability to override the purchase order details. These details are recorded on the associated back-to-back requisition.



Non-stock item unit cost entry

Where the ordered item is non-stock, a unit cost can be recorded for this order line.

From Review Supply Solution:



Enter the unit line cost and select the **Set Cost** button.

Select Supply

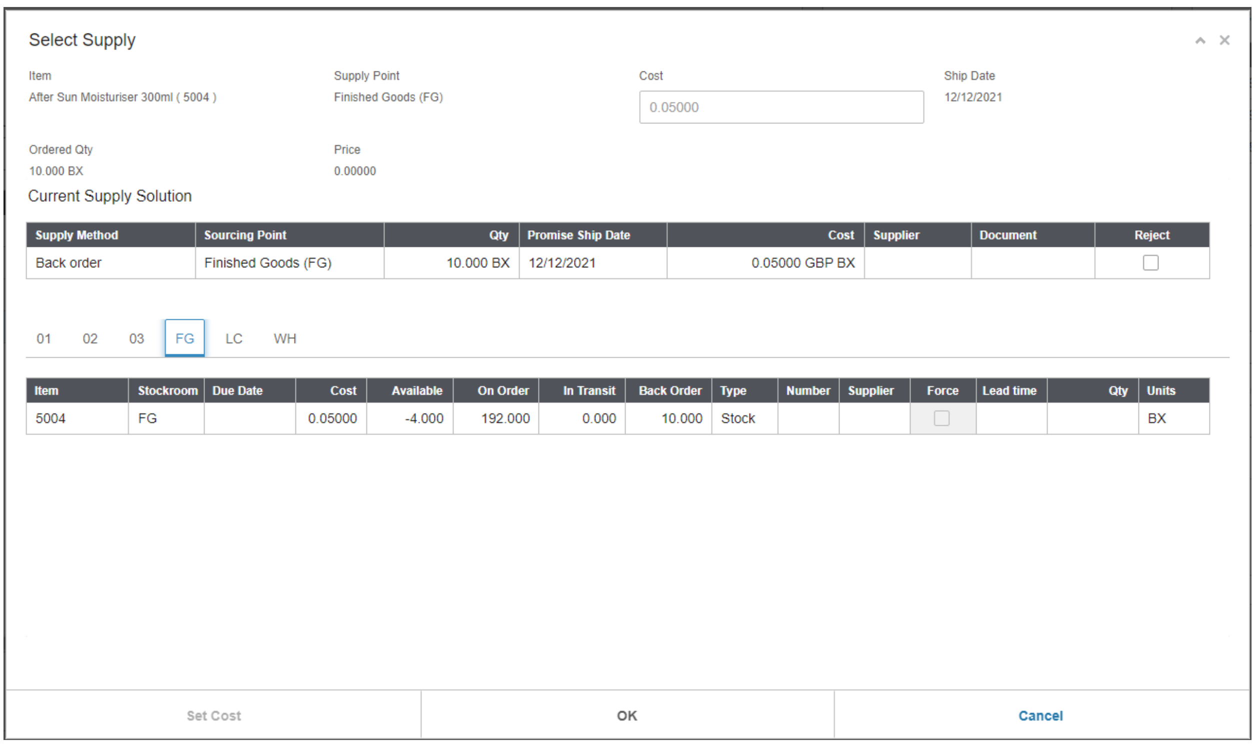
Allows for override of the supply solution for an entered sales order item.

For an entered sales order item, where the supply policy used contains manual supply methods, the user can override the current supply solution and select one or more of the available manual methods.

Note: *The available manual methods are those defined to the supply policy.*

Note: *It may be still desirable to indicate a stock shortfall i.e. with the back order method (BOD) since manual methods do not.*

To override the current supply solution, from the right click menu, **Select Supply** from the Supply menu.



Select Supply

Item: After Sun Moisturiser 300ml (5004)
Supply Point: Finished Goods (FG)
Cost: 0.05000
Ship Date: 12/12/2021
Ordered Qty: 10.000 BX
Price: 0.00000

Current Supply Solution

Supply Method	Sourcing Point	Qty	Promise Ship Date	Cost	Supplier	Document	Reject
Back order	Finished Goods (FG)	10.000 BX	12/12/2021	0.05000 GBP BX			

01 02 03 FG LC WH

Item	Stockroom	Due Date	Cost	Available	On Order	In Transit	Back Order	Type	Number	Supplier	Force	Lead time	Qty	Units
5004	FG		0.05000	-4.000	192.000	0.000	10.000	Stock						BX

Set Cost OK Cancel

Fields

Header Fields

Item

Shows the item description of the selected order line.

Ordered Qty

Shows the quantity order and unit of measure.

Price

Shows the unit price including line discounts.

Cost

Shows the unit cost if available.

Ship Date

Shows the date the goods must be shipped to meet the customer due date.

Info

Show an appropriate icon if the item is subject to supersession.

Current Supply Solution Fields

Supply Method

Shows the supply method of the current supply solution.

Sourcing Point

Shows the place of source.

Qty

Shows the sourced quantity and unit of measure.

Promise Ship Date

Shows the date that the supply method can ship from the sourcing point.

Cost

Shows the unit cost for the type of supply.

Supplier

Shows the supplier code if the supply method is a back to back type.

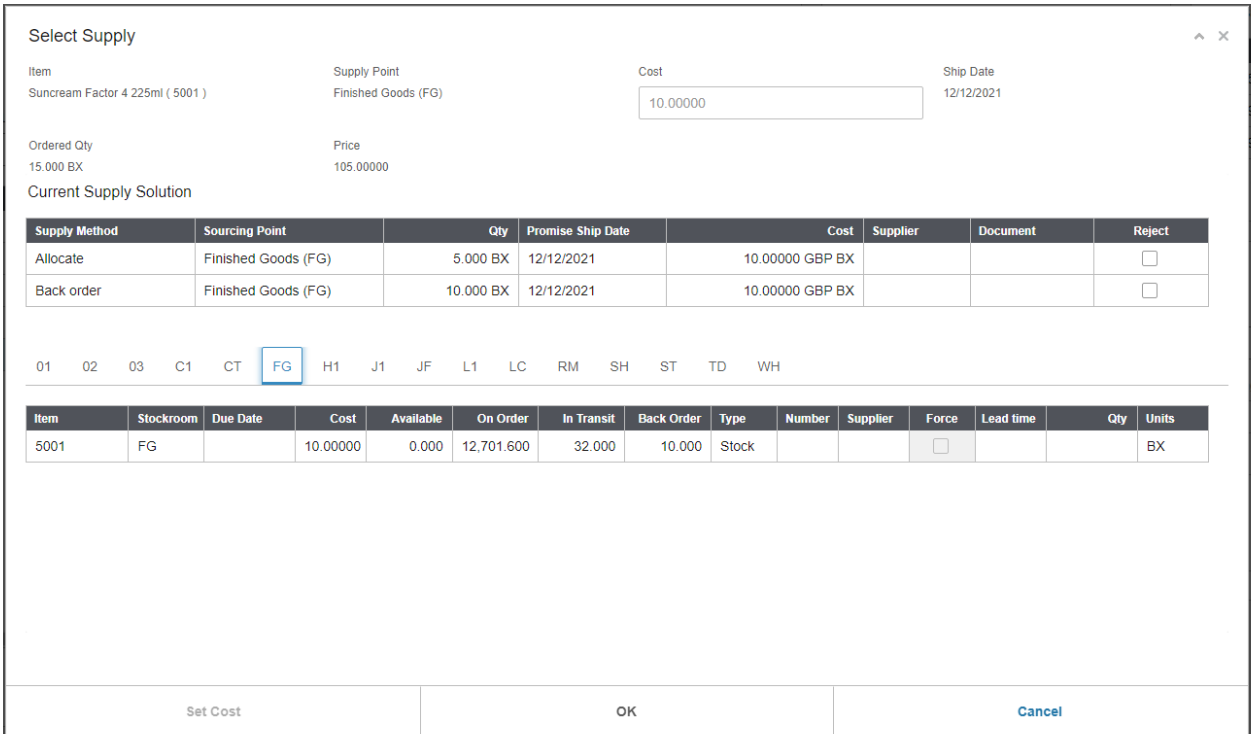
Document

Shows the order number of the incoming supply if the method is a reservation type.

Reject

Allows the supply method to be rejected.

Manual Supply



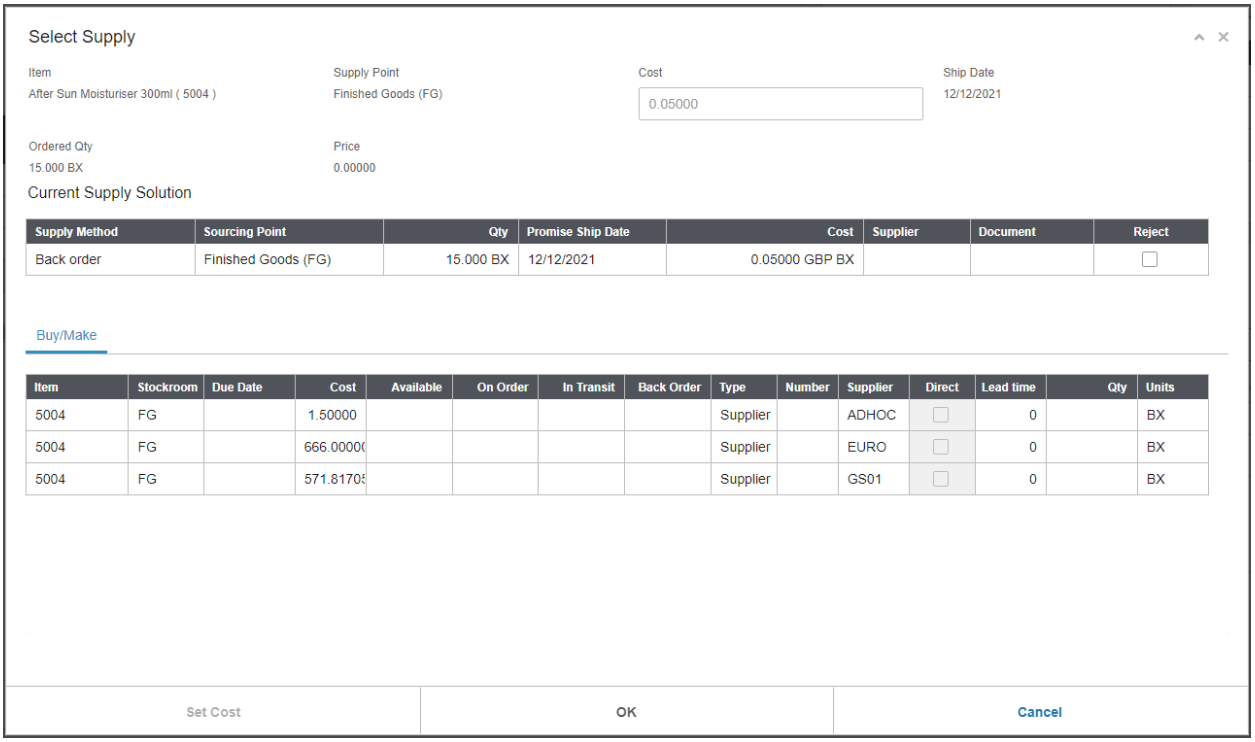
In the above example, the item has quantity allocated of 5 BX and a back ordered quantity of 10 BX at the FG sourcing point, this is sourcing solution that Order Capture applied for that item and customer.

The FG sourcing point highlighted displays the current stock and planned supplies of the current sourcing point. This confirms that there is no available stock and also that there are no planned incoming supplies.

The user can either accept the automatic supply solution or view alternative sourcing points or types of supply.

Buy or Make

By selecting the **Buy/Make** tab, this shows any external suppliers and provides the ability to create a discrete back to back purchase or works order.



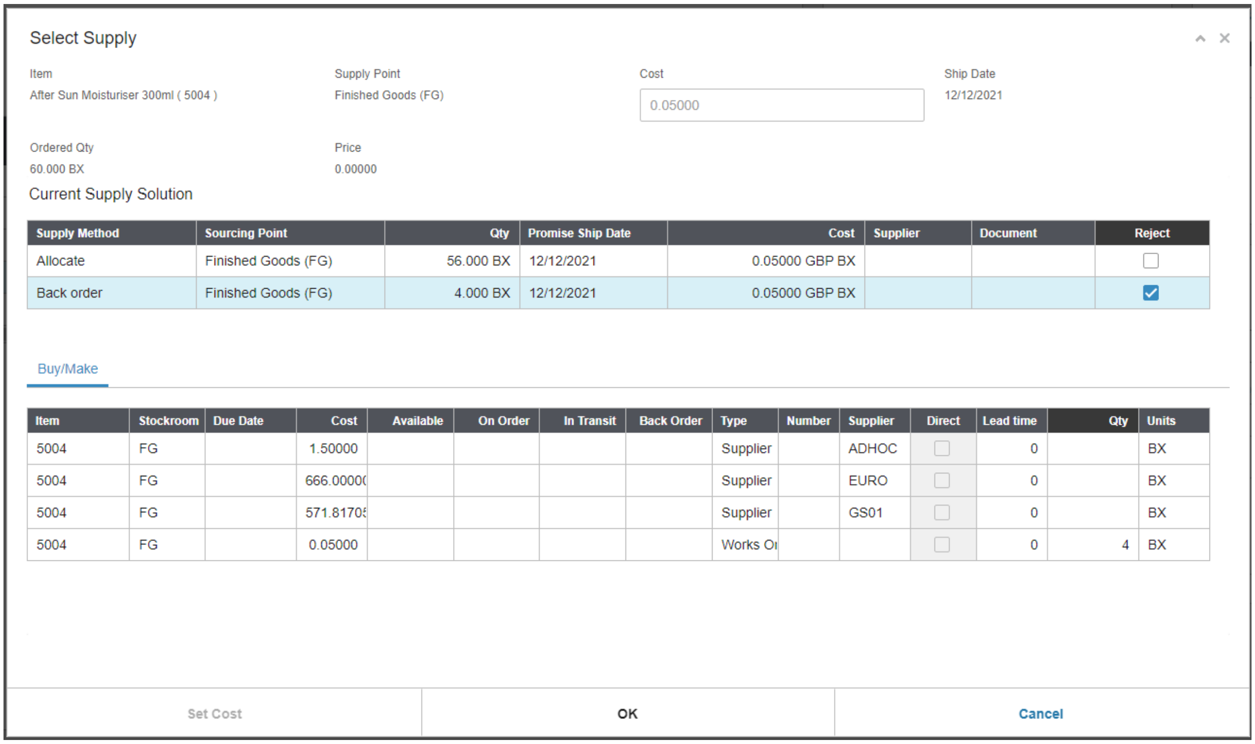
This shows the unit cost and lead-time of the suppliers or works order.

Note: *Suppliers are only shown when the MSP or MSD method is configured. Where the MSD method is configured, the ability to request a direct delivery to the customer is available via an additional Direct column in the window.*

Note:*A back to back Works order is shown when the MMK method is configured and the item is a manufactured item.*

Example

In this example we shall create a discrete works order for the 4 BX that are placed on back order at the supply point.



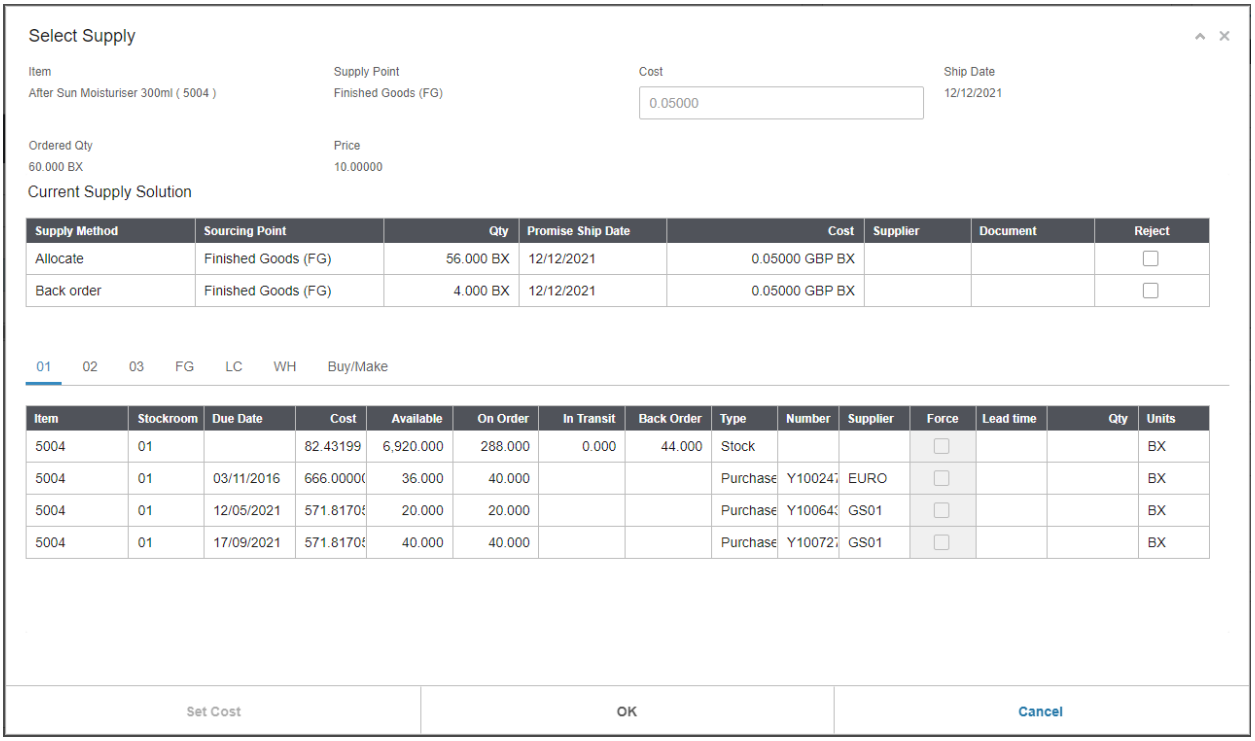
By selecting **Reject** for the 4 BX on back order and request to make a quantity of 4 BX. Select the **OK** button.

Note: *The manual supply validation does not verify the lead-times of the supply chain. It is the user's responsibility to ensure that the appropriate supplies are selected and actioned.*

By selecting Cancel from the Select Supply window Order Capture shows the previous order taking tab.

Alternative Sourcing Point

By selecting the alternative sourcing point 01, this shows the current stock and planned incoming supplies.



Select Supply

Item	Supply Point	Cost	Ship Date
After Sun Moisturiser 300ml (5004)	Finished Goods (FG)	0.05000	12/12/2021

Ordered Qty	Price
60.000 BX	10.00000

Current Supply Solution

Supply Method	Sourcing Point	Qty	Promise Ship Date	Cost	Supplier	Document	Reject
Allocate	Finished Goods (FG)	56.000 BX	12/12/2021	0.05000 GBP BX			
Back order	Finished Goods (FG)	4.000 BX	12/12/2021	0.05000 GBP BX			

01 02 03 FG LC WH Buy/Make

Item	Stockroom	Due Date	Cost	Available	On Order	In Transit	Back Order	Type	Number	Supplier	Force	Lead time	Qty	Units
5004	01		82.43199	6,920.000	288.000	0.000	44.000	Stock						BX
5004	01	03/11/2016	666.0000	36.000	40.000			Purchase	Y10024	EURO				BX
5004	01	12/05/2021	571.8170	20.000	20.000			Purchase	Y10064	GS01				BX
5004	01	17/09/2021	571.8170	40.000	40.000			Purchase	Y10072	GS01				BX

Set Cost OK Cancel

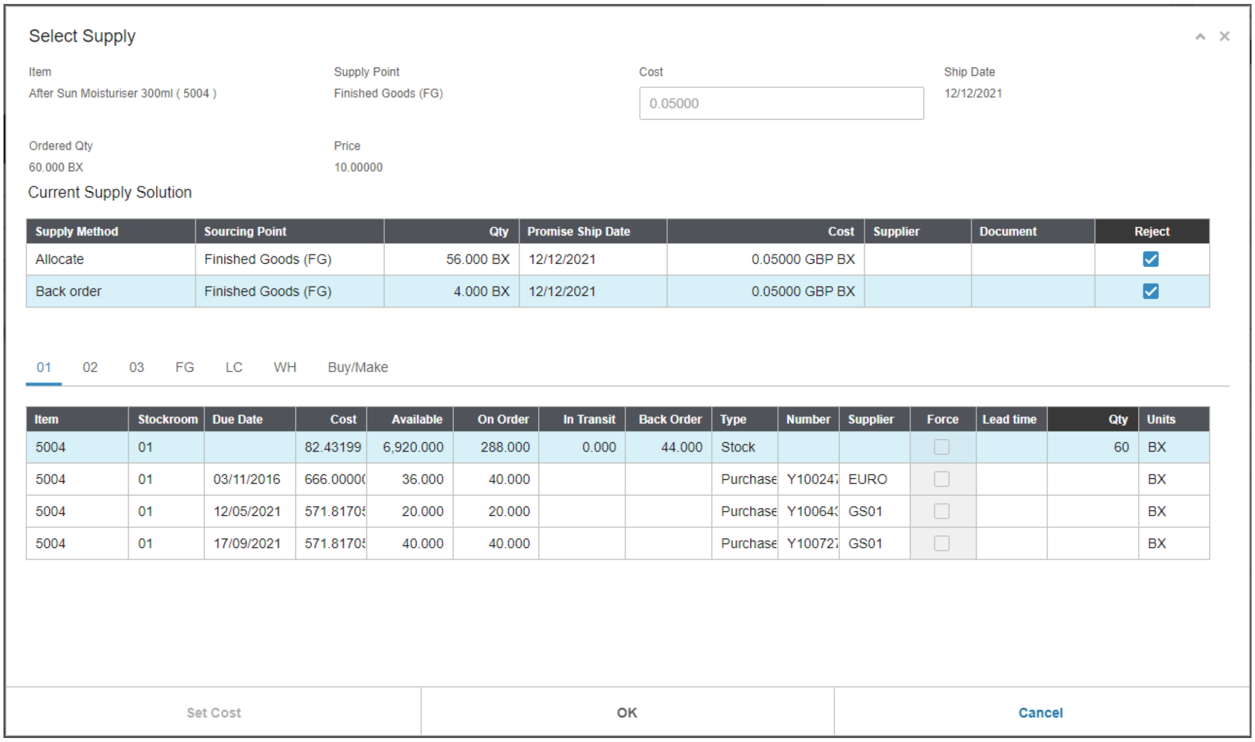
This shows two types of supply available to the user. The first row displays the current stock quantities and availability. The following rows display the current individual planned incoming supplies, in this example three purchase orders.

Note: *The above supplies are available since MAL, MBO and MRS are configured for the actioned supply policy.*

Note: *If sourcing point override is required regardless of stock situation, both MAL and MBO should be configured to ensure override is possible.*

Example 1

Override from sourcing point FG to sourcing point 01.



Select **reject** for both Allocate and Back order of the current supply. Key the quantity required at sourcing point 01. Select the **OK** button:

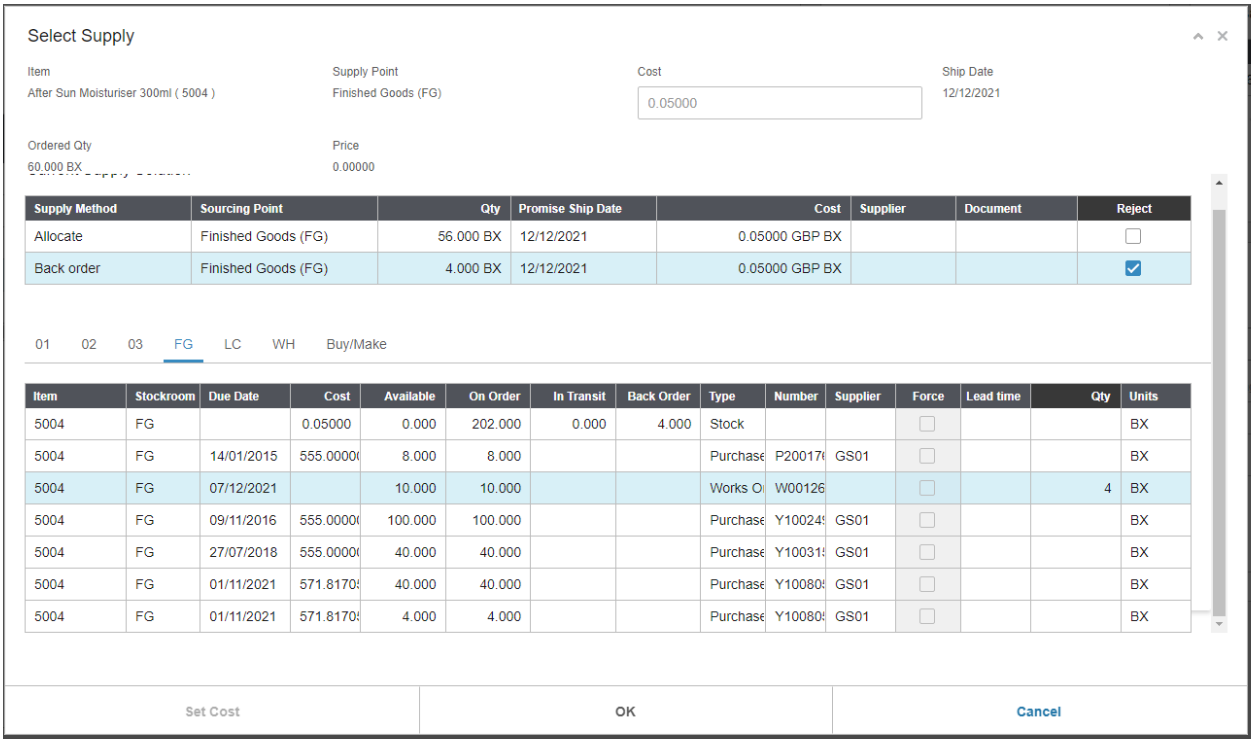
Order Capture has now rejected 60 BX from FG and sourced 60 BX from 01.

Select **Cancel** to return to order taking.

Note: *The place from where the item will be shipped is now altered to sourcing point 01.*

Example 2

Reserve the outstanding quantity.


Select Supply

Item
After Sun Moisturiser 300ml (5004)

Supply Point
Finished Goods (FG)

Cost
0.05000

Ship Date
12/12/2021

Ordered Qty
60.000 BX

Price
0.00000

Supply Method	Sourcing Point	Qty	Promise Ship Date	Cost	Supplier	Document	Reject
Allocate	Finished Goods (FG)	56.000 BX	12/12/2021	0.05000 GBP BX			☐
Back order	Finished Goods (FG)	4.000 BX	12/12/2021	0.05000 GBP BX			☑

01 02 03 FG LC WH Buy/Make

Item	Stockroom	Due Date	Cost	Available	On Order	In Transit	Back Order	Type	Number	Supplier	Force	Lead time	Qty	Units
5004	FG		0.05000	0.000	202.000	0.000	4.000	Stock			☐			BX
5004	FG	14/01/2015	555.0000	8.000	8.000			Purchase	P20017	GS01	☐			BX
5004	FG	07/12/2021		10.000	10.000			Works O	W00126		☐		4	BX
5004	FG	09/11/2016	555.0000	100.000	100.000			Purchase	Y10024	GS01	☐			BX
5004	FG	27/07/2018	555.0000	40.000	40.000			Purchase	Y10031	GS01	☐			BX
5004	FG	01/11/2021	571.8170	40.000	40.000			Purchase	Y10080	GS01	☐			BX
5004	FG	01/11/2021	571.8170	4.000	4.000			Purchase	Y10080	GS01	☐			BX

Set Cost OK Cancel

Select **Reject** for the Back order of the current supply, key the quantity required for a planned Works Order. Select the **OK** button.

Order Capture has now allocated 56 BX from stock and reserved 4 BX from a works order.

Note: *The manual supply validation does not verify the lead-times of the supply chain. It is the user's responsibility to ensure that the appropriate supplies are selected and actioned.*

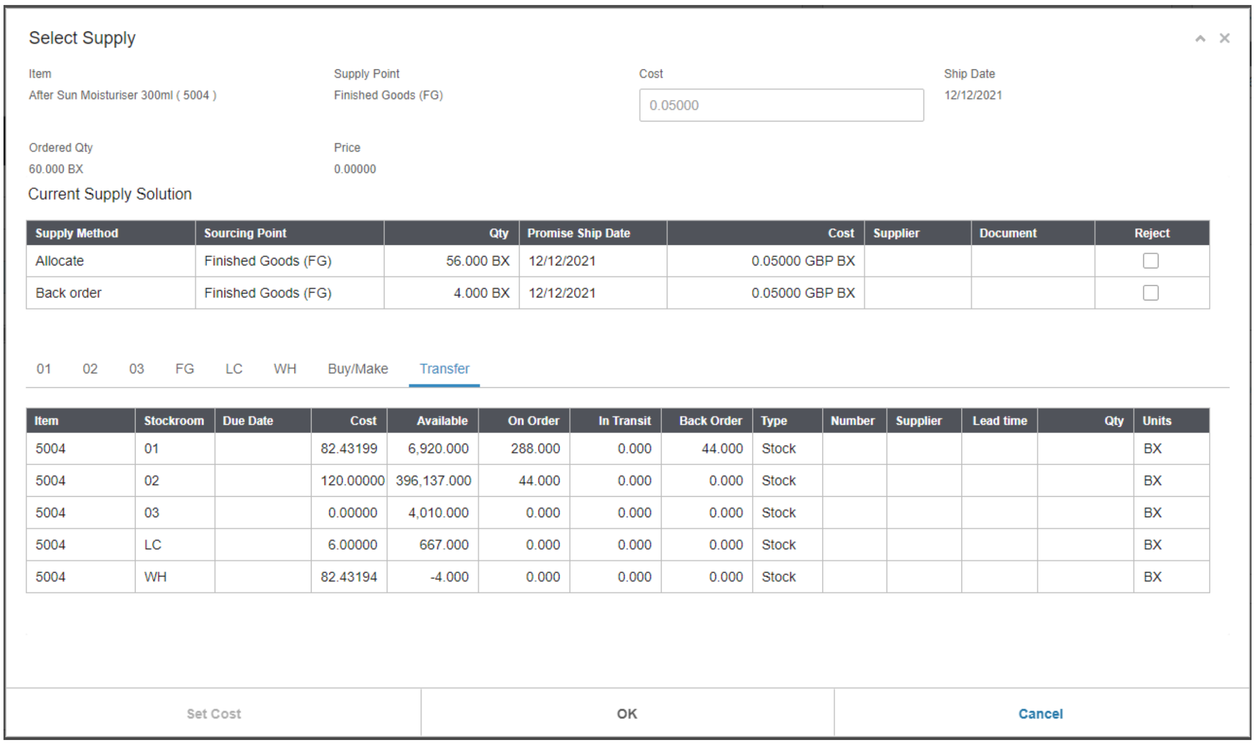
Transfer

A transfer is essentially a back to back DRP transfer order. These allow transfer from an Inventory stockroom to a DRP stockroom. Optional containers generate stock movements out of the From stockroom and into the To stockroom, via in-transit and shipment receipt.

***Note**: This is not influenced by the OM profile setting of Outbound Containers Source.*

Empty containers may be transferred as for any other item.

By selecting the Transfer tab this shows all available sourcing points for the item:


Select Supply

Item: After Sun Moisturiser 300ml (5004)
Supply Point: Finished Goods (FG)
Cost: 0.05000
Ship Date: 12/12/2021
Ordered Qty: 60.000 BX
Price: 0.00000

Current Supply Solution

Supply Method	Sourcing Point	Qty	Promise Ship Date	Cost	Supplier	Document	Reject
Allocate	Finished Goods (FG)	56.000 BX	12/12/2021	0.05000 GBP BX			
Back order	Finished Goods (FG)	4.000 BX	12/12/2021	0.05000 GBP BX			

01 02 03 FG LC WH Buy/Make Transfer

Item	Stockroom	Due Date	Cost	Available	On Order	In Transit	Back Order	Type	Number	Supplier	Lead time	Qty	Units
5004	01		82.43199	6,920.000	288.000	0.000	44.000	Stock					BX
5004	02		120.00000	396,137.000	44.000	0.000	0.000	Stock					BX
5004	03		0.00000	4,010.000	0.000	0.000	0.000	Stock					BX
5004	LC		6.00000	667.000	0.000	0.000	0.000	Stock					BX
5004	WH		82.43194	-4.000	0.000	0.000	0.000	Stock					BX

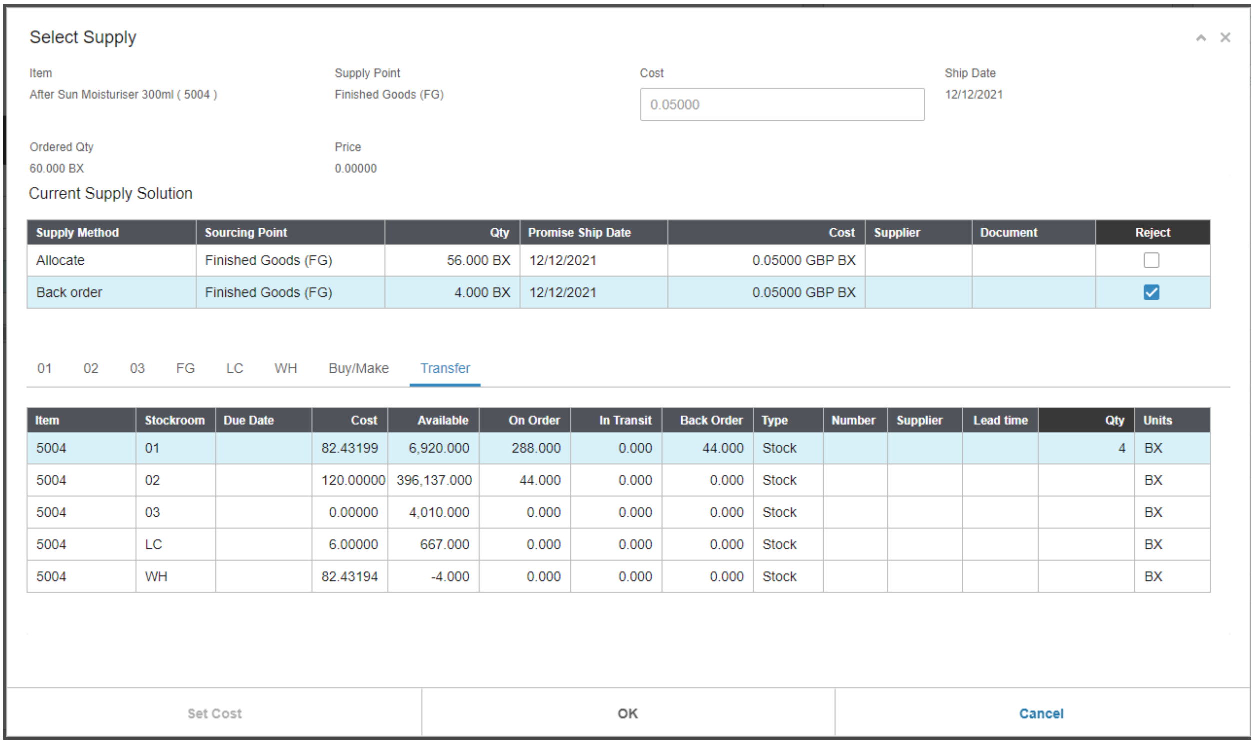
Set Cost OK Cancel

***Note:** This shows the same places of source as the Alternative sourcing points, the difference is the place from where the item will be shipped to the customer will not alter, this will remain as the original supply point. Only the supply points defined as 'To' stockrooms to DRP permit a transfer.*

***Note:** A manual transfer requires that the 'JIT' demand classification is configured in the Supply Points maintenance option for the required sourcing points. A manual transfer uses the same supply rules as the automatic method.*

Example

Select to transfer 4 BX from stockroom 01 and cancel the outstanding quantity on back order.

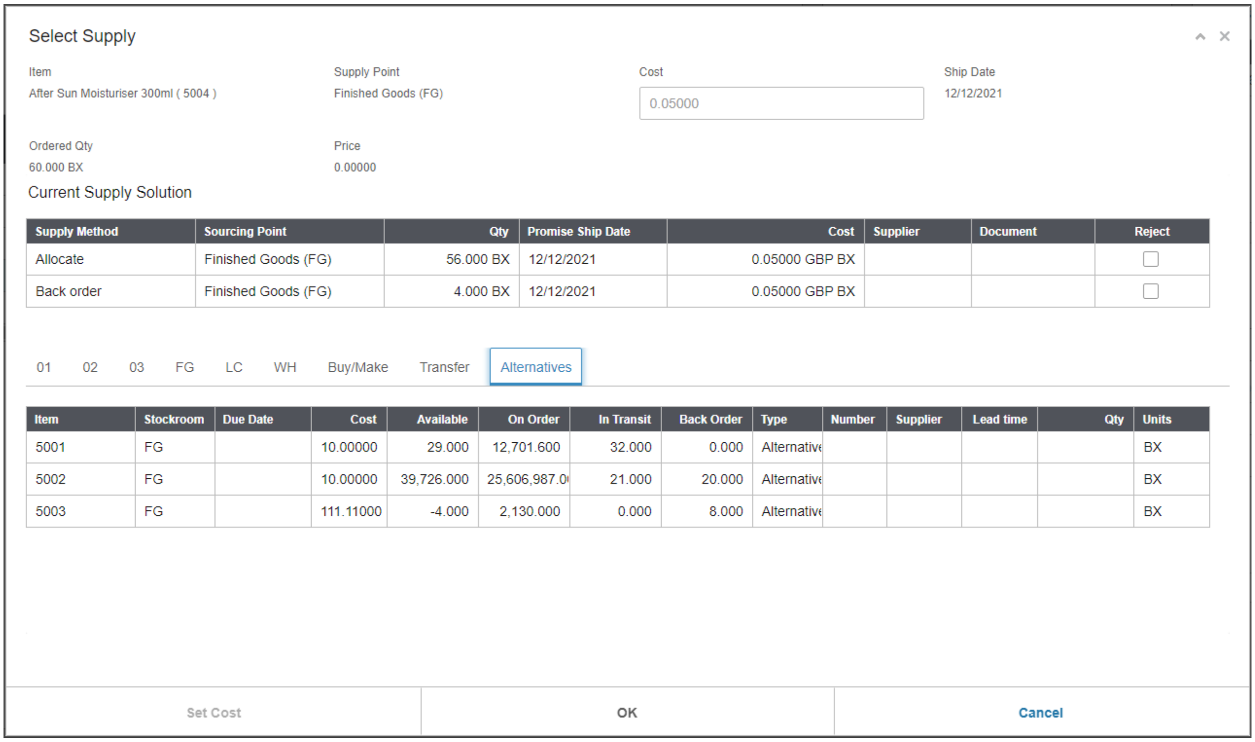


Select **Reject** for the quantity of 4 BX on back order and transfer from stockroom 01 a quantity of 4 BX. Select the **OK** button.

Note: *The manual supply validation does not verify the lead-times of the supply chain. It is the user's responsibility to ensure that the appropriate supplies are selected and actioned.*

Alternative Items

Alternative items shows a list of alternatives items which are defined to the Alternative Items option.


Select Supply

Item: After Sun Moisturiser 300ml (5004)
Supply Point: Finished Goods (FG)
Cost: 0.05000
Ship Date: 12/12/2021
Ordered Qty: 60.000 BX
Price: 0.00000

Current Supply Solution

Supply Method	Sourcing Point	Qty	Promise Ship Date	Cost	Supplier	Document	Reject
Allocate	Finished Goods (FG)	56.000 BX	12/12/2021	0.05000 GBP BX			
Back order	Finished Goods (FG)	4.000 BX	12/12/2021	0.05000 GBP BX			

01 02 03 FG LC WH Buy/Make Transfer Alternatives

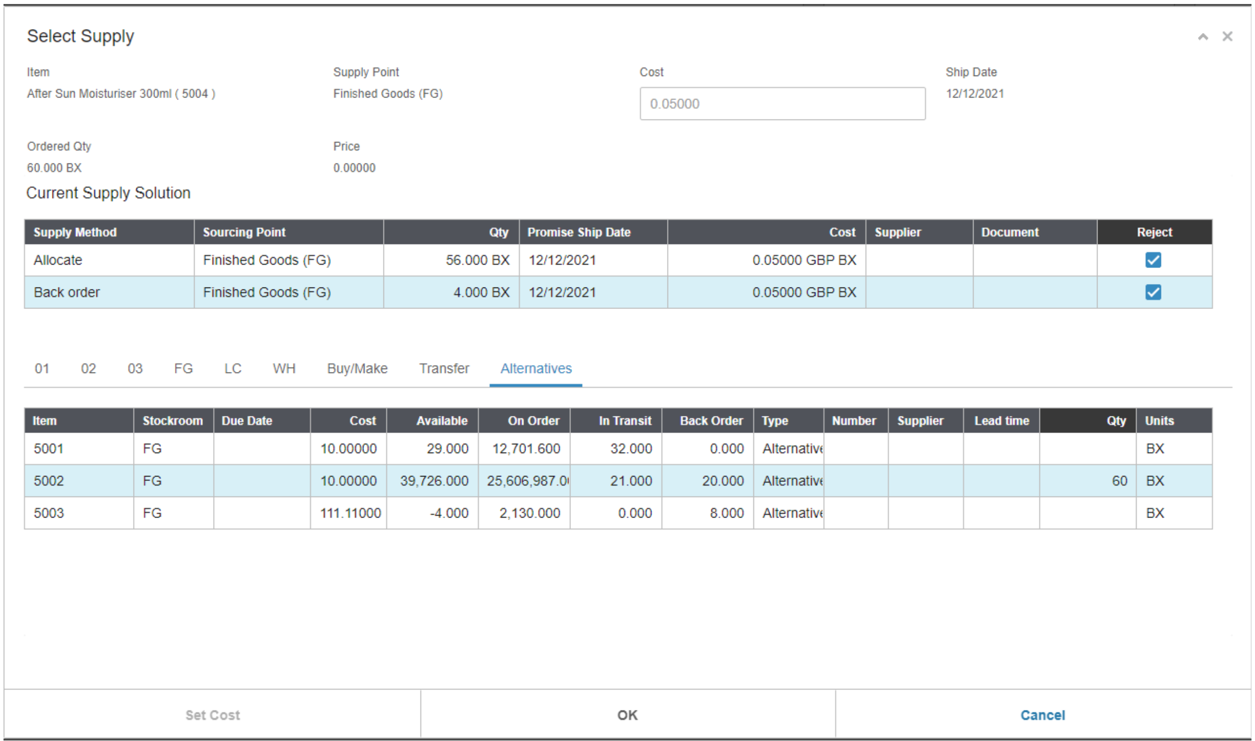
Item	Stockroom	Due Date	Cost	Available	On Order	In Transit	Back Order	Type	Number	Supplier	Lead time	Qty	Units
5001	FG		10.00000	29.000	12,701.600	32.000	0.000	Alternative					BX
5002	FG		10.00000	39,726.000	25,606,987.0	21.000	20.000	Alternative					BX
5003	FG		111.11000	-4.000	2,130.000	0.000	8.000	Alternative					BX

Set Cost | OK | Cancel

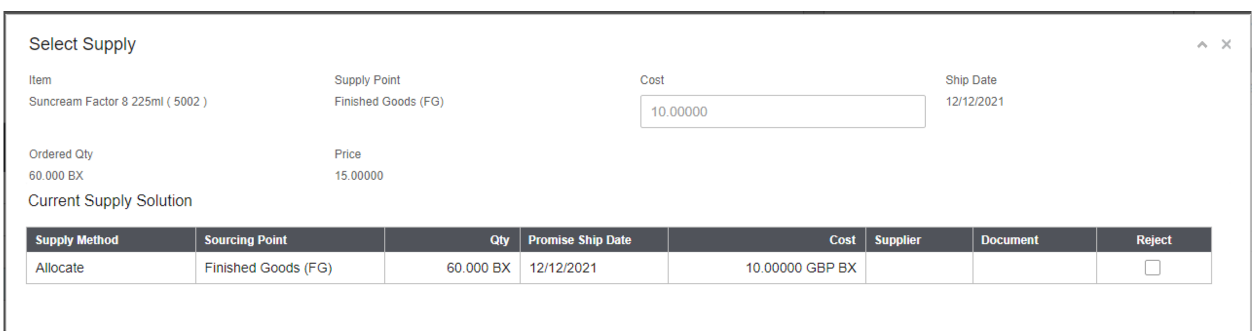
Note: *An alternative item requires that the ‘Alternative items’ demand classification is configured in the Supply Points maintenance option for the required sourcing points. An alternative uses the same supply rules as the automatic method.*

Example

This example will reject the original item and add an alternative item 5002 with a quantity of 60 BX.



Select **Reject** for all supply methods of the current solution, key a quantity of 60 BX for the alternative item 5002. Select the **OK** button.



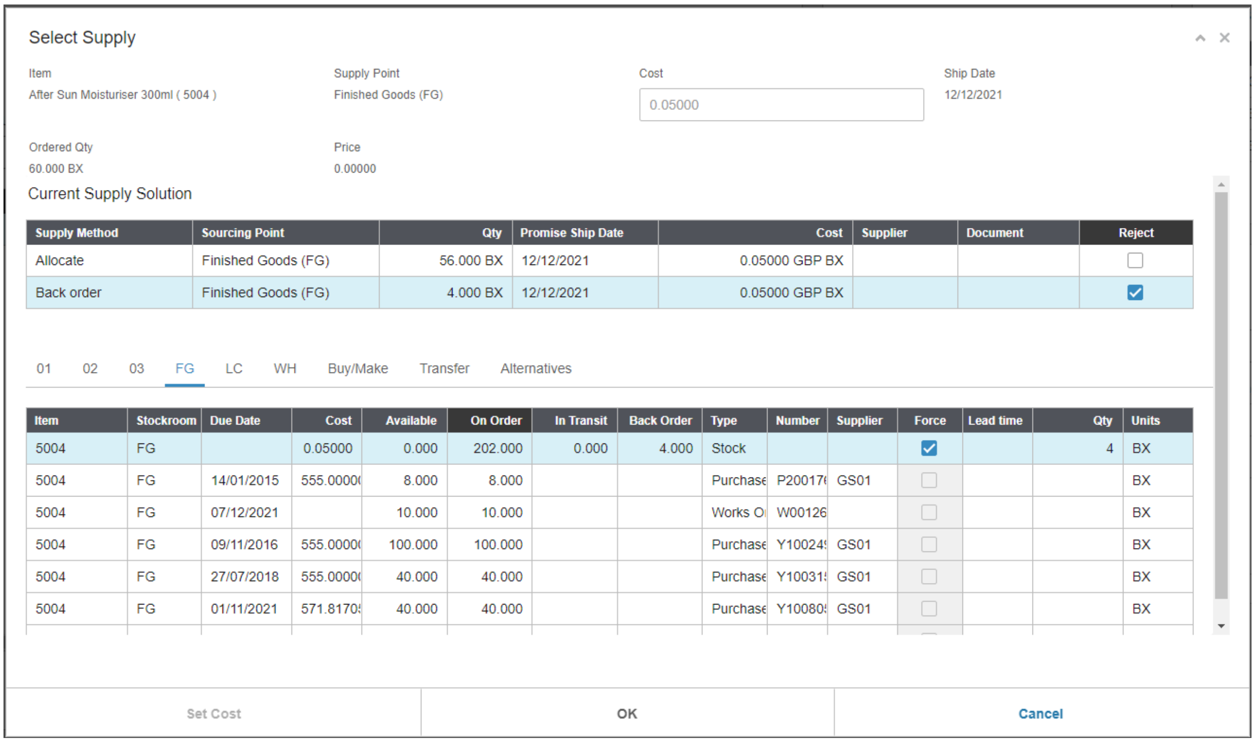
The Select Supply window now shows the details for the alternative item. The original item is cancelled.

Caution: If only part of the original item’s current supply solution is rejected, the original item will not be cancelled. Any supply not rejected will remain for the original item and all rejected supply will be considered as not sourced. In effect the original item quantity will be retained and manual quantity manipulation may be required.

Manual Force Allocate

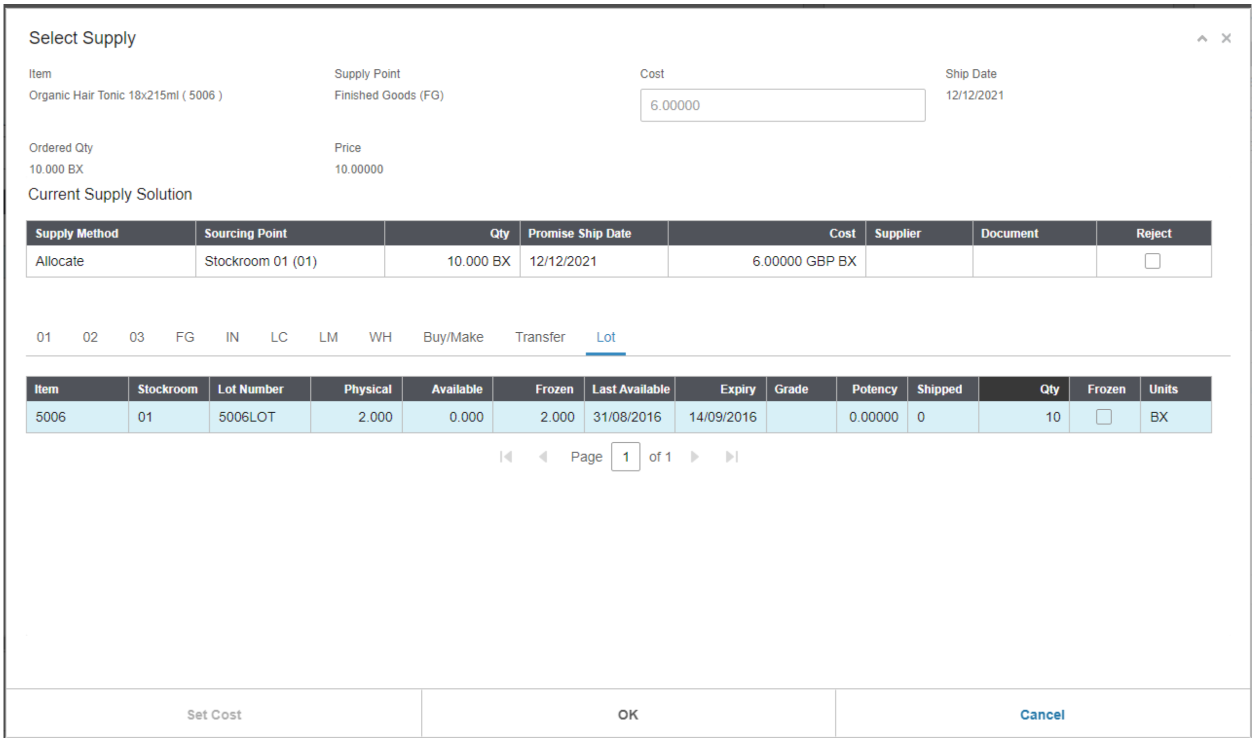
If the supply policy in effect contains the Manual Force Allocate method, a Force checkbox is shown for stock supplies. Regardless of available stock, to allocate the total entered quantity, check the Force field; this will result in stock allocated at the stockroom for the entered quantity.

Note: *As per automatic force allocate, manual force allocate will not allocate lots for customer specific shelf life. This does not prohibit manual allocation of lots.*



Lot Reservation

Where an item is lot controlled, batch controlled or serial controlled, if manual lower level allocation is active, specific lots can be allocated up to the allocated order line quantity.



Fields

Item

This field displays the item code for the order line.

Stockroom

This field displays the stockroom allocated for the order line.

Lot Number

This field displays the lot, batch or serial number.

Physical

This field displays the physical stock balance for the lot.

Available

This field displays the available stock balance for the lot.

Last Available

This field displays the last date on which the lot is available for sale.

Expiry

This field displays the date on which the lot expires.

Grade

This field displays the grade of the lot. This attribute is optional for the item.

Potency

This field displays the potency of the lot. This attribute is optional for the item.

Shipped

This field displays any quantity shipped for the order line on this lot. Shipped is a status of picked or despatched.

Qty

View and enter the quantity to allocate against the lot or the order line.

Units

This field displays the unit of measure.

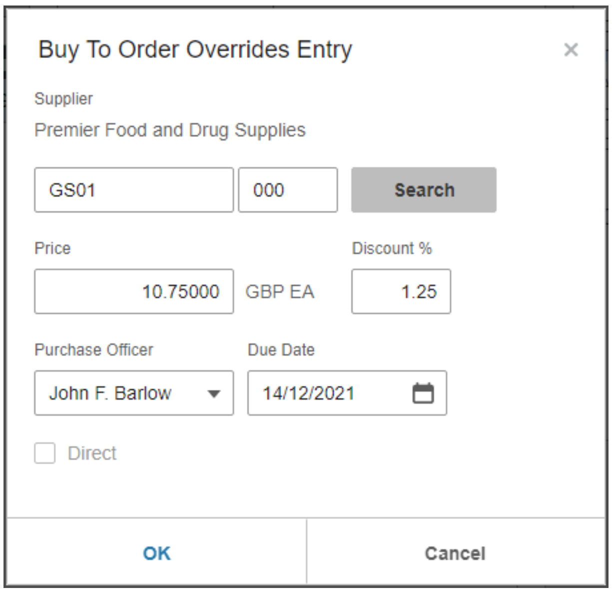
Supplier Details

The Supplier Details option is available if Order Capture sourcing supplies exclusively by one of the following methods and is to be supplied by a single Requisition:

- BBP – Buy to Order
- DIR – Direct Delivery
- MSP – Manual Supplier External
- MSD – Manual Direct Delivery

Supplier Details Windows

The Supplier Details window is displayed showing the current supplier's details selected by the Order Capture sourcing rules:



Fields

Supplier

Defaults to the supplier code determined by Order Capture sourcing. To override, enter the supplier code that the purchase order is to be raised for. To search for the supplier code, select the button **Search**, this displays the **Supplier Search** window.

Due Date

Defaults to the due date for the purchase order as determined by Order Capture sourcing. To override, enter a valid date or select a date from the date picker.

Price

Defaults to the price established in **Item Supplier Profile Maintenance** in Purchase Order Management. To override, enter a valid price.

Discount %

Defaults to the discount established in **Item Supplier Profile Maintenance** in Purchase Order Management. To override, enter a valid discount %.

Purchase Officer

Defaults to the purchase officer established by **Item Maintenance** in Inventory Management. To override, select a purchase officer from the list.

Direct

Indicates whether the item is to be delivered direct to the customer from the supplier.

Indicator Only.

Caution: If a different supplier is selected, the current price and discount % as seen in the window are retained. To retrieve the Item Supplier Price, enter no price/blank in the price entry field, likewise to retrieve the Item Supplier discount enter no percentage/blank in the discount % field.

Functions

OK

Select OK to update the supplier details for the purchase order requisition.

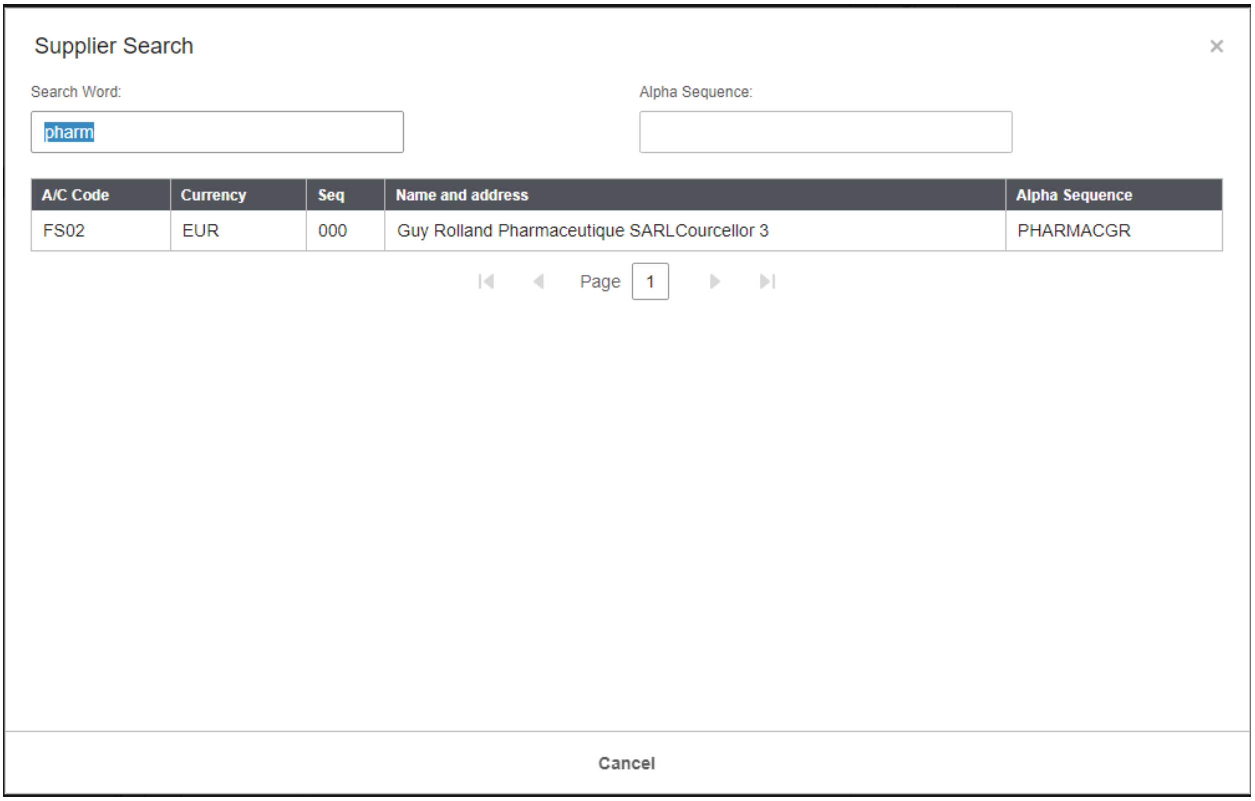
Note: *OK will perform the required updates and close the window.*

Cancel

Select Cancel to close the window and not update the supplier details.

Supplier Search

To search for a supplier from the available suppliers as established in **Maintain Suppliers** in Accounts Payable Maintenance, select the **Search** button in the Supplier Details window:



Fields

Search Word

Enter a search word to list all suppliers that match the search word as established in **Maintain Suppliers** in Accounts Payable.

Alpha Sequence

Enter a sequence to list all suppliers starting from the entered sequence as established in **Maintain Suppliers** in Accounts Payable.

Functions

Enter

Select Enter to display a list of available suppliers:

Select the supplier from the list.

Create Item Supplier Profile

If the entered or selected supplier is valid, but no item supplier profile is established in **Item Supplier Profile** maintenance in Purchase Order Management, the option is create the profile is shown when **OK** is selected in the Supplier Details window:

Select the **Create** button to create the Item Supplier Profile in Purchase Order Management.

The Item Supplier Profile is created using the price and discount % entered in the Supplier Details window.

View Product Notes

The product notes indicator is displayed if product notes are present for user's language or the blank language code. This displays the Product Notes window.

Edit Line Text

Once a quantity has been entered against an item, text and can applied to that order line. Any number of text entries can be made, for as many different usage codes and languages as needed.

On any of the product grids, right click on a product line and select the Edit Line Text option.

This displays the Text window.

Refer to the section on Header Order Text which describes how this window is used, which is identical for order line text except for the following:

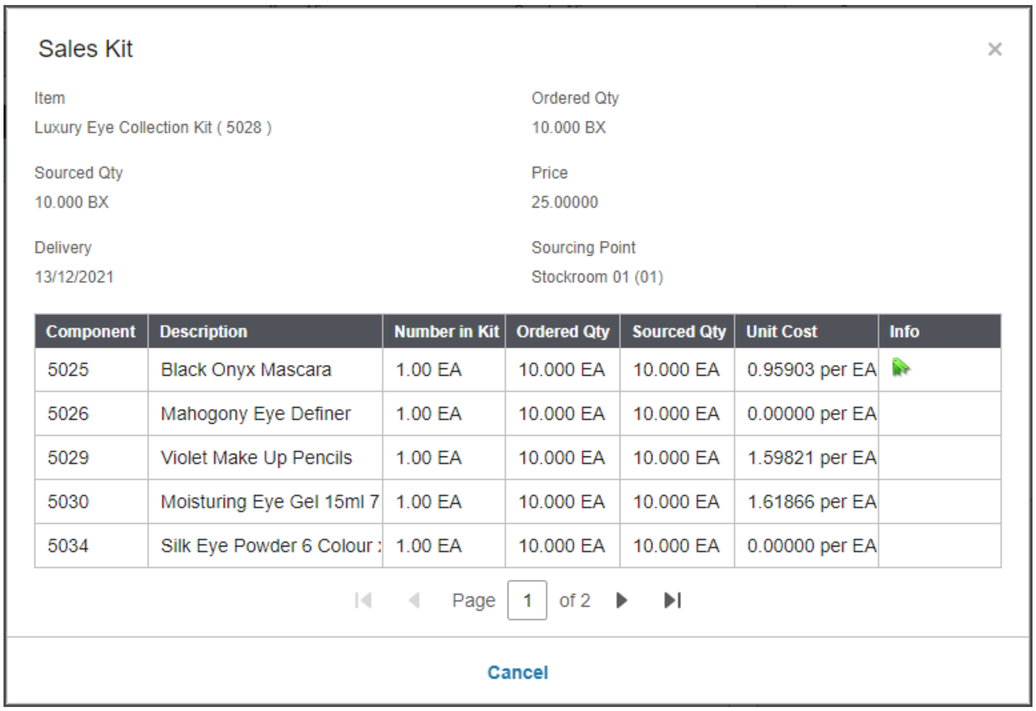
- Text is initially defaulted from an Item's text if this has been defined on a Default Text profile.
- The Reference number shows an order line number.
- Text is saved against the specific order line.

View Kit Details

On the product entry tabs a Sales Kit is identified in the Info column by the Sale Kit icon. For each of these products the Sales Kit window can be displayed, to initially show the make-up of the kit, and subsequently the sourcing of the kit components.

On any of the product grids, right click on a product line and select View Kit Details from the Line menu.

This displays the Sales Kit window.



Sales Kit

Item
Luxury Eye Collection Kit (5028)

Ordered Qty
10.000 BX

Sourced Qty
10.000 BX

Price
25.00000

Delivery
13/12/2021

Sourcing Point
Stockroom 01 (01)

Component	Description	Number in Kit	Ordered Qty	Sourced Qty	Unit Cost	Info
5025	Black Onyx Mascara	1.00 EA	10.000 EA	10.000 EA	0.95903 per EA	
5026	Mahogony Eye Definer	1.00 EA	10.000 EA	10.000 EA	0.00000 per EA	
5029	Violet Make Up Pencils	1.00 EA	10.000 EA	10.000 EA	1.59821 per EA	
5030	Moisturing Eye Gel 15ml 7	1.00 EA	10.000 EA	10.000 EA	1.61866 per EA	
5034	Silk Eye Powder 6 Colour :	1.00 EA	10.000 EA	10.000 EA	0.00000 per EA	

Page 1 of 2

Cancel

Fields

Parent Item

Item

This field displays the description of the kit parent item.

Sales Kit Quantity

This is only shown if the product has not yet been ordered. It shows a quantity of 1 with its Issue unit of measure to indicate the number of each component listed makes one kit.

Ordered Qty

This is shown once the product has been ordered. It is the entered ordered quantity in issue units.

Sourced Quantity

This field displays the number of whole kits that have been successfully sourced.

It will not include components where the supply process resulted in the following:

- Back Order (BOD)
- Forward Order (FOD)
- Do Not Source (DNS)
- Did Not Source (NSP)

Note: *This number of sourced kits is different to the number of allocated kits shown in System21 order enquiries. It is still the number of allocated kits, which is used to drive what number of kits can be picked and despatched.*

Price

This field displays the kit item's unit price.

Delivery

This field displays the required delivery date.

Sourcing Point

This field displays the derived sourcing point, or kitting point, from which all the components will be sourced and the kit assembled. This becomes the stockroom on the sales order lines for both the kit parent and all components.

Component Items

Component

This field displays the component item codes. The first component listed is the primary component, or kitting component.

Description

This field displays the description of the component item.

Number in Kit

This field displays the number of these components needed to make one kit parent. The issue unit of measure is also shown.

Note: *There is no unit of measure conversion. Whatever the units involved, it is always assumed that these number of component issue units make one issue unit of the parent kit.*

Ordered Qty

This field displays the quantity required for each component in issue units, calculated as the number of ordered kits by the number of these components to make a kit.

Sourced Qty

This field displays the quantity successfully sourced for each component. If the entry is blank the component has not been sourced.

Note: *Use the Review Supply Solution window to see how the component has been sourced.*

Cost

This field displays the unit cost of the component per issue unit. This is for information purposes only.

Info

The significant icons that might show in this column include:

	Kitting Point	This is the component used derive the kitting sourcing point, after which all other components are sourced from the same sourcing point.
	Late Supply	This component has been sourced but will not be available in time to meet the parent’s required shipping date. You may wish to consider other options.
	Short Supply	This component has only been partially sourced. This will be reflected in a reduced Sourced Quantity in the Parent Item’s details. The balance will have to be sourced before the full number of kits can be despatched.

Functions

Cancel

This button closes the sales kit window, and returns to the original Order Capture tab.

Creating Ad-hoc (Soft) Kits

These kits are user-defined but have the same attributes as Inventory sales kits.

To record a soft kit, a normal sales item will first be added to the sales order. This item can be a stocked or a non-stocked item. These items are initially sourced and priced in the normal way.

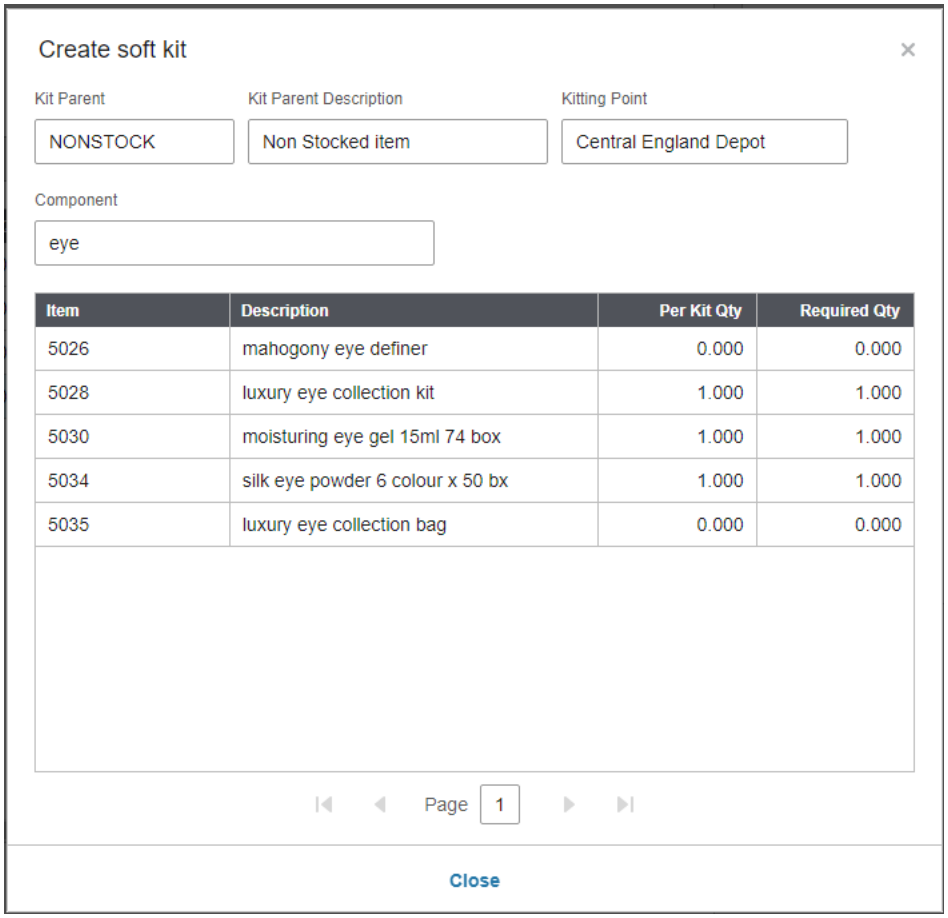
An option on the right-click Line menu, **Create Kit**, will be available if the item can be a kit parent. The item can be a kit parent if it can be wholly un-sourced, if:

- Not picked
- Not despatched
- No enterprise supply chain
- No back-to-back printed purchase order (direct or otherwise)
- No back-to-back work order
- No JIT order where JIT line cannot be cancelled

Selecting the Create Kit option will display a window. The window will display the kit parent item code and description. In addition, the window will display the kitting point. The kitting point is the place to which all items will be sourced and will become the order line stockroom. The kitting point will default to the orders supply point. Where a stocked item does not exist at the order supply point, the user must select a valid sourcing point (stockroom) for the item before continuing to create the kit.

Note: *Non-stocked items are available at all supply points.*

For an order line, right click and then select **Create Kit** from the Line menu, the kit entry window is displayed:



Enter the kit components and quantities; the quantity UoM will be the default item sales unit.

A component can be added where it exists as an item stockroom or can be automatically sourced at the kitting point (as per a normal sales item).

Note: *Non-stock items exist at all kitting points and can be components. Where it does not exist as an item stockroom or cannot be sourced, the item cannot be added to the kit.*

Where sourcing is not active in Order Capture, stocked items must have an item stockroom at the kitting point.

Once one component is entered, you can enter more components or press Enter to create the kit. Once **OK** has been selected, the sales order line is un-sourced and becomes a kit parent.

Once a kit is created, it cannot be deconstructed to its individual items; it can only be amended or deleted.

The complete items can be viewed through the **View Kit** option.

Amend Kit

Where a sales order line is a kit parent (Inventory sales kit or soft kit), the **Edit Kit** option will be available if the kit is not cancelled or complete. This will display a window showing the kit parent, kitting point and component lines. Additional component lines can be added and existing line quantities can be modified where the quantity change is permitted by sourcing. Component lines can be removed where sourcing permits, by entering zero. If all component lines are deleted, the kit parent will be deleted.

To change the kitting point, the kit must be deleted and re-entered.

Delete Kit

A delete option will be available for the kit parent and will delete the whole kit where permitted by sourcing.

Component Search

A component search will provide a search on item code or description. Once an item is found, it can be added to the kit.

Kit Attributes

Kit parent can be stocked or non-stocked items.

Kit parents are:

- Not sourced
- Priced as sales items

Kit components are:

- Not priced
- Individually sourced

All are sourced at the kitting point.

The kitting point is the supply or sourcing point, depending on the sourcing method.

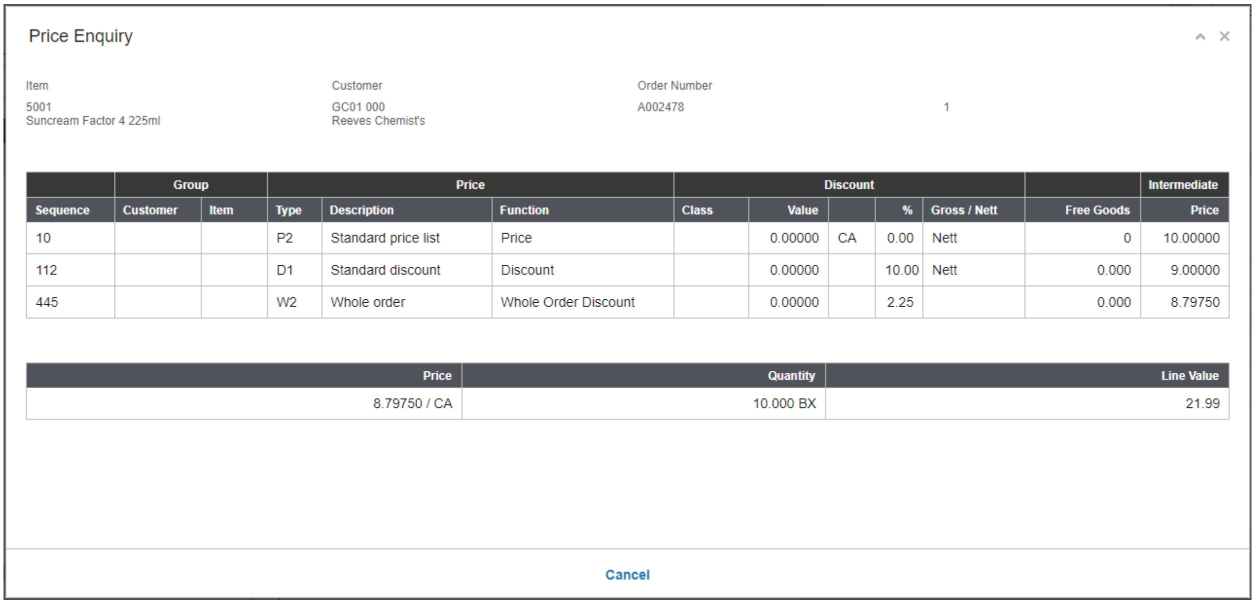
Price Enquiry

For an entered order line, right click and select Price Enquiry from the Line menu. This shows the price and discounts applied to that line. The price details are:

Displayed Attribute	Meaning
Seq No	Price/discount sequence number
Customer Group	The customer group code if applicable
Item Group	The item group code if applicable
Gross/Nett	Gross/Nett indicator Gross discount % applied to original price, Nett discount % applied to discounted price.
Discount Class	The discount class code
Price Type	The price/discount code
Price Type Description	The code description
Price Type Function	The code function 2=price, 1=discount, 5=whole order discount
Free Goods	The Free Quantity
Discount Value	Value if value discount
Discount Percent	Percent if percent discount
Intermediate Price	The intermediate unit price

A summary shows the extrapolated line value:

Quantity and Unit multiplied by final Intermediate Price = Line Value



Price Enquiry

Item	Customer	Order Number	
5001 Suncream Factor 4 225ml	GC01 000 Reeves Chemist's	A002478	1

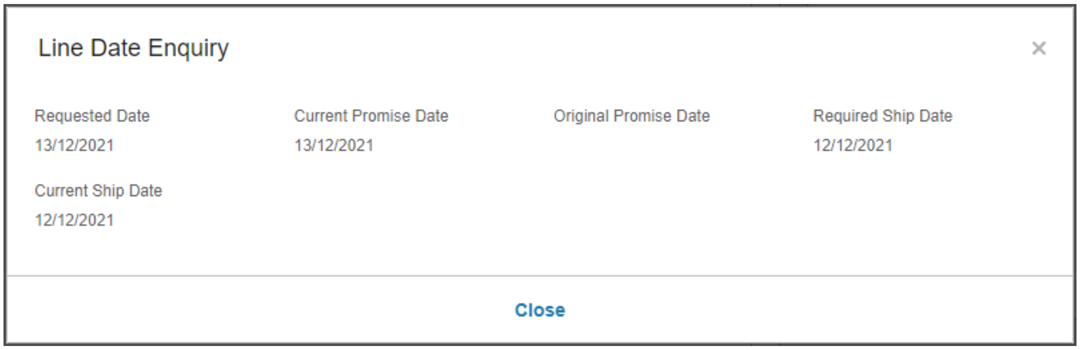
	Group		Price			Discount						Intermediate
Sequence	Customer	Item	Type	Description	Function	Class	Value		%	Gross / Nett	Free Goods	Price
10			P2	Standard price list	Price		0.00000	CA	0.00	Nett	0	10.00000
112			D1	Standard discount	Discount		0.00000		10.00	Nett	0.000	9.00000
445			W2	Whole order	Whole Order Discount		0.00000		2.25		0.000	8.79750

Price	Quantity	Line Value
8.79750 / CA	10.000 BX	21.99

Cancel

Date Enquiry

Order Capture can show an order line's due, promise and ship dates. For an order line, right click and select **Date Enquiry** from the Line menu**:**



<u>Fields</u>

Requested Date

The current agreed date the goods are required at the customer location.

Current Promise Date

The current expected date the goods will be at the customer location.

Original Promise Date

The original promise date the goods will be at the customer location.

***Note**: Applicable for amendments only*

Required Ship Date

The required ship date for the goods to arrive at the customer location to meet the Requested Date.

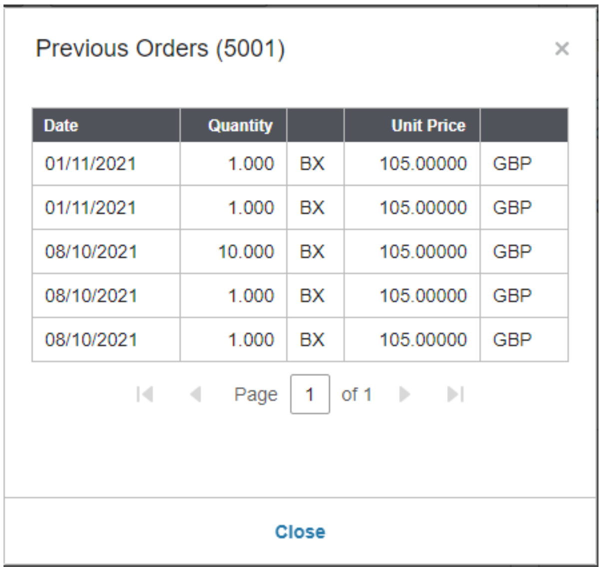
Current Ship Date

The expected ship date for the goods.

Previous Orders

From the line grid right click Item menu an option **Previous Orders** shows previous orders. The order details are:

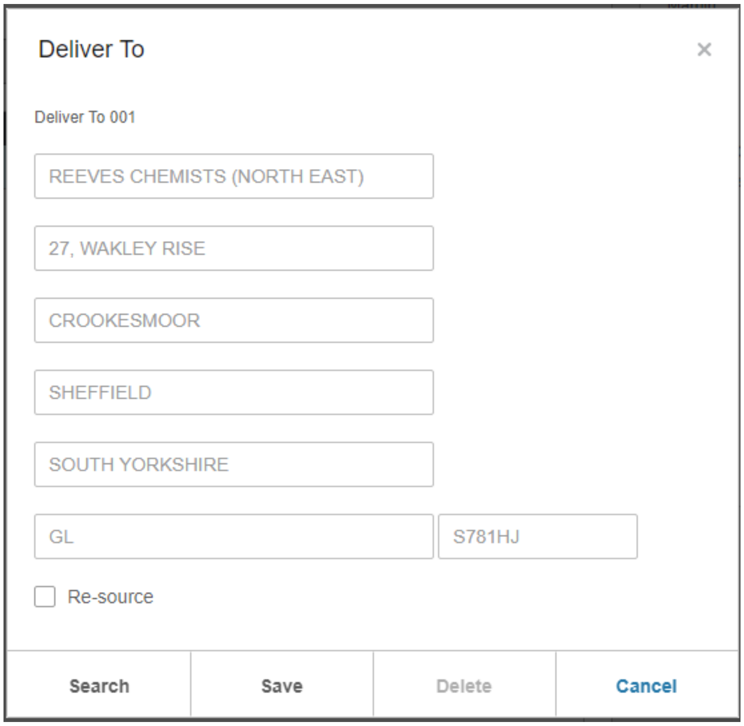
- Date, the date order the line was recorded
- Quantity, the order line quantity
- Unit Price, the discount unit price



Date	Quantity		Unit Price	
01/11/2021	1.000	BX	105.00000	GBP
01/11/2021	1.000	BX	105.00000	GBP
08/10/2021	10.000	BX	105.00000	GBP
08/10/2021	1.000	BX	105.00000	GBP
08/10/2021	1.000	BX	105.00000	GBP

Deliver To option

A sales order can deliver to different delivery address. Enter or amend the delivery address for the order line:



Deliver To

The established delivery address code and name is shown, if no override previously entered then the order header delivery address is shown.

Select the **Search** button to find a delivery address for the customer.

Re-source

To re-source the order line for the customer delivery supply point, select the check box.

Select **Save** to update the order line, select the **Delete** button to delete a delivery address override.

Re-source will re-plan the delivery and ship dates for the established delivery address which includes:

- Customer service level
- Customer working days
- Customer delivery schedule
- Customer supply point establishes line supply point

***Note**: If no Re-source is selected, then effectively the delivery address is an address override for the line.*

***Note**: This option is only available when no firm back to back supply exists for the line, that is no back to back Purchase, Works, Transfer or Enterprise orders, or if the line is complete, cancelled, on pick, or part despatched.*

Multiple Unit Entry

An item can be established as multiple unit entry in Inventory Item maintenance:

Multiple Unit Entry supported values are:

- 1=Stock & Issue Units
- 2=Purchase, Stock & Issue Units

When Order Capture is configured for multiple unit entry, multiple unit entry items must be ordered in a valid combination of purchase, stock and issue units. Entry in a decimal quantity is not permitted.

Multiple unit entry = 1

Items can be recorded in a combination of stock and issue units.

Multiple unit entry = 2

Items can be recorded in a combination of purchase, stock and issue units.

Where an item is recorded in multiple units, the Entered quantity and unit of measure is smallest unit entered, i.e. issue units if any entered, then stock unit if any entered otherwise purchase unit. When displayed for amendment or for other proposes items are displayed in Entered units.

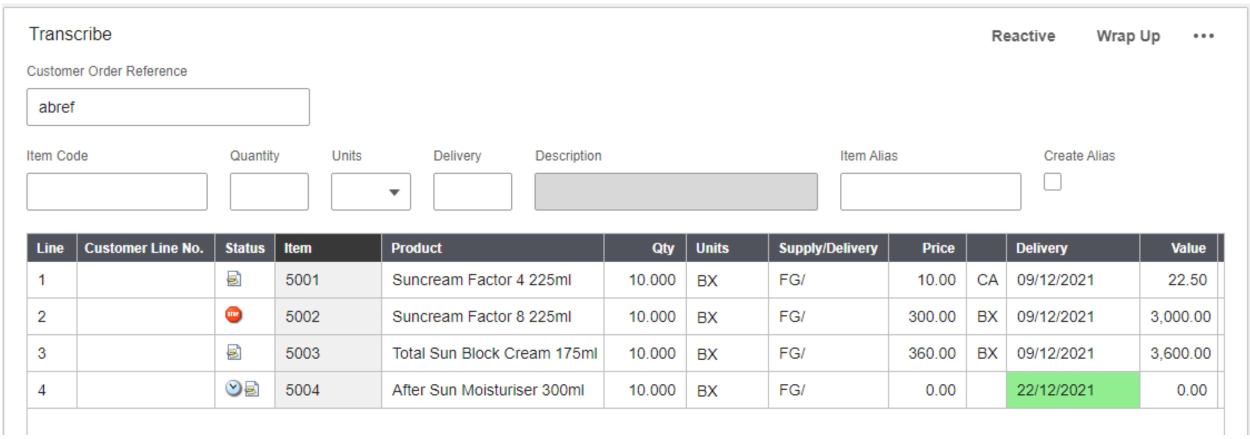
Note: *Multiple unit entry is not permitted for decimal items.*

In Order Capture Multiple Unit Entry is available in the following:

- Reactive tab
- Transcribe tab
- Proactive tab
- Search tab
- Fast Search tab

Line Date Harmonization

Order Capture date harmonization occurs as a new sales order item is recorded. Where supply is late, e.g. order line supply point promise ship date is later than order line ship date, the order line ship date becomes the order line supply point promise ship date and the order line due date becomes the order line promise due date. These order lines are identified by the following indicator.



***Note**: Date harmonization is configurable, the default behaviour is **not** to harmonize.*

***Note**: Sourcing is not re-planned post harmonization, therefore if sales order lines have multiple supplies some supplies may be early.*

Item Warnings

Item warnings can be viewed only in order maintenance.

After establishing the item code to be recorded, direct entry or search, item warnings are displayed:

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

1 For the established item and user's language code

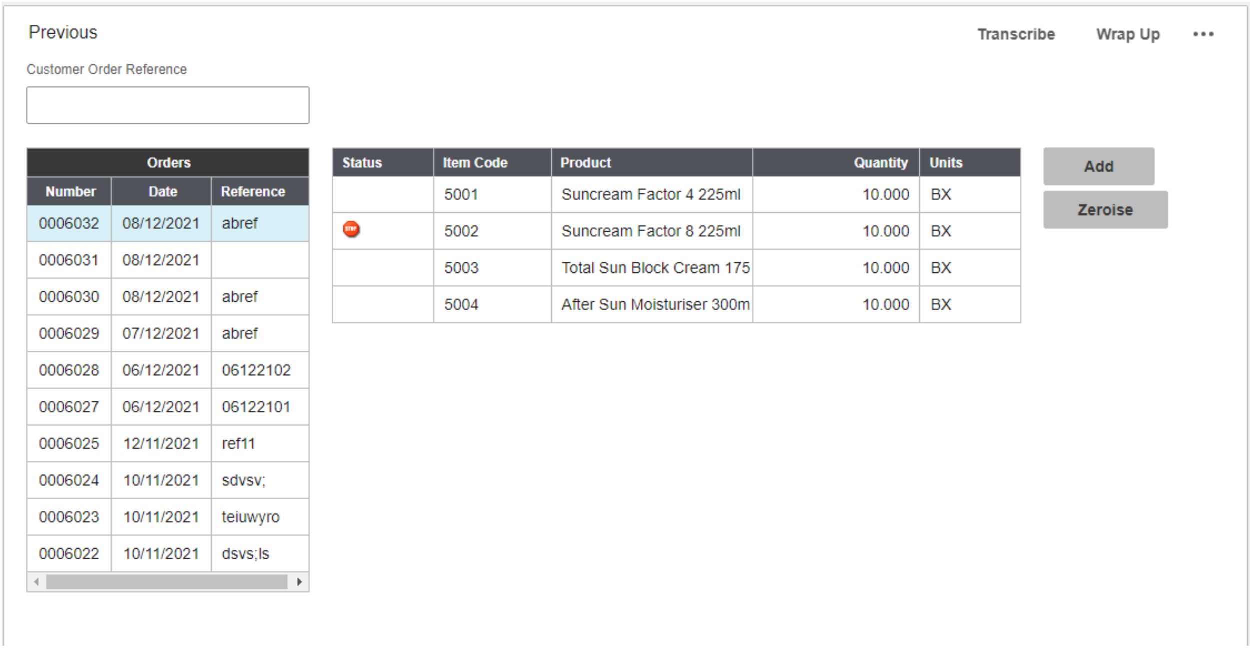
2 For the established item and blank language code

Item warnings can be viewed only. Item warnings are not displayed for kit components, container items or promotion freeloader items.

***Note**: To establish a warning add an Inventory text type in the Tax Code for the description type **DFLT** minor type **ITMW**. Any established item text usage code must be valid code as established by the Inventory Description text usage codes USGC.*

Previous

The user can copy all or part of a previous order. To use this function, click on Previous to display the **Previous** tab.



Fields

Orders

The list of previous orders for the customer is displayed, the order number, the order date and the order reference. By selecting an order with the mouse pointer, all items and their previous order quantities will be displayed.

Adding Items

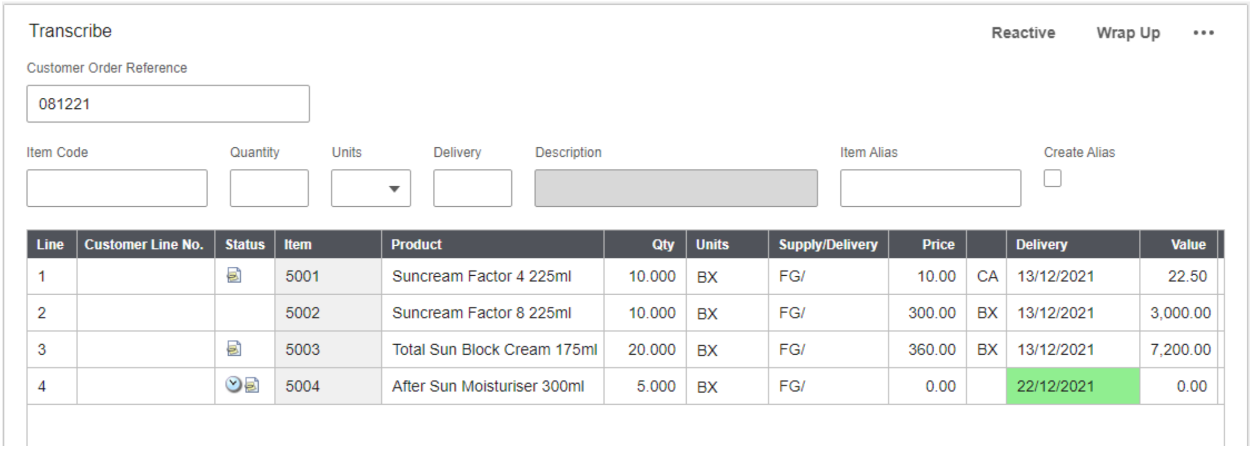
To add items to the current order select the **Add** button.

A Zeroise button on the Previous tab, will set all quantities to zero. This facilitates the recording individual items rather than all items.

Note: *For any items already on the order, the application will warn the user and give the options to add a new line, change the existing line quantity or cancel the new line.*

Transcribe

The Transcribe Tab enables the user to key item codes and quantities to enter the order. Click on **Transcribe** to display the Transcribe tab



Line	Customer Line No.	Status	Item	Product	Qty	Units	Supply/Delivery	Price		Delivery	Value
1			5001	Suncream Factor 4 225ml	10.000	BX	FG/	10.00	CA	13/12/2021	22.50
2			5002	Suncream Factor 8 225ml	10.000	BX	FG/	300.00	BX	13/12/2021	3,000.00
3			5003	Total Sun Block Cream 175ml	20.000	BX	FG/	360.00	BX	13/12/2021	7,200.00
4			5004	After Sun Moisturiser 300ml	5.000	BX	FG/	0.00		22/12/2021	0.00

Fields

Item Code

Enter the item code and press **Enter**, the application will retrieve the description and proceed to the Quantity field.

Quantity

Enter the quantity and press **Enter**, the item will be added to the order.

Unit

Optionally select the unit to be entered for the item

Delivery

Optionally enter a three character delivery address code for the account code established to the order.

Line Details

Any item added to this order will be displayed in a list under the entry section of the window. Refer to the Reactive tab for an explanation of the columns.

Note: *Existing line details: Qty, Units and Price can be amended and applied by pressing Enter.*

Customer Line No.

The customer order line number entered via the **Order Pad or keyed** or keyed into the **Transcribe** grid.

Supply/Delivery

Supply is the sourcing point stockroom where the item will be fulfilled from. Delivery shows any entered delivery address for the order line.

Preparation

This column only shows if the Customise option is set.

If Preparation Codes are associated with this item a drop-down list is available to select appropriate preparation text for this order line.

Delivery

This column only shows if the Customise option is set.

The delivery due date can be overridden.

Value/Nett Price

This column can be configured to show the Value of the order line as per the Reactive tab, or by selecting the Item Nett Price option from the Customise menu, the item line nett unit price.

Margin

The item line margin percentage is shown based on, the item line price and any line level discounts applied and the item line cost from the Order Capture supply engine.

The margin calculation is based on the Nett/Gross setting that is established to Sales Order company profile [1/OEU]

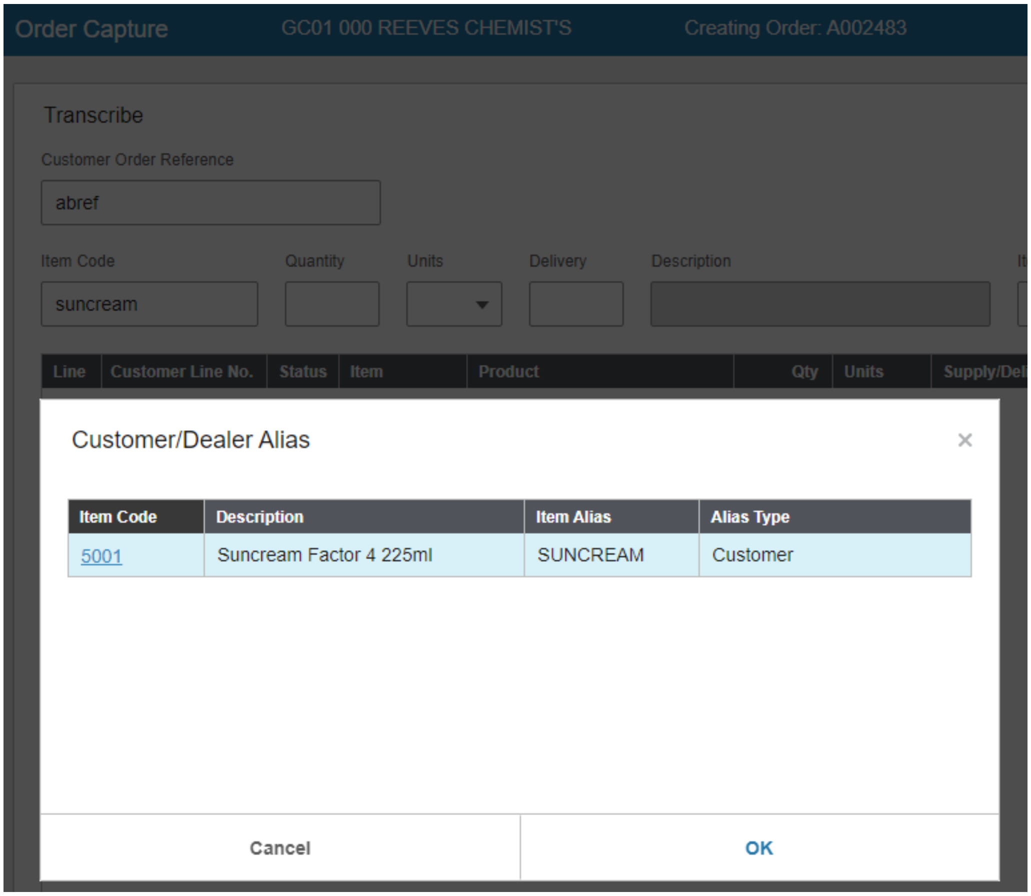
To show the margin percentage set the **Display margins** option to **1** in Sales Order company profile [1/OEU].

Add line using customer item code

The Transcribe tab provides the ability to record a new order line using the customer's item code and record a new customer item code:

To add a new order line using the customer's item code, enter the customer item code in the existing Item Code field and press **Enter**

If found, a window displays the System21 Item Code:



If the correct item code is found, select the **OK** button. Selecting **Cancel** and the window will be closed and the cursor positioned to the Item Code field.

If **OK** selected, the System21 Item Code will replace the entered item and the cursor positioned to the Quantity field:

Where an Item Code has an Item Alias, the current Item Alias is displayed.

Note*: Customer item aliases must be created for the alias type of* ***C****, this type must be defined to the Inventory description type* ***ALTT****.*

Entered item both an System21Item Code and Alias Item Code

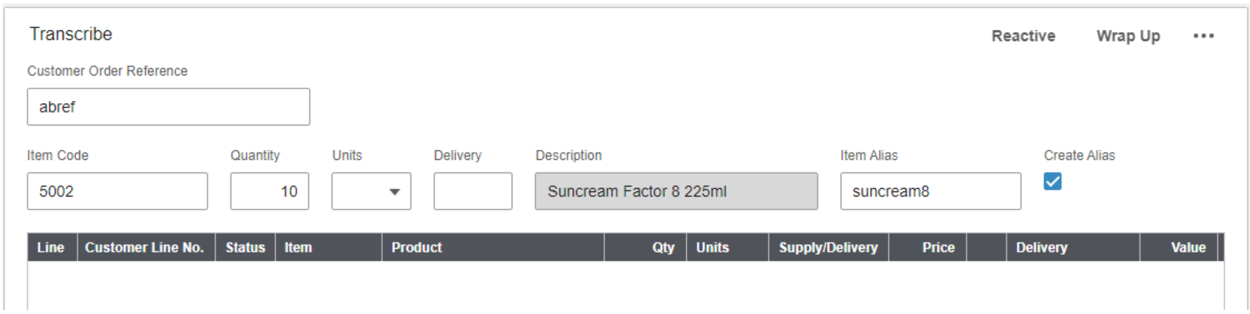
Where the entered item code is both an System21 item code and an alias item code for the customer, a window will display both.

Select the required item code and **OK**, **Cancel** will close the window and position the cursor to the Item Code field.

Create customer item code

A customer item code can be added to the Item Alias entries for the current customer:

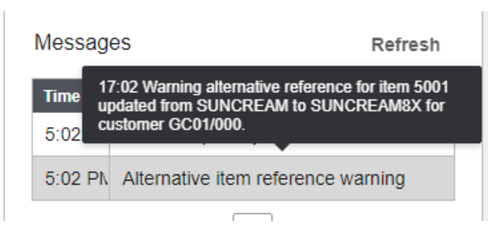
Key the System21 item code and press **Enter**, the item description will be displayed to confirm the correct item code. Optionally key the quantity required for this order line, press **Tab**, enter the customer item code in the Item Alias field, select the tick box **Create Alias** and press **Enter**:



If a quantity is entered, the item will be added to the order and the customer's item code will be added as an Item Alias for the customer.

Update customer item code

The customer item code is updated following the same steps as above. If the Item Alias is updated, a warning message is displayed in the Messages panel:



Add line using dealer alias

To add a new order line using a dealer alias item reference, enter the code in the existing Item Code field and press **Enter.**

If found, a window displays the Item Code:

If the correct item code is found, select the **OK** button. Selecting **Cancel** and the window will be closed and the cursor positioned to the Item Code field.

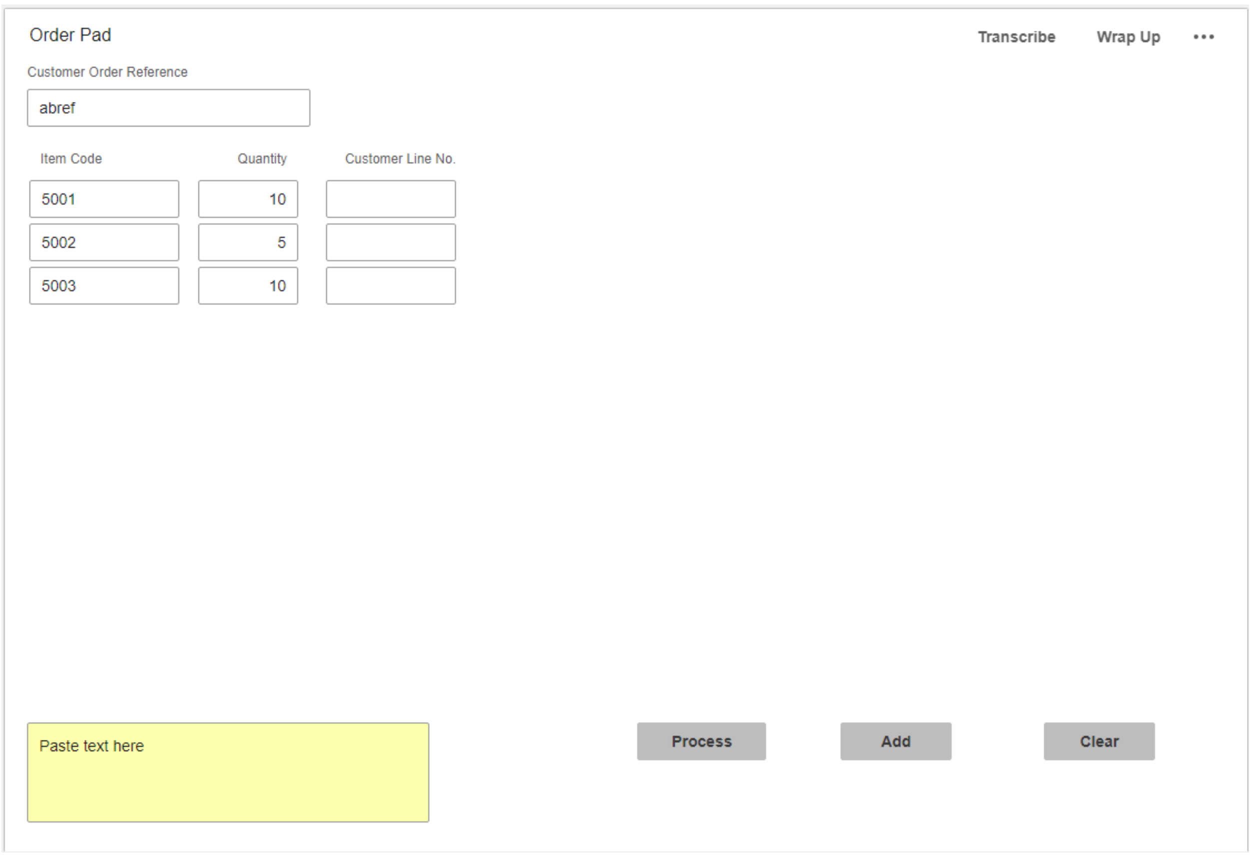
If OK selected, the System21 Item Code will replace the entered item and the cursor positioned to the Quantity field:

Note*: Dealer item aliases must be created for the alias type of* ***D****, this type must be defined to the Inventory description type* ***ALTT****.*

Order Pad

Order Pad allows the entry of multiple lines. This differs from Transcribe where each line is added as they are keyed.

The tab Order displays a grid in which the System21 item or customer item alias code and required quantity are keyed. Once all lines are entered, the Add button, will add all the items to the current order:



The Enter or Tab key will move the focus from the current field to the next, i.e. from the item field to the quantity field or from the quantity field to the next line.

The customer's order line number can optionally be recorded for each item. ***Note:*** *a maximum number of 15 alphanumeric characters can be recorded*

When the items are added to the order, a message will say "nn items successfully added to the order" where nn is the number of items added and the successful items are cleared from the order pad.

If an item cannot be added to the order, the normal error window will be displayed. Any items added to the order will be greyed, the item in error will be highlighted. This may be for one of the following reasons:

- Item not valid
- Item cannot be sourced
- Transaction control
- Buying list restrictions
- Sales restrictions

Where the item might be substituted, the usual window will be displayed and the user selection will be actioned. This may be for the following reasons:

- Item supersession
- Replacement item promotion
- Alternative item sourcing

The order pad will show the keyed item and not any item substitution.

If customer or dealer item alias entering is enabled, when the Add button is pressed, item alias processing is performed for the whole page prior to adding any items. Any item alias codes entered are replaced by their system21 item code.

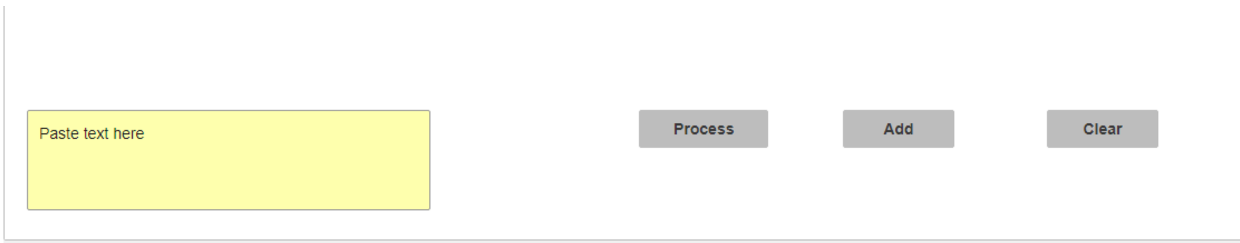
Copy and Paste

Orders that are received in the form of a spreadsheet or word document can be copied from the source document and pasted into the Order Capture Order Pad. This feature accepts item and quantity pairs.

The correct customer must be identified and the Order Capture Order Pad selected.

It does not accept details such as required due date or item units of measure.

To paste into the Order Pad, select the text “Paste text here” and right click the mouse pointer and select Paste or select Ctrl V:



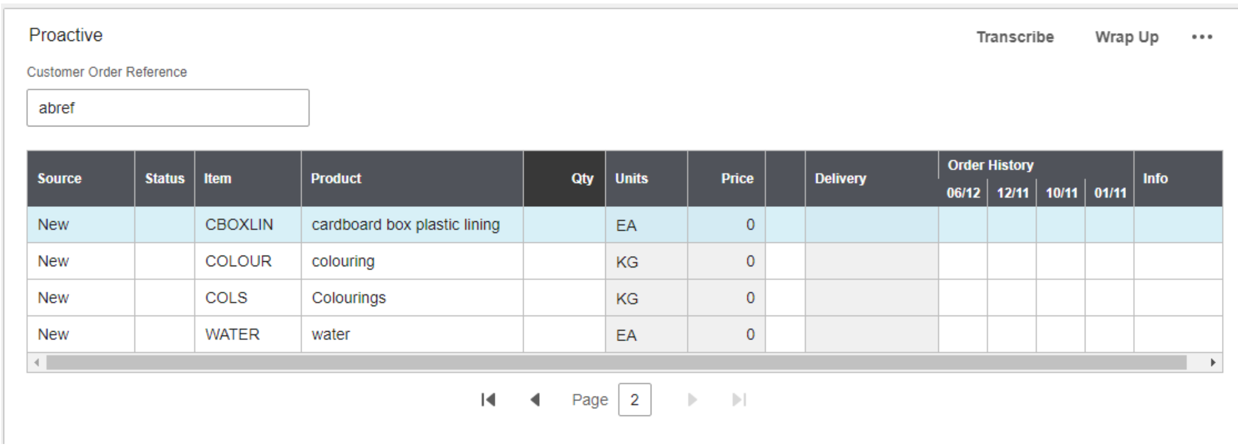
The selected text will be pasted into the text area.

The items and quantities can be added to the Order Pad by selecting the Process button. Once added to the Order Pad, the items can be added to the order by the Add button.

Tip: *the pasted text can be scrolled by using the up and down keys*

Proactive

The Proactive Sales Tab displays additional items that the customer hasn't ordered for this order. Click on **Proactive** to display the Proactive tab.



Source	Status	Item	Product	Qty	Units	Price		Delivery	Order History				Info
									06/12	12/11	10/11	01/11	
New		CBOXLIN	cardboard box plastic lining		EA	0							
New		COLOUR	colouring		KG	0							
New		COLS	Colourings		KG	0							
New		WATER	water		EA	0							

It can show:

- Items usually ordered but not ordered this time - from the history buying list
- Any items belonging to the customer's Special Price List which are not ordered - from the SPL buying list
- Any new items - from the New item buying list
- Any promotion items not ordered

These are available if the customer's Buying List Rule is configured to include those Buying List.

Status

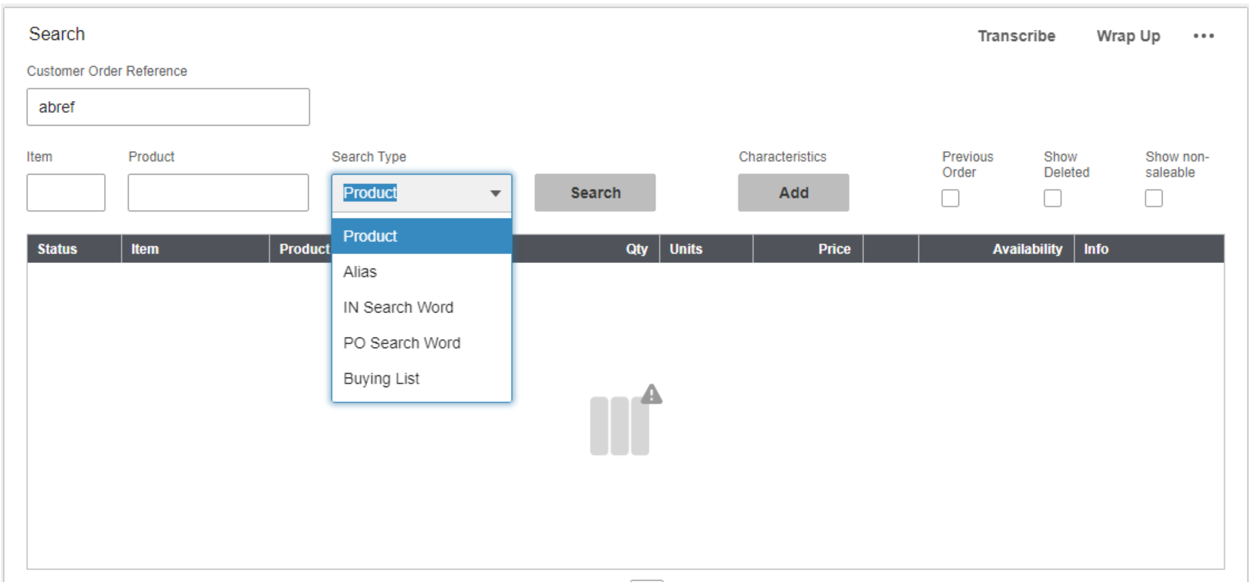
Icons are shown to indicate the status of the order line. Refer to the Reactive tab for an explanation of the status icons.

Info

Icons are shown to highlight conditions on the order line. Refer to the Reactive tab for an explanation of the info icons.

Search

The user can search for products by item code or description and by the item search attributes defined in the Inventory Item Details option. Click on **Search** to display the Search tab



Fields

To search, enter any of the following:

Item

Part of the item code.

Product

Part of the product description.

Type of Search (dropdown)

Select one of the search types.

Checkbox

Search for items previously ordered, or flagged for deletion, or non-saleable.

Functions

Search

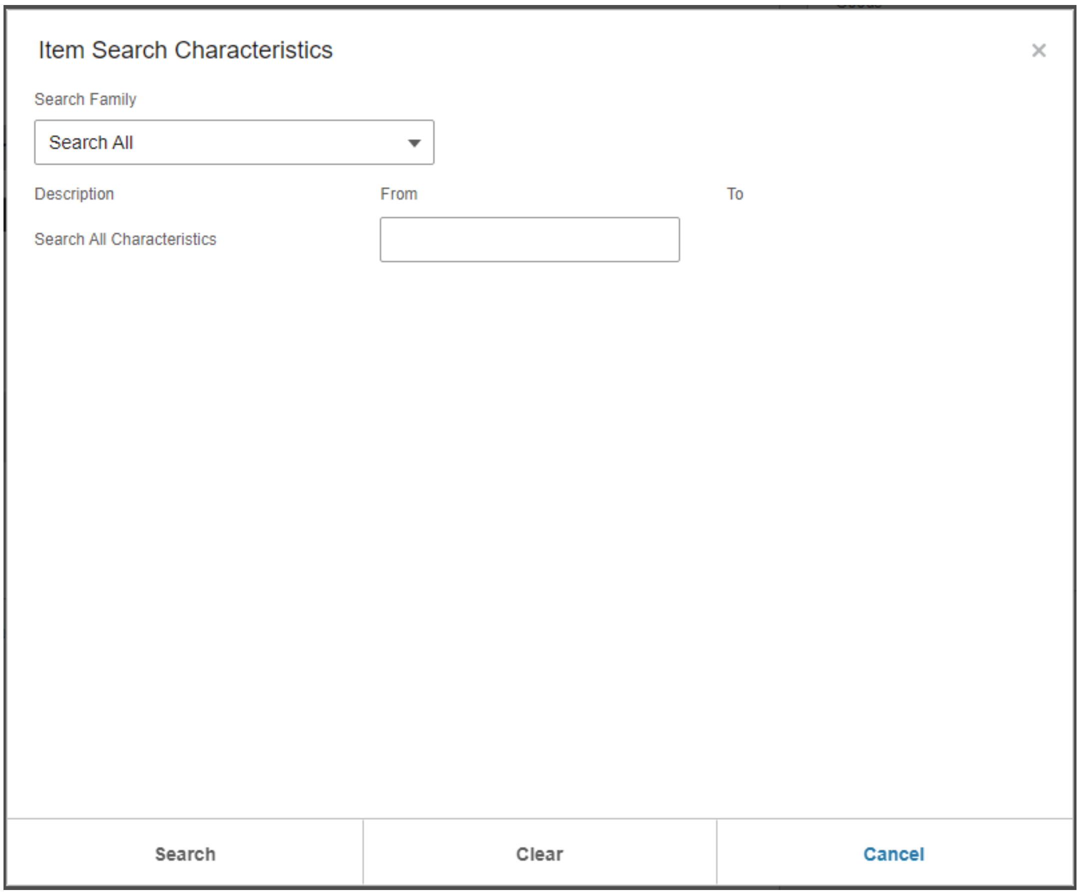
Having entered one or more of the search values press the **Search** button to perform the search. Any items satisfying all the entered criteria will be displayed in the grid.

Any items already on the order will be displayed with the ordered quantity.

Items can be added to the order by entering a quantity and pressing **Enter**.

Add

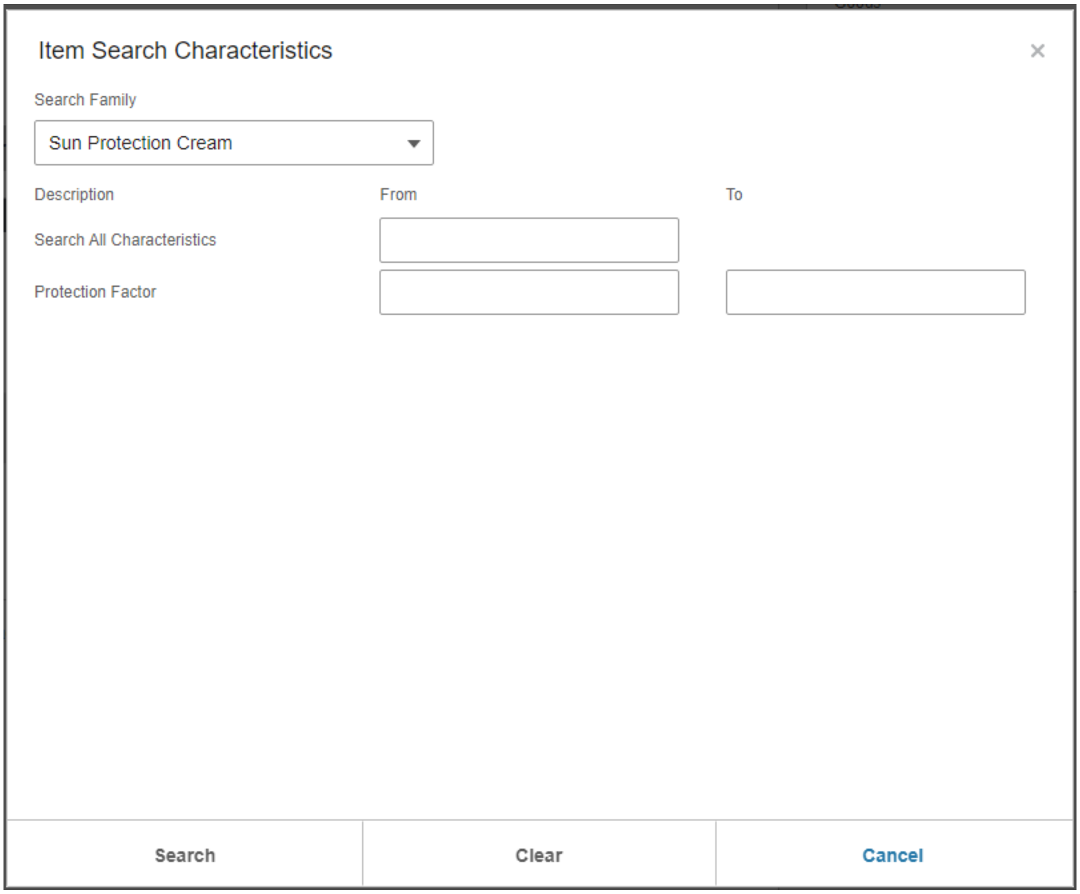
Select the Add button to search by item characteristic. The following window will be shown to enter the search characteristics.



Search All

To search all characteristics enter a single value. Select **Search** to find all items with a characteristic matching the entered value.

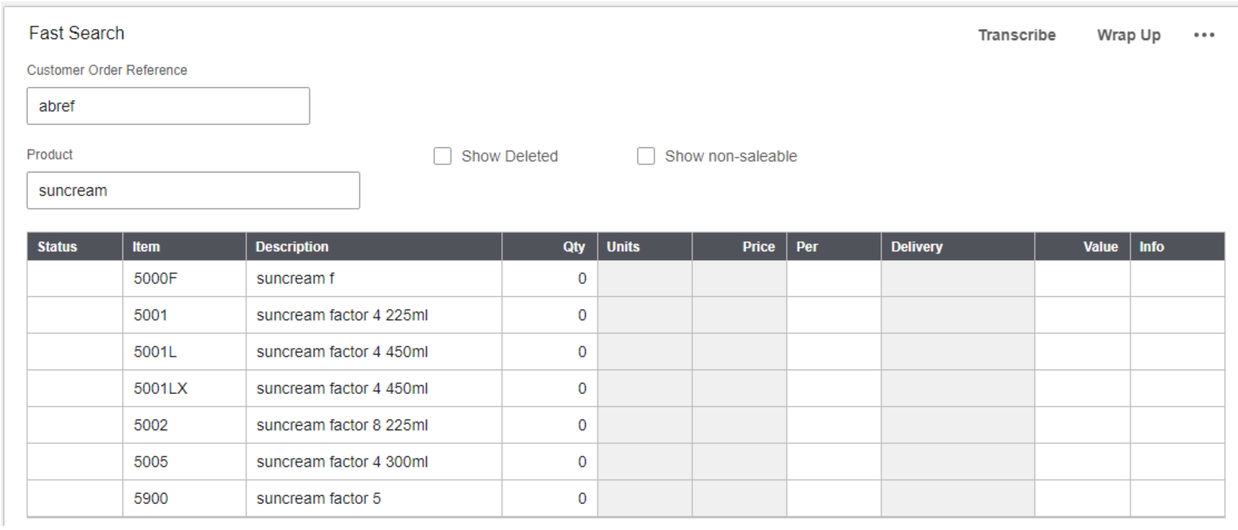
To search for a particular characteristic, select the characteristic from the list:



Key a From value and optionally a To range and select **Search**.

Fast Search

The user can search by item code or description by keying part or whole codes or words into the Product field.



Note: *No Enter or mouse Click is required*

Promotions

Order Capture supports two types of promotion activity. A replacement item promotion and a freeloader promotion.

Replacement Item

A replacement item is sold in place of the original item. It can be priced based on the original item or price as a new item. See promotions maintenance for configuration details.

Where the user keys a quantity for the item on promotion, or the **View Promotion Details** option is selected, Order Capture shows the promotion item window.

Note: *The price is either based on the original item or priced for the replacement. The replacement quantity is the original quantity multiplied by a replacement quantity factor. See promotions maintenance for configuration details.*

Freeloader Promotion

A freeloader promotion item is given free of charge to the customer. To qualify for a freeloader the customer must order qualifying items on the order and satisfy any promotion constraints.

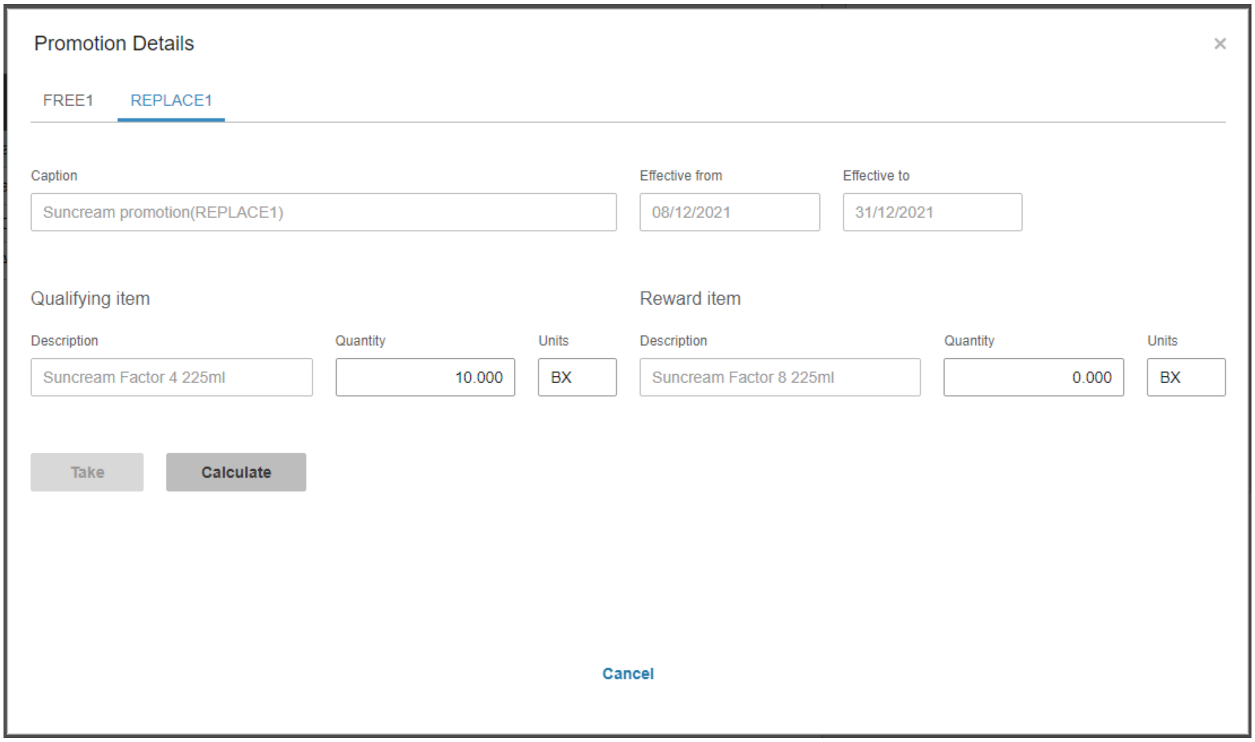
Note: *A freeloader item can be subject to tax. See promotions maintenance for configuration details.*

Order Capture Promotion View

From any item that is indicated to be on promotion a detailed Promotion view is available, highlight the item, select right click and View Promotion Details

The item in the example below is on two promotions:

Replacement Item



Fields

Caption

This field displays the promotion description

Effective from

Start date of promotion

Effective to

End date of promotion

Qualifying item

This field displays the item that is on promotion

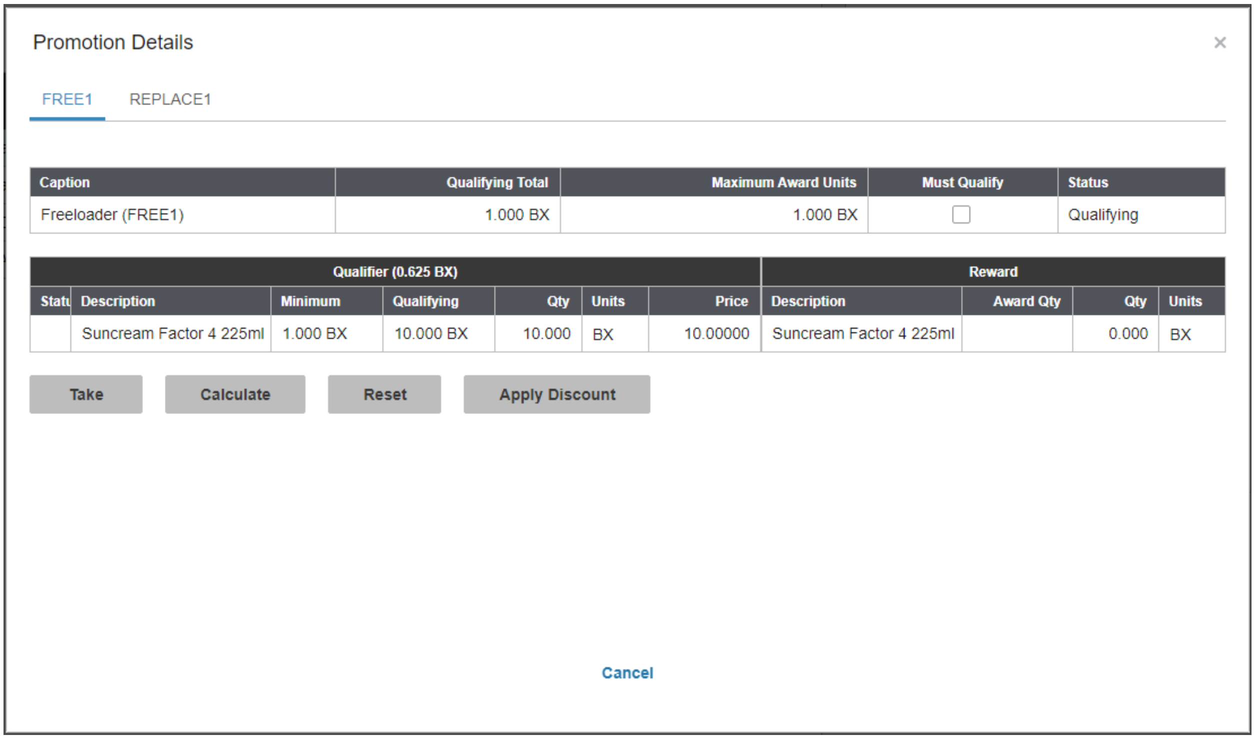
Reward item

This field displays the replacement item

Note: The promotion can be taken from this window, key the quantity required and select the Take option.

Freeloader promotion

By selecting the appropriate tab each promotion that the item is part of is shown



Fields

Caption

This field displays the promotion description

Qualifying Total

This field displays the total quantity or value required of qualifying items to qualify for freeloader items

Must Qualify

Indicates whether Qualifying Total must be met to award freeloader items

Qualifier

This field displays the quantity currently qualifying for the promotion

Status

This field displays the status, either Triggered, Qualifying, Qualified or Accepted

Description

This field displays the promotion qualifying item description

Minimum

This field displays the minimum quantity or value

Qualifying

This field displays the quantity qualifying for this item

Qty

This field displays the quantity ordered of this item

Units

This field displays the ordered unit of measure

Price

This field displays the net unit price for the item

Reward - Description

This field displays the freeloader item description

Reward - Award Qty

This field displays the quantity that is already taken for this order

Reward - Qty

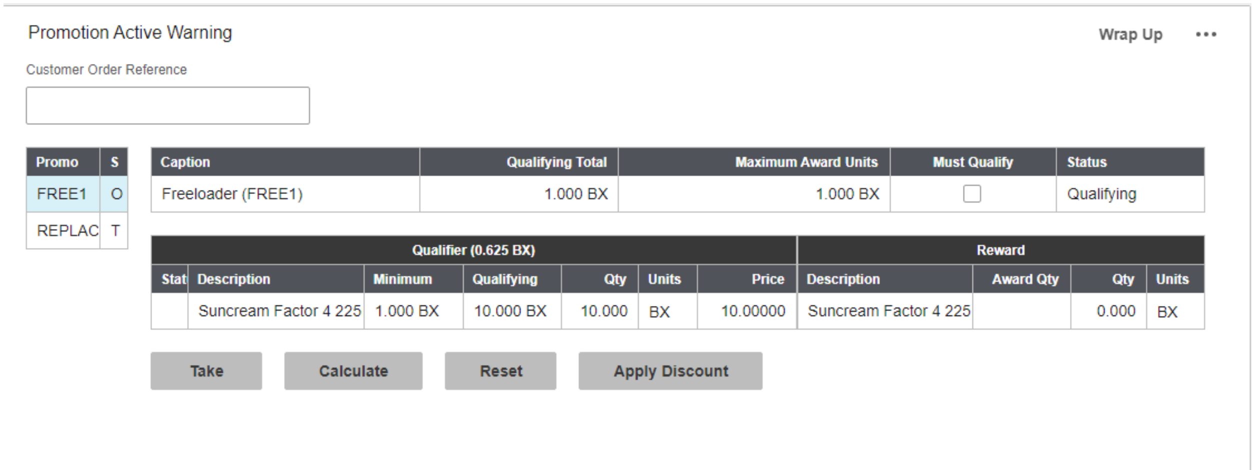
This field displays the quantity to be given

Reward - Units

This field displays the quantity unit of measure

Order Capture Wrap Up

After recording the customer's order, select the Wrap Up tab. At this point, if the order triggered any promotions Order Capture will show the promotions involved.



Fields

Promotion number

Select the promotion to display.

Promotion State Flag

This field displays the state of the promotion. There are three possible states:

T=triggered. Items that qualify for promotion have been ordered, but no items have qualified.

O=Qualifying. Items have been ordered that qualify for promotion, but promotion qualifying total is not met.

Q=Qualified. The promotion has qualified for freeloader items

A=Accepted. The promotion has been taken

Caption

This field displays the promotion description

Qualifying Total

This field displays the total quantity or value required of qualifying items to qualify for freeloader items

Must Qualify

Indicates whether Qualifying Total must be met to award freeloader items

Qualifier

This field displays the quantity currently qualifying for the promotion

Status

This field displays the status, either Triggered, Qualifying, Qualified or Accepted

Description

This field displays the promotion qualifying item description

Minimum

This field displays the minimum quantity or value

Qualifying

This field displays the quantity qualifying for this item

Qty

This field displays the quantity ordered of this item

Units

This field displays the ordered unit of measure

Price

This field displays the net unit price for the item

Reward - Description

This field displays the freeloader item description

Reward - Award Qty

This field displays the quantity that is already taken for this order

Reward - Qty

This field displays the quantity to be given

Reward - Units

This field displays the quantity unit of measure

Freeloader reward quantity

To calculate the number of freeloader items that this promotion and order has qualified for (defined by the promotion rules), select the **Calculate** button. The Reward **Qty** field will be updated with the maximum qualified quantity.

Note: *Where multiple freeloader items exist for one promotion, each reward quantity is calculated discretely, it is a user decision to apply the correct reward quantities.*

Add freeloader to order

The **Qty** allows for override of reward quantity, select the **Take** button to accept the reward quantities.

Note: *If the Take button is not selected for each promotion, no freeloaders will be given for the promotion on this order.*

Freeloader Promotion Calculations

For an item that is a qualifier on a Freeloader promotion, for the order line to qualify it must meet or exceed the promotion qualifier minimum order quantity or value. Where defined as a quantity, the minimum will be in one of the item's units of measure.

Where by value, the qualifying order line values are accumulated, where by quantity, the order line quantities are converted into a common unit, the promotion equivalent unit.

To convert a qualifying quantity to equivalent units:

(Equivalent unit quantity) = (Order line quantity in item **stock** units) x (promotion qualifier item equivalent factor)

The award quantity per Freeloader is calculated from the total value or total equivalent units, it is a quantity per value or equivalent unit.

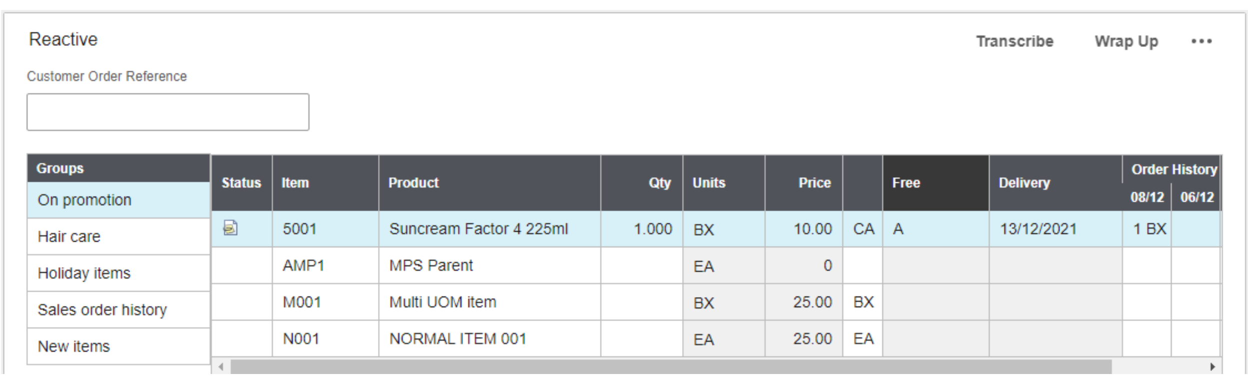
When an award is taken, the promotion equivalent unit is calculated from the quantity awarded.

(Awarded equivalent unit quantity) = (Awarded quantity in item **stock** units) x (promotion award item equivalent factor)

Ad-hoc Freeloaders

From any of the entry tabs Order Capture provides the ability to key a freeloader promotion code. The line is then considered a freeloader and obeys the standard freeloader pricing and taxation rules.

From Reactive, Transcribe or Proactive enter the freeloader promotion indicator:



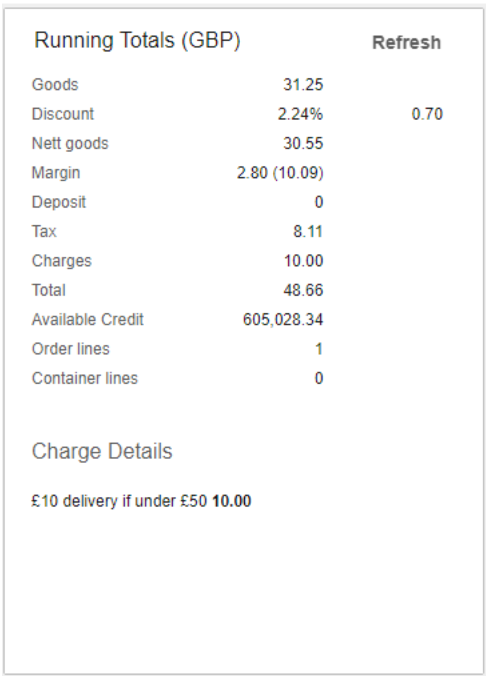
Note: *No identifier exists to differentiate between Promotion rule driven freeloaders or Ad-hoc freeloaders.*

To display the freeloader column Free in the Reactive, Transcribe or Proactive tabs, from Order Capture, select menu Tools and option Customise. Select the Show Freeloader Indicator option:

Order Information

During the taking of an order, the application provides the user with information about the current order on the right of the window.

Running Totals



The running total section displays:

- The gross goods value
- All applicable discounts (line and order) for the current item and quantities, displayed as a value and a percentage
- Nett goods value
- Margin value, nett goods - cost. In brackets margin % based on percentage cost or sales value as defined by the Inventory company profile
- Optionally, Deposit, the value of container items
- The total tax applicable
- Any additional charges
- The total invoice value
- Available credit

The credit available is based on customer credit limit minus current credit commitment minus current order value.

In the context of available credit, the order value is the nett goods value, plus the tax value if tax is included in credit check, plus container deposits if containers are active.

Note: *Customer hierarchies are not considered.*

Note: *The total order value is used, irrespective of sourcing.*

- The number of lines on the order
- Optionally, Container lines, the number of container item lines
- Optionally, the total weight of the order

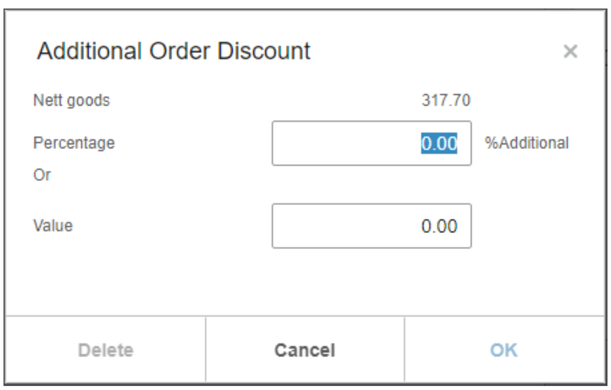
For information on the facility to configure whether weight is shown or not, refer to the Order Capture Installation Guide. ***Note:*** *All weights are assumed to be in the same unit of measure.*

Where running totals are to be refreshed manually, double-click the Running Totals title bar.

Standard Pricing Additional Order Discount

Note*: Additional Discount is only available when the pricing policy is Standard Pricing.*

Select **Discount** from the Order Trailer. The Additional Order Discount window shows any additional percentage or value discount that is applied to the current order.



Fields

Nett Goods

The goods value of the current order minus all customer discounts and any applied additional order discount

Whole Order Discount

The customer whole order discount applied to the current order

Percentage

Enter the order percentage discount to be applied to this order. **Additional** identifies this as an additional percentage discount. **Override** identifies this as an override to any customer discount.

***Note**:If entered, when SPOD limit value is 1, this discount is in addition to all customer discounts, when SPOD limit value is 2 this discount overrides any customer whole order discount percentage.*

Value

Shows any order value discount applied to the order. Enter the order value discount to be applied to this order

***Note**: This discount is in addition to any customer whole order percentage discount. Only one of percentage or value may be entered.*

Functions

OK

Select **OK** to update and apply the entered discounts to the current order.

Delete

Select Delete to delete any additional discounts applied to the current order.

Cancel

Select Cancel to return to Order Capture trailer screen

Charge Details

The description and value of any charges applied. Charge Policies apply to the order from either the Service Level or as a customer attribute in the Customer Details.

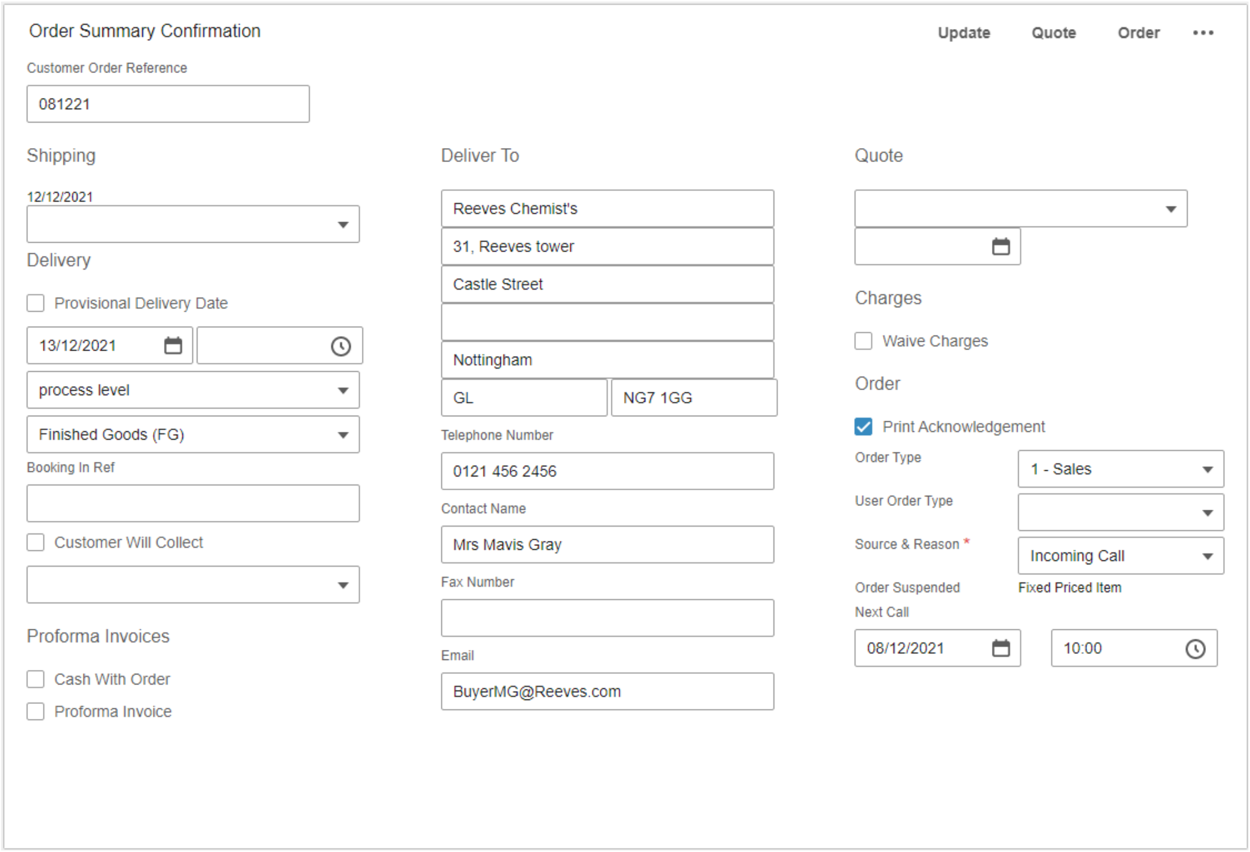
Messages

Information and warning messages are displayed here during the order taking process. The types of messages displayed are:

- Credit or pricing issues that may lead to suspension
- Unusual quantity or unit warnings
- Delivery validation issues

Wrap Up

The Wrap Up tab displays the order summary and shipping details prior to confirming the order. To confirm the order details with the customer and complete the order, select **Wrap Up**.



To amend any order line details prior to confirming the order, click the appropriate tab.

Fields

Shipping & Delivery

Refer to the Change Delivery and Ship

Deliver To

This field displays the delivery address for the order. This can be overridden; the **Reset** button will reset the address to the customer's default address.

Charges Waive Charges

When checked will remove all charges that apply to the order. Charge Policies apply to the order from either the Service Level or as a customer attribute.

Source & Reason

Enter the source of the order and if in order amend, the reason for amendment.

Order source codes must be set up on Descriptions under major type OMOS with as many source codes as required.

Order Amend Reason

Amend Reason codes must be set up on Descriptions under major type OMAR with as many reason codes as required.

Next Call

If the customer has a Customer Call Profile, the next planned call date and time is shown, this can be overridden.

Order Number

The order number displayed is the internal Order Capture order number (prefixed A). Once the **Complete** button is selected, the System21 order number will be displayed.

Proforma Invoice

Check if Cash with Order or Proforma Invoice is required for the order.

Quote

To enter a quote, select the quote type from the list of available quote types as defined in System21. Quote types are defined to Inventory Descriptions major type QTNO.

Functions

Update Button

If any overrides are entered, selecting the **Update** button will refresh the Wrap Tab.

Order Button

To complete the order and update System21, select the **Order** button.

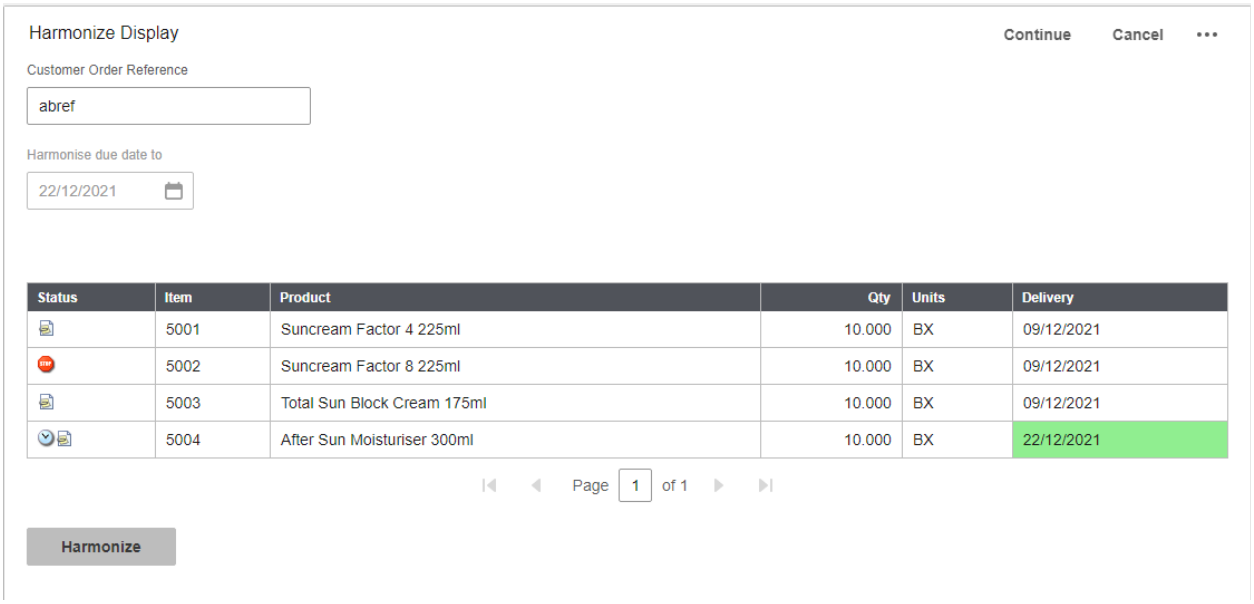
Quote Button

To complete the quote and update System21, select the **Quote** button. The Quote will retain any sourcing or not as defined by the quote type in System21.

Order Harmonization

During the Wrap Up process, where Line Date Harmonization has occurred, the following grid is displayed, the user can select to **Cancel** to return to the ordering grid, **Continue** to the Wrap Up or **Harmonize** to make all outstanding order line due dates the latest. Selecting Harmonize will apply the latest due date to all lines and **Re-Source**, the grid is re-displayed and Continue is required to show the Wrap Up.

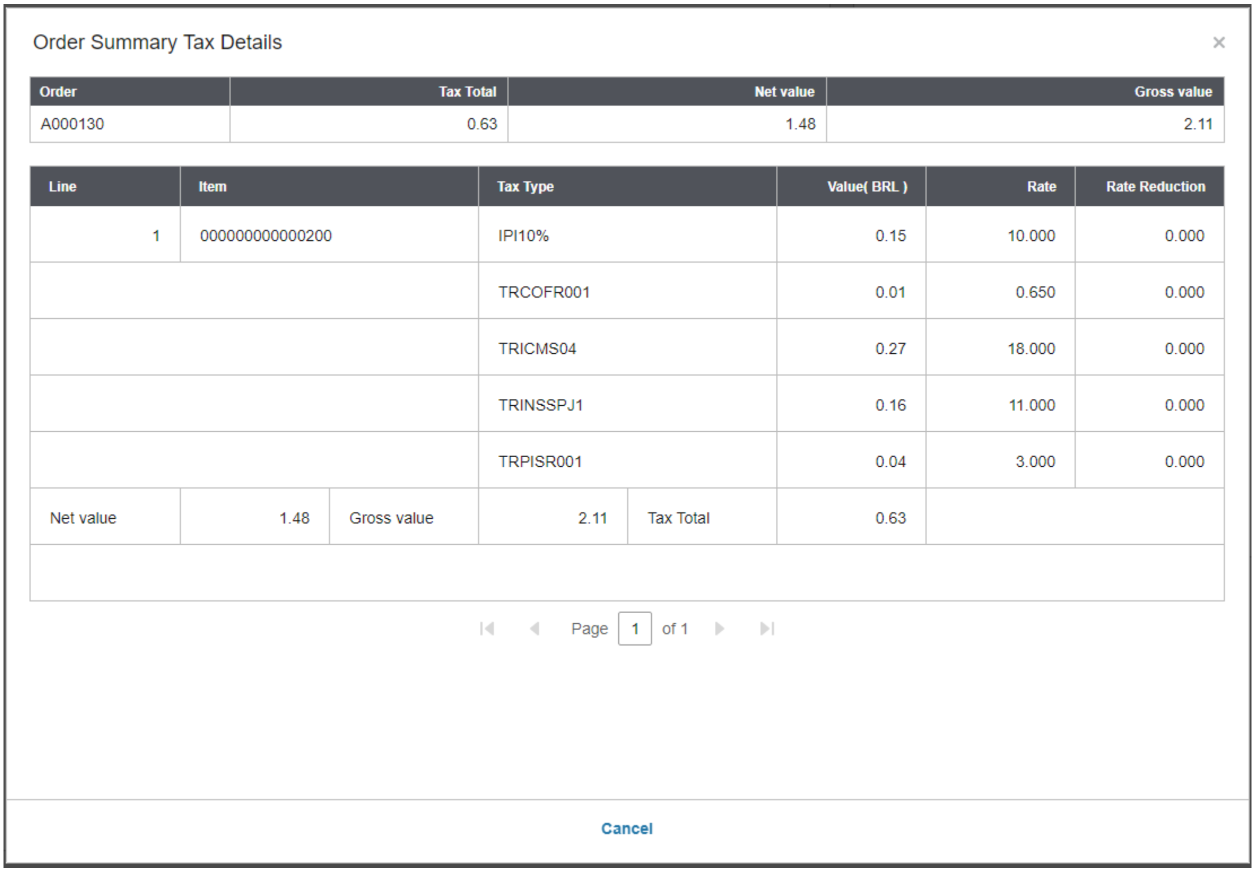
***Note**: this does not guarantee a single delivery for the order.*



Status	Item	Product	Qty	Units	Delivery
	5001	Suncream Factor 4 225ml	10.000	BX	09/12/2021
	5002	Suncream Factor 8 225ml	10.000	BX	09/12/2021
	5003	Total Sun Block Cream 175ml	10.000	BX	09/12/2021
	5004	After Sun Moisturiser 300ml	10.000	BX	22/12/2021

Tax Enquiry Window

The Order Capture Tax Enquiry window is launched at Wrap Up when operating Infor tax engine rules, it shows details of the taxes applied to the whole order:


Order Summary Tax Details

Order	Tax Total	Net value	Gross value
A000130	0.63	1.48	2.11

Line	Item	Tax Type	Value(BRL)	Rate	Rate Reduction
1	000000000000200	IPI10%	0.15	10.000	0.000
		TRCOFR001	0.01	0.650	0.000
		TRICMS04	0.27	18.000	0.000
		TRINSSPJ1	0.16	11.000	0.000
		TRPISR001	0.04	3.000	0.000

Net value	1.48	Gross value	2.11	Tax Total	0.63

Page 1 of 1

Cancel

Summary Fields

Order

The provisional order number, or the System21 order number if in amend.

Tax Total

Sum of all the tax amounts for the tax codes established to **BZTW**.

Net Value

Sum of all the goods amounts for the tax codes established to **BZTW**.

Gross Value

The sum of **Tax Total** and **Net Value**.

Fields

Line

The provisional order line number.

Item

The item code

Tax Type

The tax code

Value (BRL)

The tax amount in prime currency and currency code.

Rate

The tax rate

Tax Total

Sum of all the tax amounts for the line for the tax codes established to **BZTW**.

Net Value

Sum of all the goods amounts for the line for the tax codes established to **BZTW**.

Gross Value

The sum of **Tax Total** and **Net Value**.

Reduction Rate

The reduction tax percentage to be applied for the tax type, the tax **Amount** is reduced by the reduction percentage.

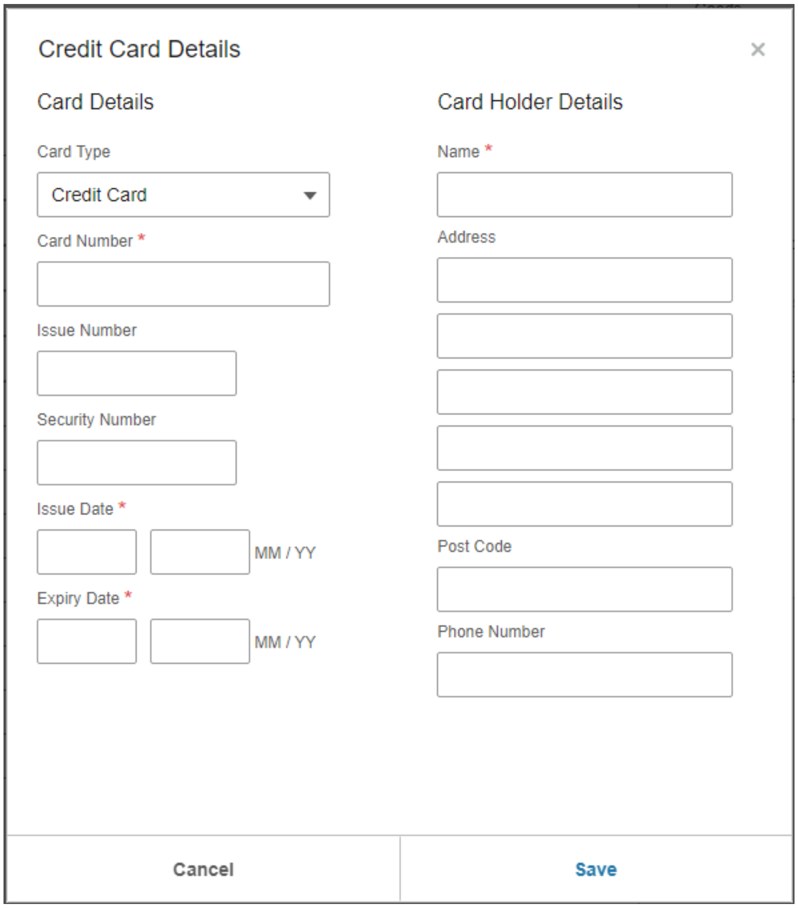
The values and taxes shown are for those tax codes that are established to the **L1** description **BZTW** for the current company.

***Note**: the L1 descriptions support a maximum of 10 characters.*

Credit Card

The credit card window is shown when the payment method for the order is a credit card type during Wrap Up.

Select the Order button, the credit card window is shown prior to confirming the order.



Enter the required credit card details.

Note: *The specific credit card details required are defined by payment method in Cash Management.*

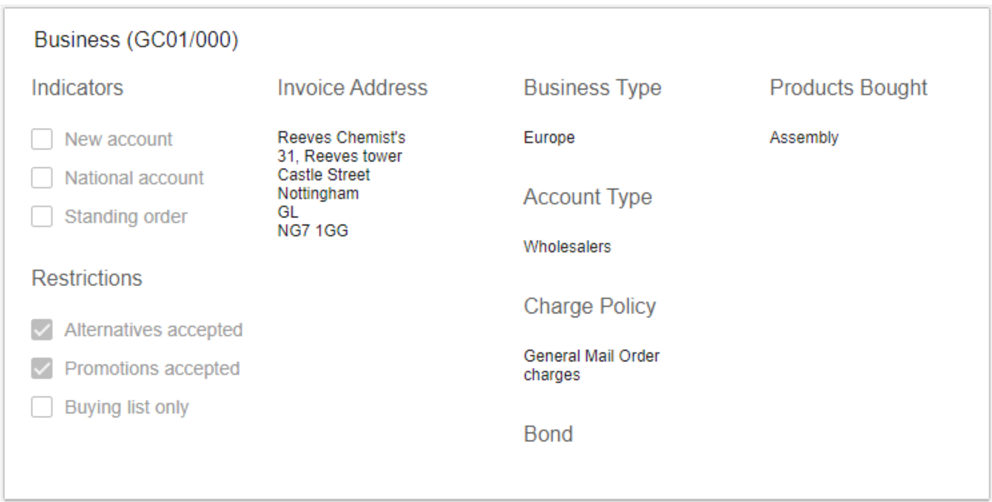
Customer Information Windows

There are several windows which provide supporting information for the operator.

This information is available to the operator at all times from identifying the next call or customer through to order completion.

From the title overspill, navigate to **Customer** menu option.

Business



This window shows the following information for the selected customer:

<u>Fields</u>

Indicators

New Account

The customer will be identified as new if account was created within the New Account Time Fence days. This time fence parameter is defined on the Descriptions file with a major type of MISC and code of NATF.

National Account

This is set up in the Customer Details Option.

Standing Order

This flag, which indicates that the customer regularly places the same order, is set in the Customer Details option.

Note: *This is an indicator only*

Restrictions

Alternatives Accepted

If this flag is set in the Customer Details option, it indicates that the customer will accept an alternative item if the one requested cannot be supplied, for example it is out of stock. Alternatives are only offered if this flag is set.

Promotions Accepted

If this flag is set in the Customer Details option, it indicates that the customer will accept promotional items. Indicator only.

Buying List Only

If this flag is set in the Customer Details option, it indicates that the customer is restricted to ordering items on the buying list. Items can only be added to the order if they exist on the customer's buying list.

Invoice Address

This is the customer invoice address

Business Type

This is the customer attribute defined by attribute 1 in the Customer and Item Attributes option.

Account Type

This is the customer attribute defined by attribute 2 in the Customer and Item Attributes option.

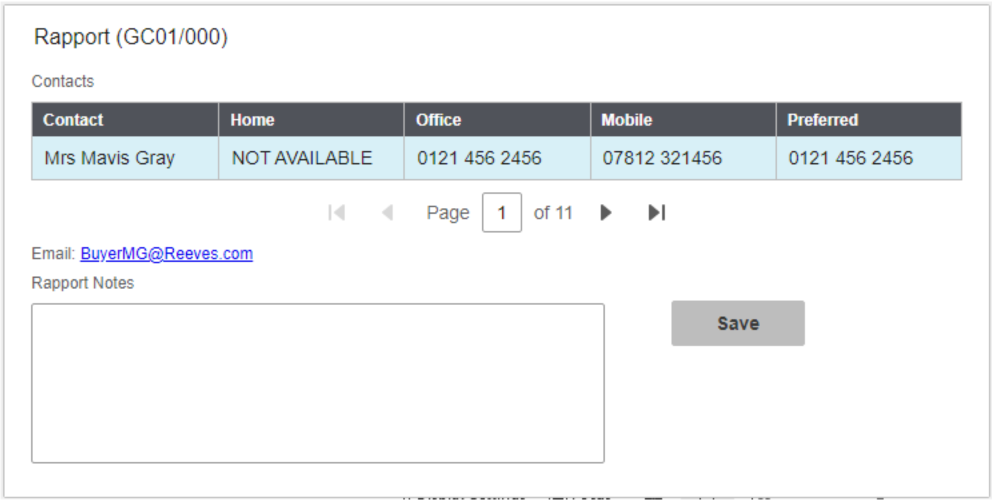
Charge Policy

This is an indication of a charge if you have Charge Policies set for the customer in Customer Details option. All charges are removed if the waive surcharge flag is checked when you complete an order.

Products Bought

This lists the categories of products bought by the customer. Categories are assigned in Customer Details option.

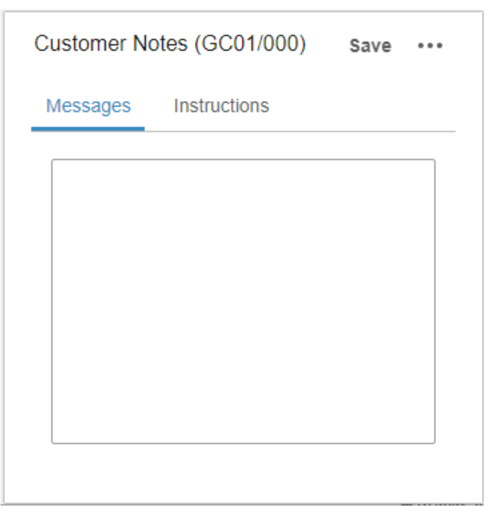
Rapport



This window displays the Contact Details.

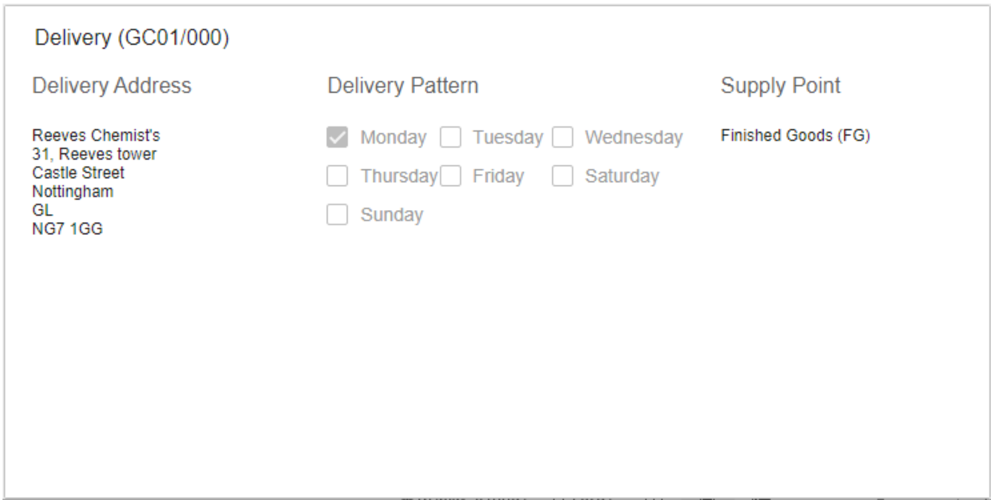
It also has a text box where you can enter Rapport Notes for the currently selected contact. If your notes fill the box, a scroll bar will automatically appear and you can carry on typing.

Notes



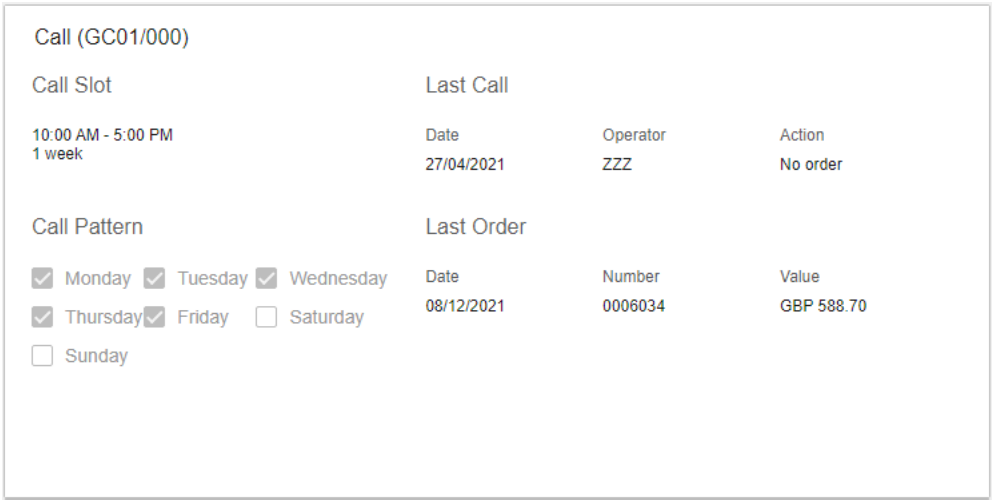
This window allows you to view, add or change messages (internal) or instructions (external) text against a customer. When you have finished typing, you can click on Save to save your changes or click on Reset to revert to the previous version.

Delivery



This window displays the customer Delivery Point Day Mask. This shows those days on which the customer accepts deliveries.

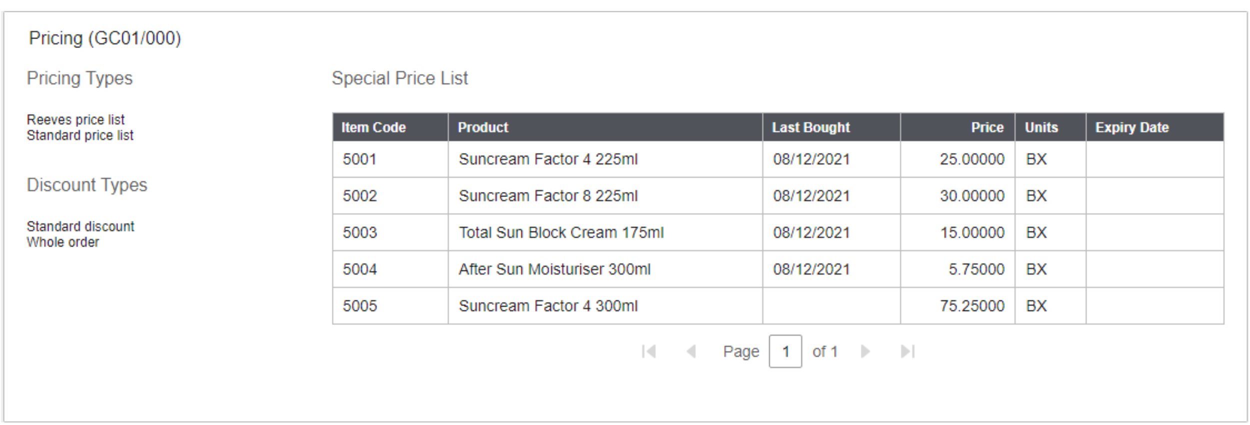
Call



Call slot and Pattern shows the planned calls to the customer if the customer has outgoing calls defined, see Customer [Call Profiles](). Last call shows when the last call occurred and the result of that call.

Last order shows the date, number and value of the last order, regardless of type of order.

Pricing



Item Code	Product	Last Bought	Price	Units	Expiry Date
5001	Suncream Factor 4 225ml	08/12/2021	25.00000	BX	
5002	Suncream Factor 8 225ml	08/12/2021	30.00000	BX	
5003	Total Sun Block Cream 175ml	08/12/2021	15.00000	BX	
5004	After Sun Moisturiser 300ml	08/12/2021	5.75000	BX	
5005	Suncream Factor 4 300ml		75.25000	BX	

On this window you can view Pricing Types and Discounts that are applicable to the currently displayed customer delivery address.

You can also see a list of the following information, where special pricing exists for the customer:

- Item

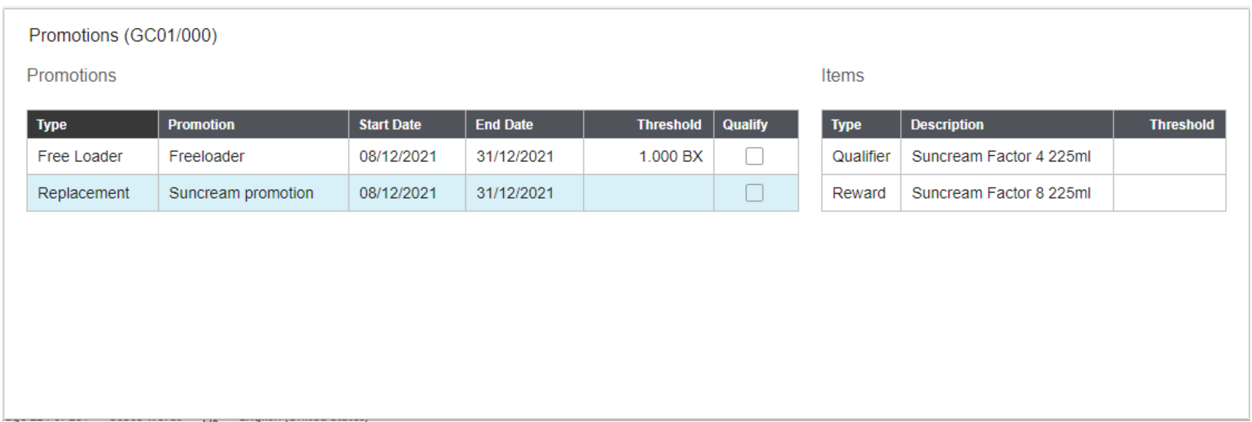
- Description
- Last Bought
- Price
- Unit
- Expiry Date (the date after which the listed price ceases to be valid)

Note: *Special prices are only available with Advanced Pricing, see [Buying Lists](#) section for configuration details.*

Promotions

This window shows the current promotions that are available to the customer.

Example below a Replacement item promotion is highlighted:



Promotions (GC01/000)

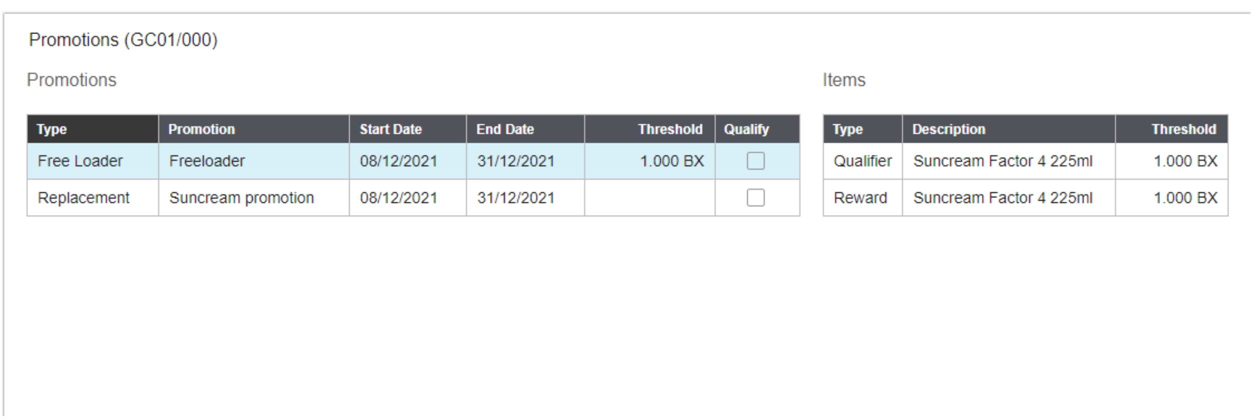
Promotions

Type	Promotion	Start Date	End Date	Threshold	Qualify
Free Loader	Freeloader	08/12/2021	31/12/2021	1.000 BX	☐
Replacement	Suncream promotion	08/12/2021	31/12/2021		☐

Items

Type	Description	Threshold
Qualifier	Suncream Factor 4 225ml	
Reward	Suncream Factor 8 225ml	

Example below a [Freeloader](#) promotion is highlighted:



Promotions (GC01/000)

Promotions

Type	Promotion	Start Date	End Date	Threshold	Qualify
Free Loader	Freeloader	08/12/2021	31/12/2021	1.000 BX	☐
Replacement	Suncream promotion	08/12/2021	31/12/2021		☐

Items

Type	Description	Threshold
Qualifier	Suncream Factor 4 225ml	1.000 BX
Reward	Suncream Factor 4 225ml	1.000 BX

Fields

Promotions

Type

This field displays the promotion type, Replacement or Freeloader

Promotion

This field displays the promotion description

Start Date

This field displays the date the promotion starts

End Date

This field displays the date the promotion ends

Threshold

This field displays the minimum quantity or value that is required to activate the promotion, only applicable to Freeloader promotions

Qualify

Whether the threshold must be achieved to give the promotion

Items

Type

A **Qualifier** is the ordered item that can trigger the promotion. A **Reward** is the replacement item or a freeloader

Description

This field displays the item description

Threshold

Applies to Freeloaders only, for Qualifiers the minimum quantity or value that is required to trigger the promotion, for Rewards the quantity to be given.

Note: *The buying list method PROM provides a list of all items that are on promotion for the customer. This is generated by the system when the buying list is built. For Order Capture to show a list of promoted items add the buying list method to the required Buying List Rule*

Order Menu

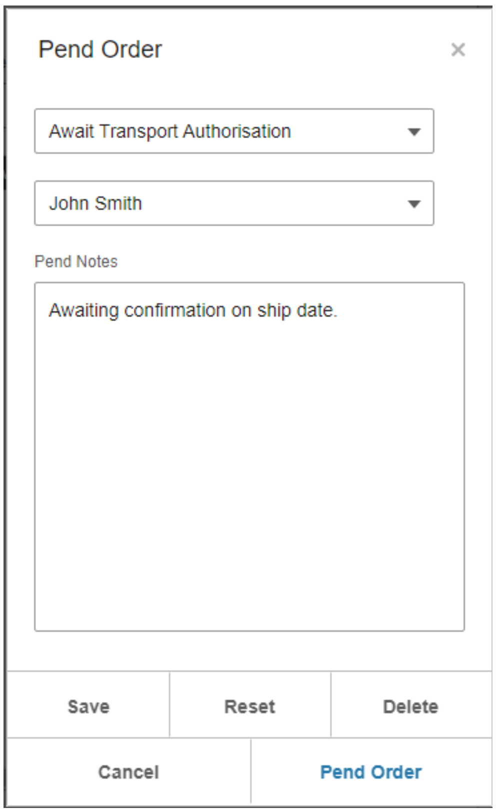
From the title **Order** menu, several order actions are available.

Order Pending

During the taking of an order, the user can pend an order and return to the order later for completion, or pend the order to pass the order to another user for completion. Pending an order saves the order details but does not update System21. A pended order is un-sourced.

Go to the Order menu and select the Pend Order option.

The Pend window is displayed.



Fields

Pend Reason (Untitled)

Select the reason for pending the order from the list.

Operator (Untitled)

Select the operator who will resume the order.

Pend notes

Enter any notes about the pended order

Functions

Save

Saves the changes made and refreshes this window.

Reset

Resets the entered data back to the last save.

Delete

Deletes all the entered data.

Cancel

Exits from this window without saving the latest changes. Any changes previously saved will still be retained.

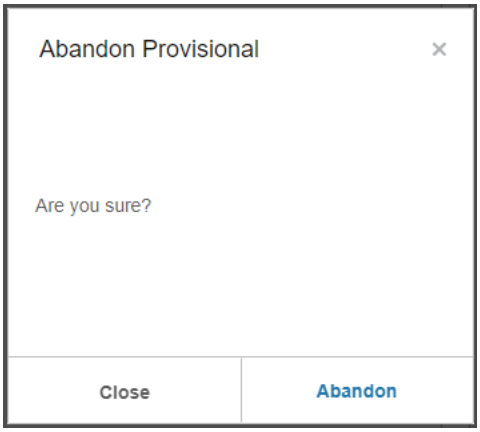
Pend Order

Saves the order as pended and returns to the **Incoming** tab.

Abandon Order

During the taking of an order, the user can abandon the current order.

Go to the Order menu and select the Abandon Order option.



Functions

Close

Exits from this window without abandoning the current order.

Abandon

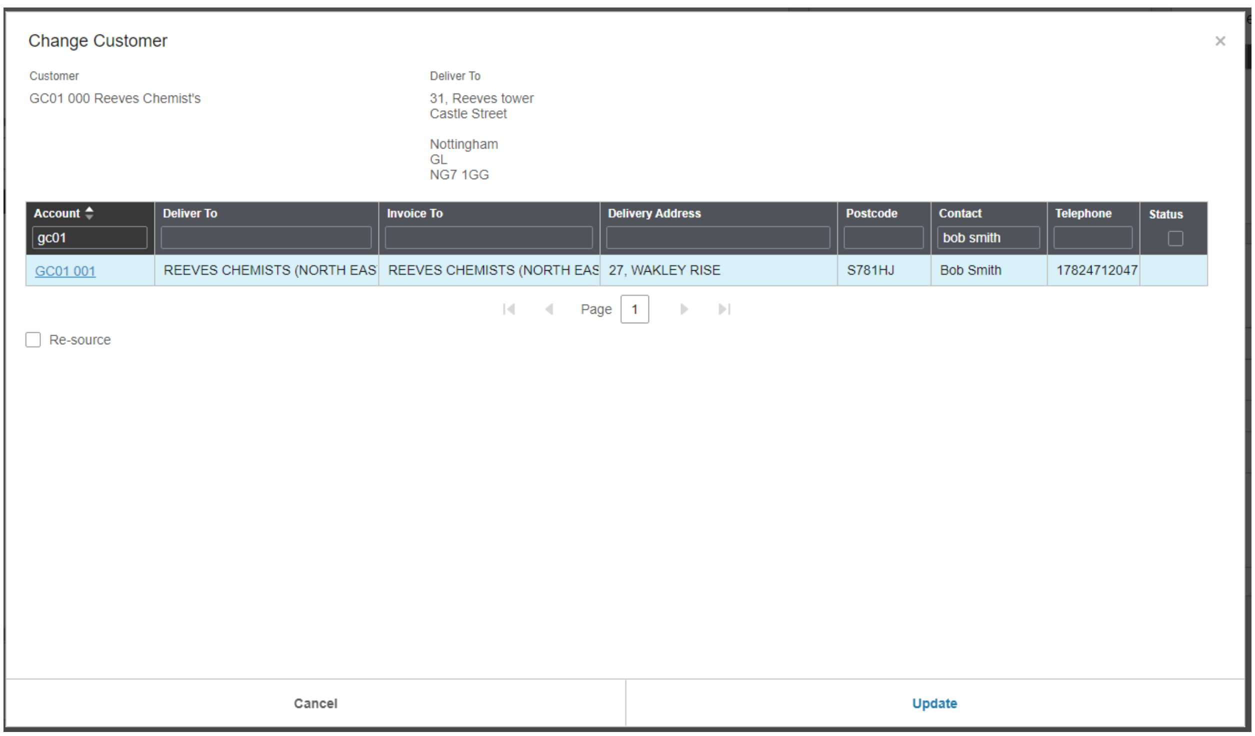
Abandons the current order and returns to the **Incoming** tab.

Change Customer

To change the customer for the current order, go to the Order menu and select the Change Customer option.

You cannot change the customer to an account or delivery address that has an account status of D (Deleted) or I (Inactive).

When searching for a customer, the Exclude Status option allows you to choose the account statuses that you wish to exclude from the displayed customer list. Initially, these will default to the settings established on the Sales Order Processing company profile.



Options

Re-source

On change of customer, select re-source to source the current order for the new customer account. The default is to not re-source the current order.

Functions

Cancel

Exits from this window without changing the current order.

Update

Actions the change of customer.

Change Delivery and Ship

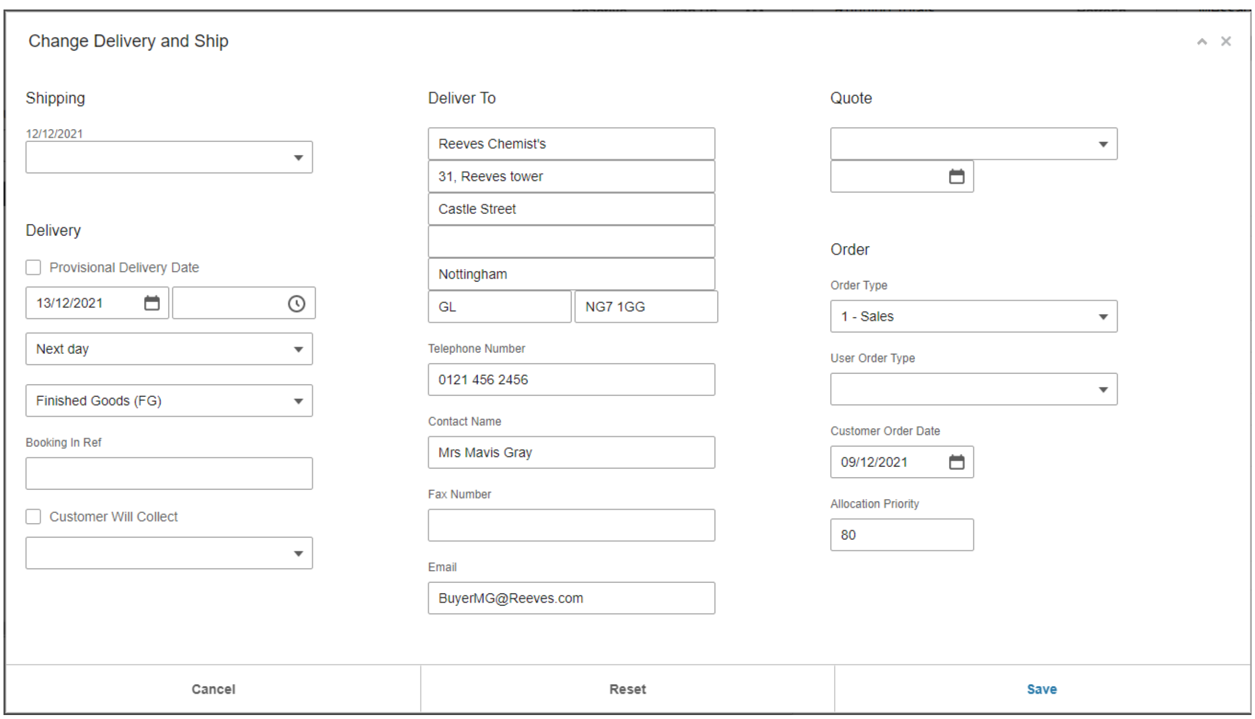
The user can override the system delivery and ship details

To override, go to the Order menu and select the Delivery and Ship option.

On this window, a quote type and expiry date can be entered. The default quote expiry date is calculated from the quote type.

For a new order, the Delivery and Ship window can be configured via the **Tools Customise** options. This provides the ability to enter a quote at the start of the order taking process.

In order amendment, the quote can be changed to an order by selecting a blank quote type and the order will be re-sourced if required.



<u>Fields</u>

Shipping

The required ship date.

Ship Complete (Untitled)

The ship complete setting is defaulted from the customer. This can be overridden to:

- Blank - standard pick processing
- Ship complete line - pick only fully allocated lines
- Ship complete demand point - pick only when pick note fully allocated
- Ship complete order - pick when whole order fully allocated

Delivery

This field displays the Due Date of the order. This is derived from Service Level and customer Delivery Point Day Mask or entered if customer requires a specific due date.

Optionally enter a provisional date and time by selecting the Provisional Delivery Date check box.

Service Level (Untitled)

This field displays the Service Level, see Service Levels. When overridden, the Due Date and Ship Date are recalculated based on the service level.

Supply Point (untitled)

This field displays the Supply Point for the order. Defaulted from the customer depot and can be altered during order taking and amend. This determines where the goods will be supplied from and where sourcing starts.

Booking in Ref

Enter the booking in reference if required.

Customer Will Collect

When checked this will remove any delivery charges, see Charge Rules, will bring the customer's due date back to the ship date, and will flag the order as a collection for Transport Planning purposes.

Apply Changes to Lines option (untitled)

User selection	Line delivery date override exists	Manual supply override exists	Override applied to line
Make default and apply to all lines	Yes	Yes	Yes
Make default and apply to all lines	Yes	No	Yes
Make default and apply to all lines	No	Yes	Yes
Make default and apply to all lines	No	No	Yes
Make default for new lines	Yes	Yes	No
Make default for new lines	Yes	No	No
Make default for new lines	No	Yes	No

Make default for new lines	No	No	No
Apply to lines without override	Yes	Yes	No
Apply to lines without override	Yes	No	No
Apply to lines without override	No	Yes	No
Apply to lines without override	No	No	Yes

Caution: Use this option with care.

Deliver To

This field displays the delivery address for the order. This can be overridden. The **Reset** button will reinstate the customer's standard delivery address.

Telephone Number

This field displays the Telephone Number from the first contact established in **Contact details [11/OMM]**, the telephone number is the contact's preferred number.

***Note**: these details are established for the customer delivery address.*

Contact Name

This field displays the Contact Name from the first contact established in **Contact details [11/OMM]**.

***Note**: these details are established for the customer delivery address.*

Fax Number

Enter the Fax Number for this order.

***Note**: no default fax number is available.*

Email

This field displays the Email from the first contact established in **Contact details [11/OMM]**.

***Note**: these details are established for the customer delivery address.*

Quote

You can select a quote type and expiry date. The default quote expiry date is calculated from the quote type.

In order amendment, the quote can be changed to an order by selecting a blank quote type and the order will be re-sourced if required.

Order Type

Each new order defaults to a **Sales** order type, this is the normal order type for sales order fulfilment. A new order can be raised as a **Reservation** order type, The new type, Reservation operates in most respects the same as for Sales order, but with the following exceptions:

- Reservation orders are not included in the AR allocated orders total for the customer.
- Reservation orders cannot be actioned by the sales order picking/fulfilment process.
- Reservation orders are sourced by the Reservation sourcing demand type.

At a later time, a Reservation order can be changed to a Sales order and subsequently the order can be fulfilled.

User Order Type

Enter the user order type if required. Used for pricing purposed only.

Customer Order Date

Enter the date the customer placed the order. This defaults to the current date.

Allocation Priority

Enter the priority order lines are considered for Batch Sourcing.

Apply Priority

For an **Allocation Priority** change, select how the priority is applied to the lines. If option is only shown when amending an order.

Functions

Save

This button actions any alterations made, and refreshes the window to show the affect of the changes.

Cancel

This button closes the window and returns to the original Order Capture tab.

Order line supply point override processing

Where a supply point override is applied to a line the following processes will occur for the line:

- Apply header supply point to line
- Apply header service level to line
- Apply header due and ship dates to line
- Price line (only applicable where delivery date change occurs)
- Supply line with new attributes of Supply point, Due date and Ship date

Order line supply point override processing - exceptions

Supply point overrides will not be applied to a line for the following reasons:

- The line is picked or part despatched
- The line is cancelled or complete
- The item cannot be sourced from the supply point (when the item is not stocked at the supply point)
- The line is part of an enterprise supply chain (order amend only)

- The line is supplied by a Buy to Order (including direct) and purchase order has been released (order amend only)
- The line is supplied by a Work order (order amend only)
- The line is supplied by a Transfer to Order and the transfer cannot be cancelled (order amend only)

Where an override is not applied a warning message and reason is shown in the **Messages** window:

Although the override is not applied, it may still be possible to apply the override, e.g. a back to back work order exists.

Right click on the line and select Apply Delivery and Ship

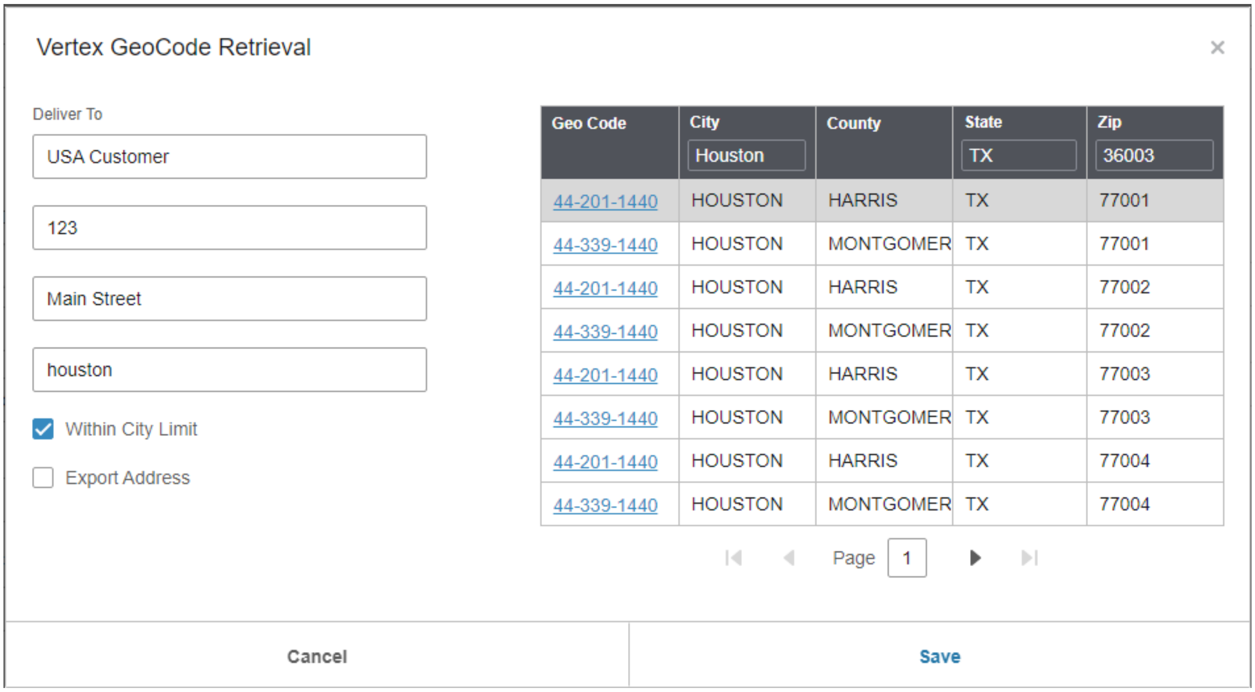
The supply point override window is shown. Select **Apply** to apply the Delivery and Ship override to the line.

An override cannot be forced in the following circumstances:

- The line is picked or part despatched
- The line is cancelled or complete
- The item cannot be sourced from the supply point (when the item is not stocked at the supply point)
- The line is part of an enterprise supply chain (order amend only)

Vertex GeoCode

Where System21 is installed with the Vertex product, when an override of the customer's address lines four (City) or five (State), or the customer's zip code occurs, Order Capture will prompt the user to select a Vertex GeoCode. This GeoCode is saved as part of the address override within System21.



Fields

Deliver To

Enter the customer delivery address details.

Within City Limit

Uncheck the checkbox if not within city limits.

Export Address

Check the checkbox if an export address.

Functions

Save

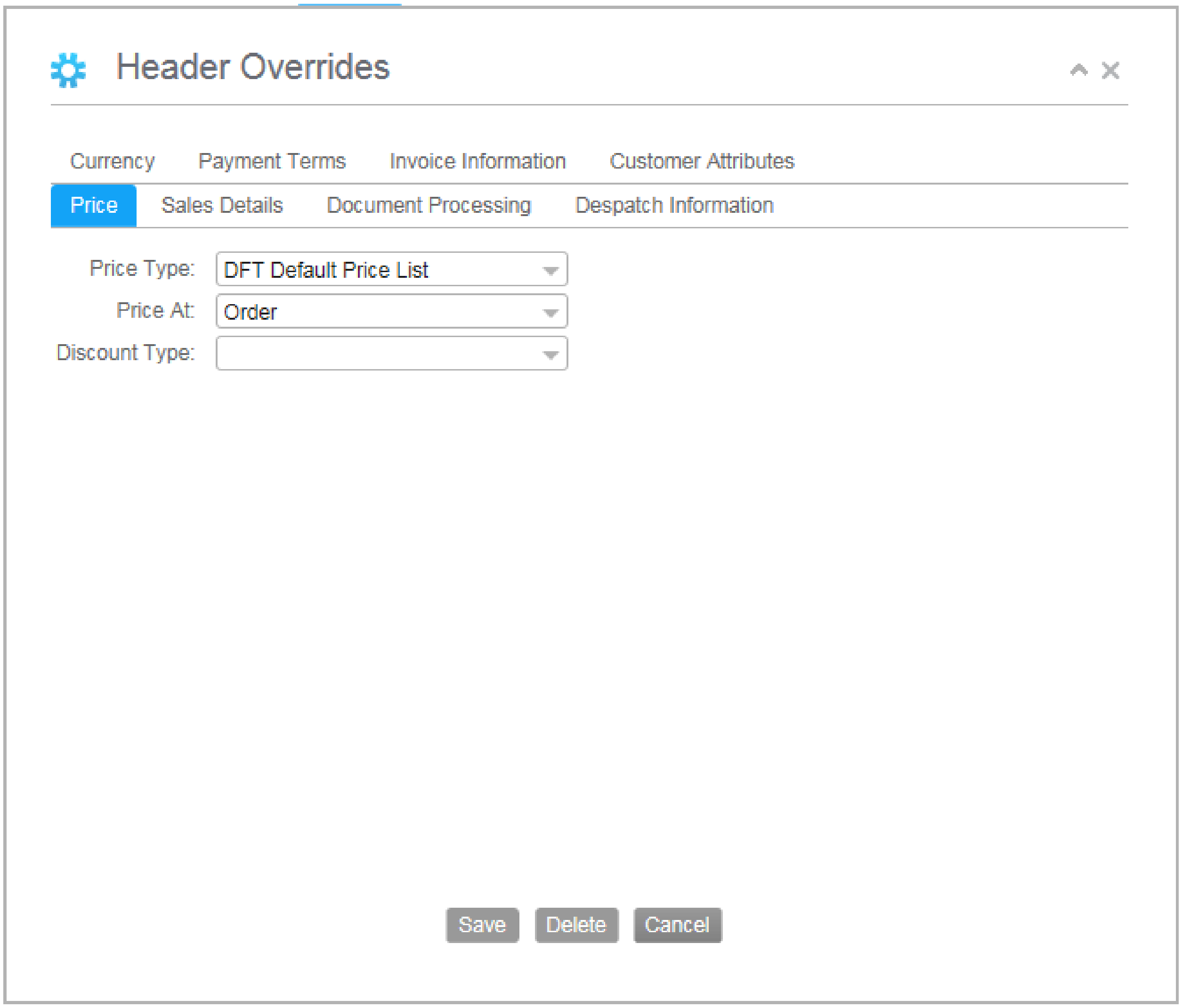
Select the Geo Code using the mouse, the line will be highlighted, select the Save button to save the address and Geo Code.

Header Overrides

To override the order header details, go to the Order menu then Header Overrides and select the option required.

Standard Pricing Override

This window is displayed when Standard Pricing is in operation.



Fields

Price Type

Select a price list from the dropdown list.

Price At

Select Order or Despatch.

Discount Type

Select a discount list from the dropdown list.

Functions

Save

Select Save to update and apply the override

Delete

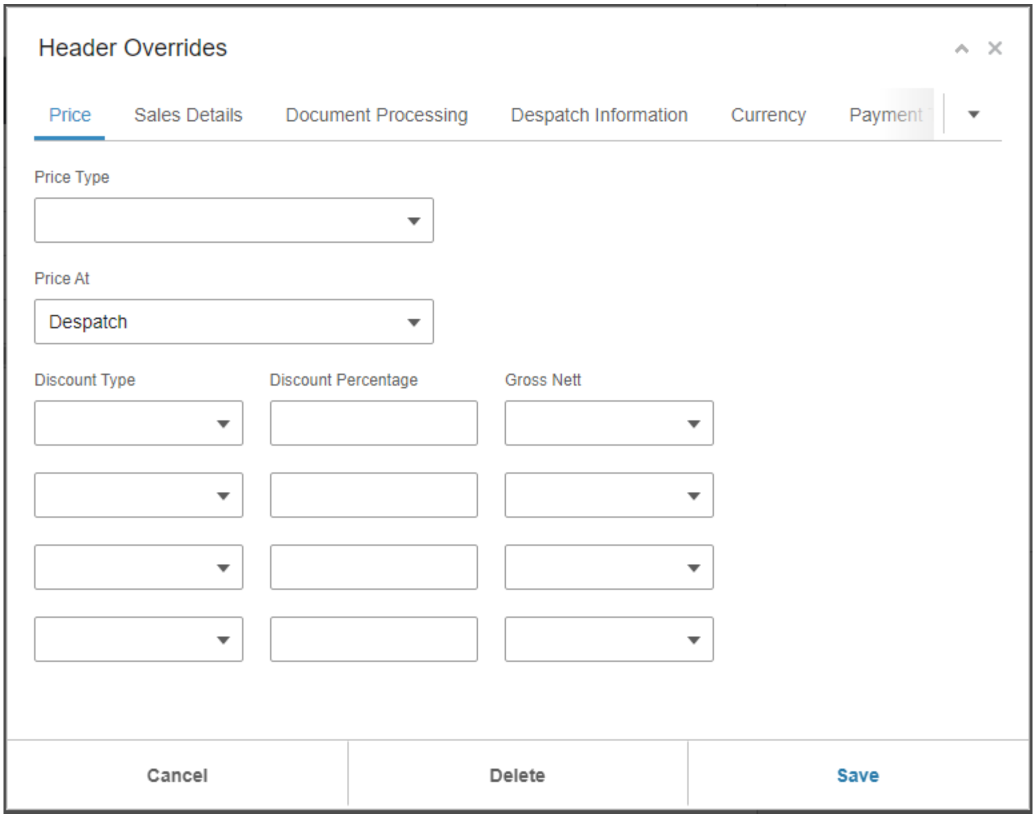
Select Delete to delete the override and price the order

Cancel

Select Cancel to exit the window

Advanced Pricing Override

This window is displayed when Advanced Pricing is in operation.



Fields

Price Type

Select a price list from the dropdown list.

Discount Type

Select up to four discount lists from the dropdown list.

Discount Percentage

Enter up to four percentage discounts.

Gross Nett

Enter Gross or Nett for each discount percentage entered. Gross calculates the discount based on the price before discounts, nett calculates discounts based on the current discounted price.

Price At

Select Order or Despatch.

Functions

Save

Select Save to update and apply the override

Delete

Select Delete to delete the override and price the order

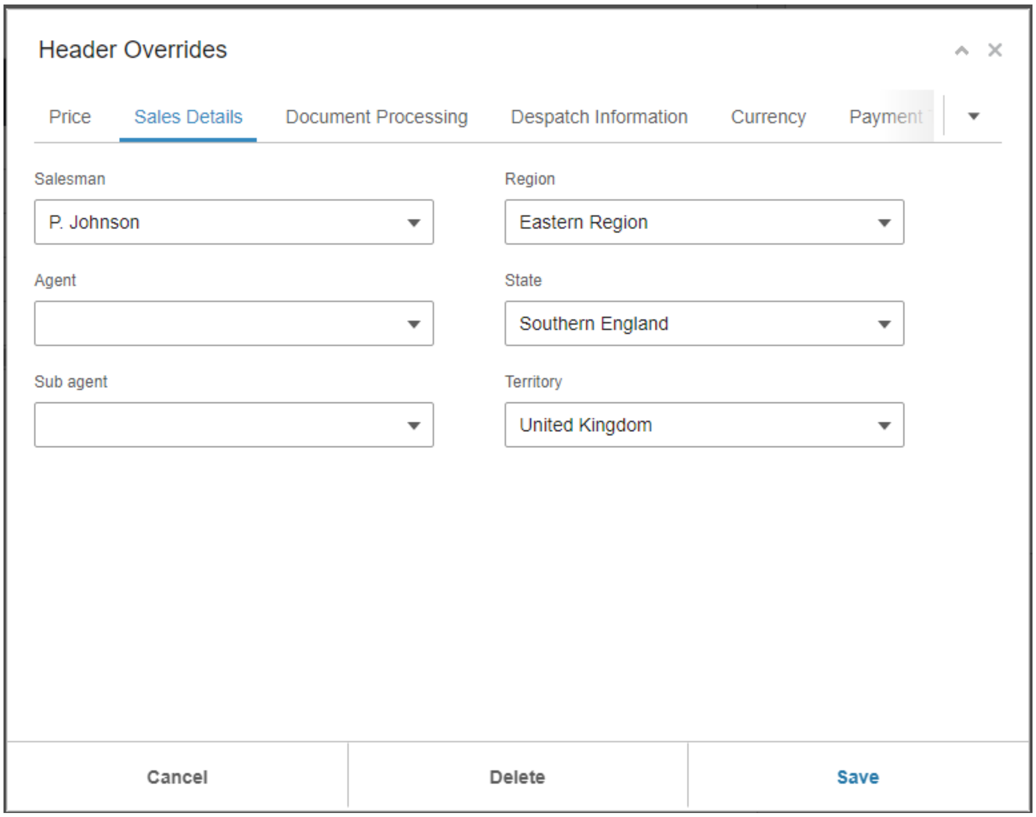
Cancel

Select Cancel to exit the window

Sales Details Override

Sales details for the order can be overridden.

To display this window, go to the Order menu then Header Overrides and select the Sales details option.



Fields

Salesman

Select the Salesman from the dropdown list.

Agent

Select the Agent from the dropdown list.

Sub agent

Select the Sub agent from the dropdown list.

Region

Select the Region from the dropdown list.

State

Select the State from the dropdown list.

Territory

Select the Territory from the dropdown list.

Save

Select the Save button to update the header override

Delete

Select the Delete button to delete the header override.

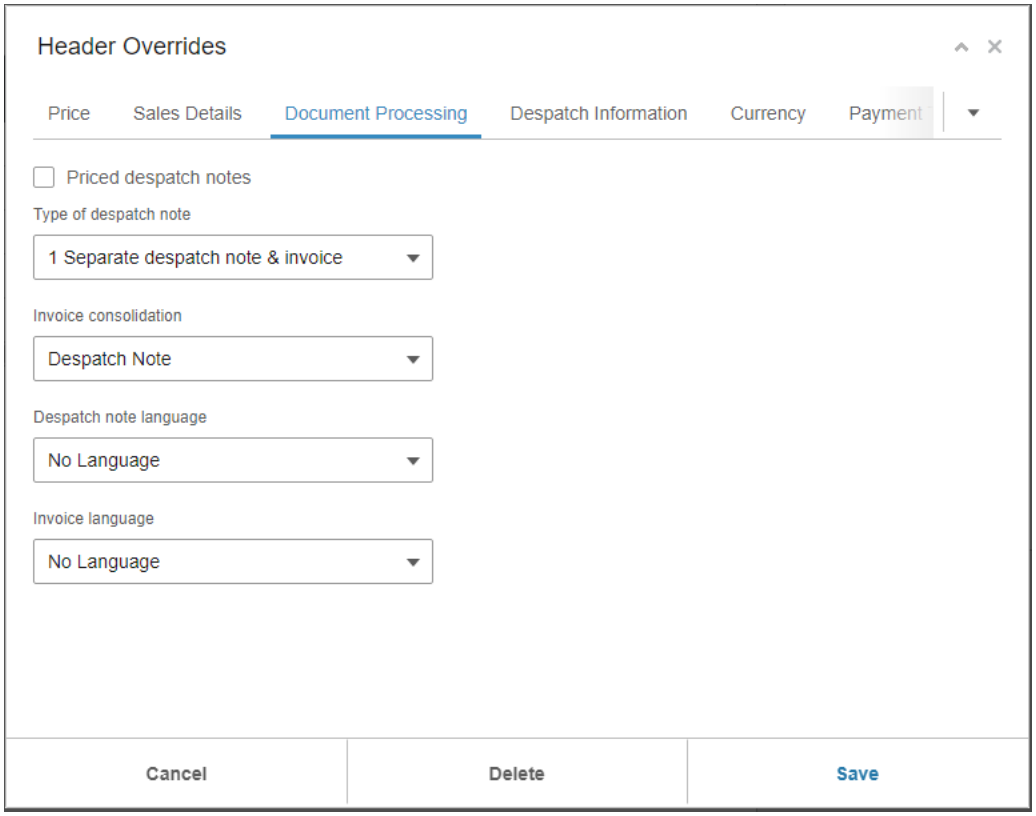
Cancel

Select the Cancel button to exit the window.

Document Processing Override

Document details can be overridden for this order.

To display this window, go to the Order menu then Header Overrides and select the Document Processing option.



Fields

Priced despatch notes

For priced despatch notes check the check box.

Type of despatch note

Select the type of despatch note required, separate despatch note and invoice or combined despatch note and invoice.

Invoice consolidation

Select the invoice consolidation level:

- Despatch Note
- Daily
- Weekly
- Monthly

- Daily by customer purchase order number
- Weekly by customer purchase order number
- Monthly by customer purchase order number

Despatch note language

Select the language of the despatch note

Invoice language

Select the language of the invoice

Functions

Save

Select the Save button to update

Delete

Select the Delete button to delete existing override details

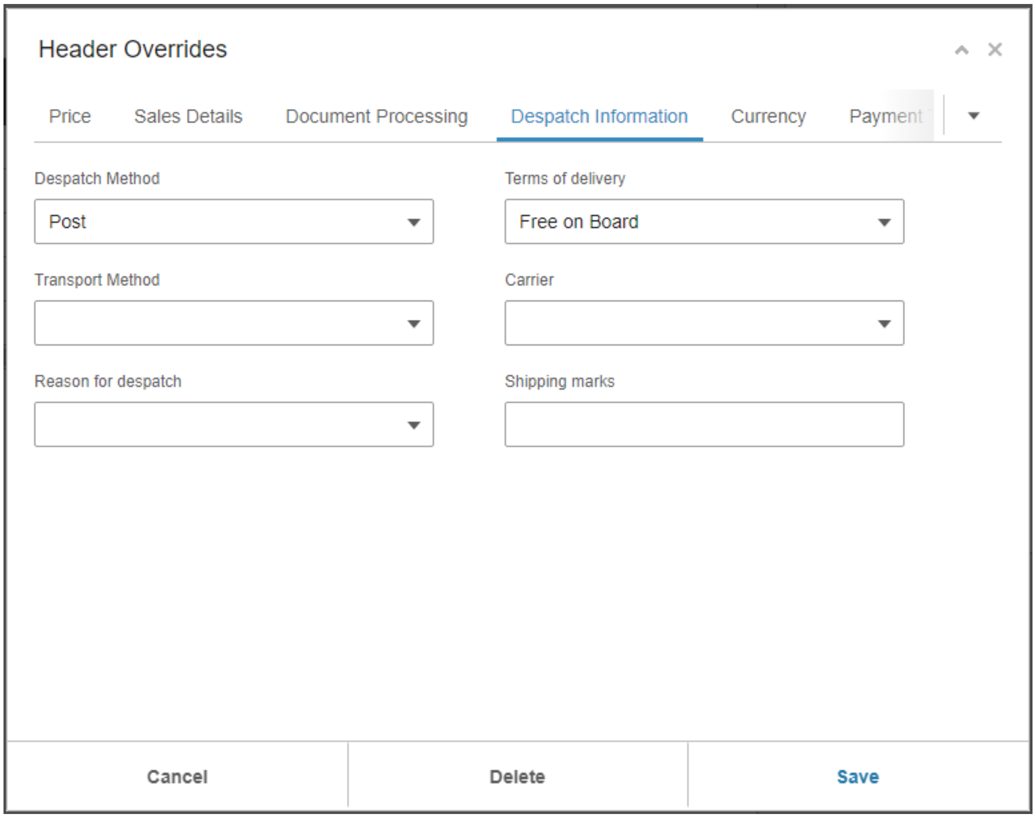
Cancel

Select the Cancel button to exit the window

Despatch Information Override

Despatch information can be overridden for the order.

To display this window, go to the Order menu then Header Overrides and select the Despatch Information option.



Fields

Despatch Method

Select the Despatch Method from the dropdown list.

Transport Method

Select the Transport Method from the dropdown list.

Reason for despatch

Select the despatch reason from the dropdown list.

Terms of delivery

Select the terms of delivery from the dropdown list.

Carrier

Select the Carrier from the dropdown list.

Shipping marks

Enter any Shipping marks.

Functions

Save

Select the Save button to update.

Delete

Select the Delete button to delete existing override details.

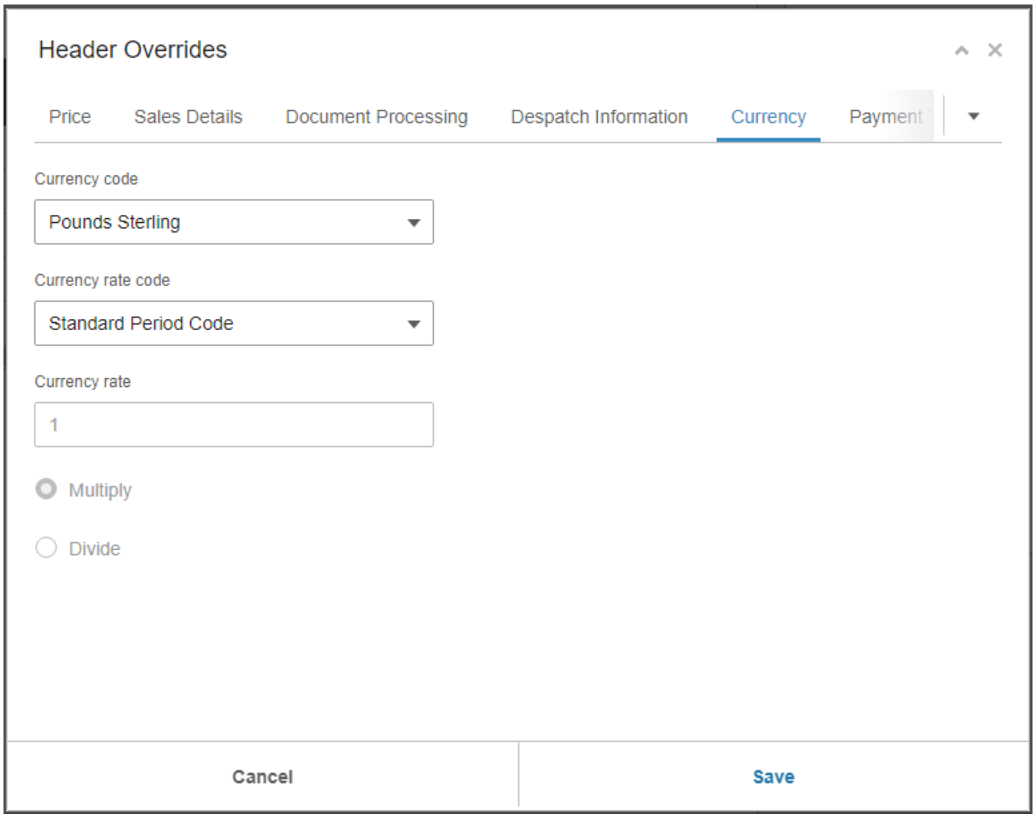
Cancel

Select the Cancel button to exit the window.

Currency Override

A currency and rate can be specified for an order where the customer is identified as a currency customer.

To display this window, go to the Order menu then Header Overrides and select the Currency option.



Fields

Currency code

Select the currency for this order from the dropdown list.

Currency rate code

Select a rate to apply to this order, select **Fixed Rate** to specify a rate.

Currency rate

Displays the rate that applies to this order if a rate code selected. When **Fixed Rate** selected enter the rate to apply to the order.

Functions

Save

Select Save to apply the currency and rate to this order.

Cancel

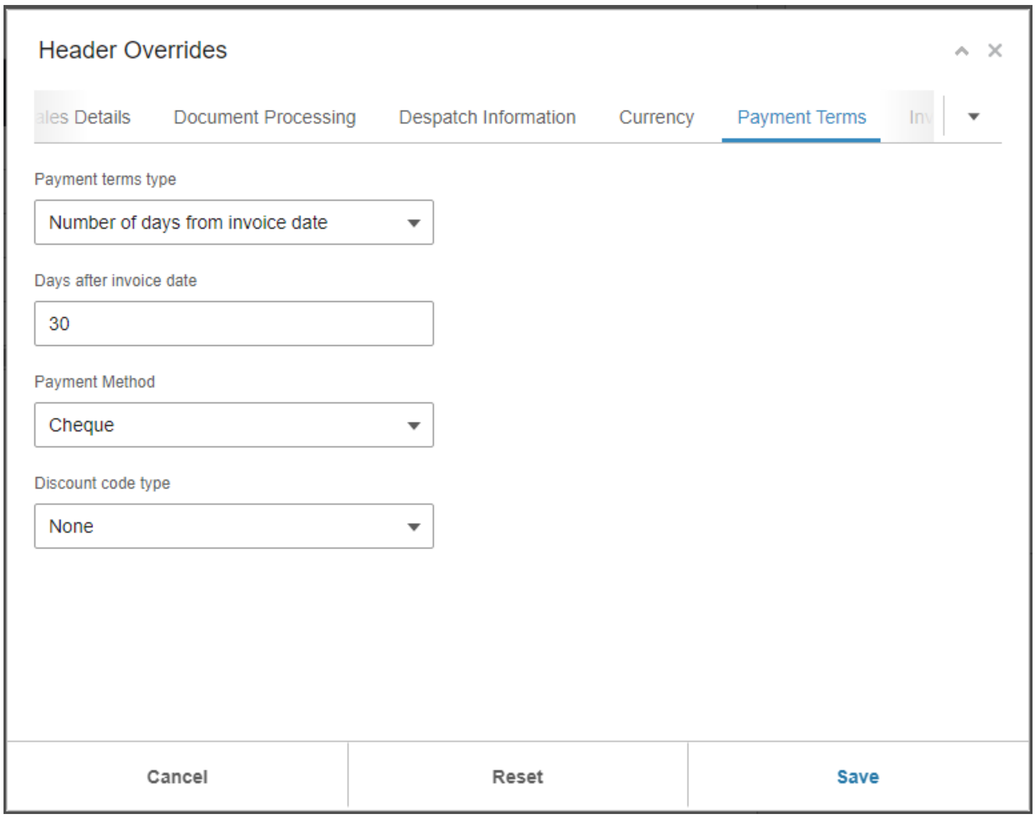
Select Cancel to exit the window.

Payment Terms Override

To display this window, go to the Order menu then Header Overrides and select the Payment Terms option.

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

Note: *You can only amend these details if you are authorised to the payment terms task in order entry.*



Fields

There are different entries, depending on the payment terms type selected and the window layout will change once the payment terms type has been selected to show the required fields.

Payment terms type

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

- Number of days from invoice date - To define the number of days from the invoice date that payment must be received
- Net monthly account - Payment is received via a net monthly account
- Periodic range - To define a periodic range for payment

- Extended payment terms - To define extended payment terms

Depending on the Payment terms type you use, the following fields will be displayed

Number of days from Invoice Date

Days after invoice date

If you are using number of days from invoice date, enter the number of days to add to the invoice date in the Days after invoice date field.

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

Net Monthly Account

Months after invoice date

If you are using Net Monthly Account, enter the number of months after the invoice print month that payment will be due.

Day

Use this field to specify the date for payment where the month is determined as above.

For example, enter 2 in the Months after invoice date and 10 in the Day field, to create the payment date as the 10th of the second month after the month the invoice was sent.

Periodic Range

From day

Use this field to specify the start day for the period.

To day

Use this field to enter the end day for the period. This must be one day before the start date.

Months after

Use this field to enter the number of months after the month of the end of the period in which the invoice is printed, before payment is due.

Day

Use this field to indicate the day on which payment is due.

For example, enter 20 in From day and 19 in To day to include the invoices dated between the 20th of a month and the 19th of the month after. Enter 2 in Months after and 6 in Day. In this case, for any invoice printed between 20th January and 19th of February, the payment is due on the 6th day of April. For any printed between 20th February and 19th March, the payment is due on the 6th of May.

Extended payment terms

Extended terms

Select the extended terms code required from the drop down in the Extended Terms field to define the payment pattern required. These codes are defined in Cash Management.

Note: *You cannot enter both extended payment terms and a discount code type.*

Payment Method

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

Note: *If extended payment terms are used, any entry in this field is ignored as the payment method is defined in the extended terms.*

Discount Code Type

Select a discount code type to identify the type of discount.

None - If you select none, no cash discount will be applied.

Cash - If you select cash, the customer will get a single cash discount percentage. Select the required cash discount code in the next field. You set up cash discounts in the description file under major type CDSC. Default codes are assigned to customers in Customer Sales Details Maintenance.

Staged - If you select staged, enter a code to define multiple cash settlement discount percentages in the next field. This allows tiers of discount according to how soon you receive the payment. These codes are predefined within Cash Management using the Cash Discount Code Maintenance task.

Note: *You cannot enter both a discount code type and extended payment terms.*

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

Functions

Save

This button actions any alterations made, and refreshes the window to show the effect of the changes.

Reset

This button resets the payment terms to the customer’s default setting.

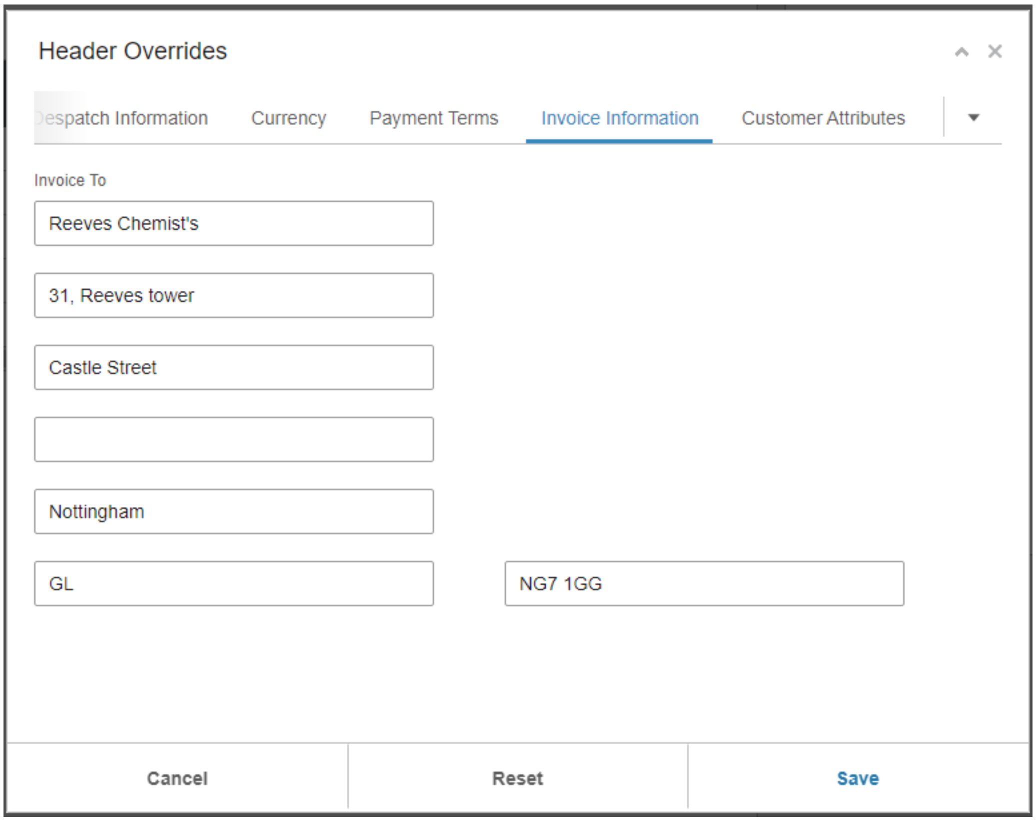
Cancel

This button closes the window and returns to the original Order Capture tab.

Invoice Information Override

The invoice address can be overridden for the order.

To display this window, go to the Order menu then Header Overrides and select the Invoice Information option.



Fields

Invoice To

Enter the invoice address for the order.

Functions

Save

Select the Save button to update.

Cancel

Select the Cancel button to exit the window.

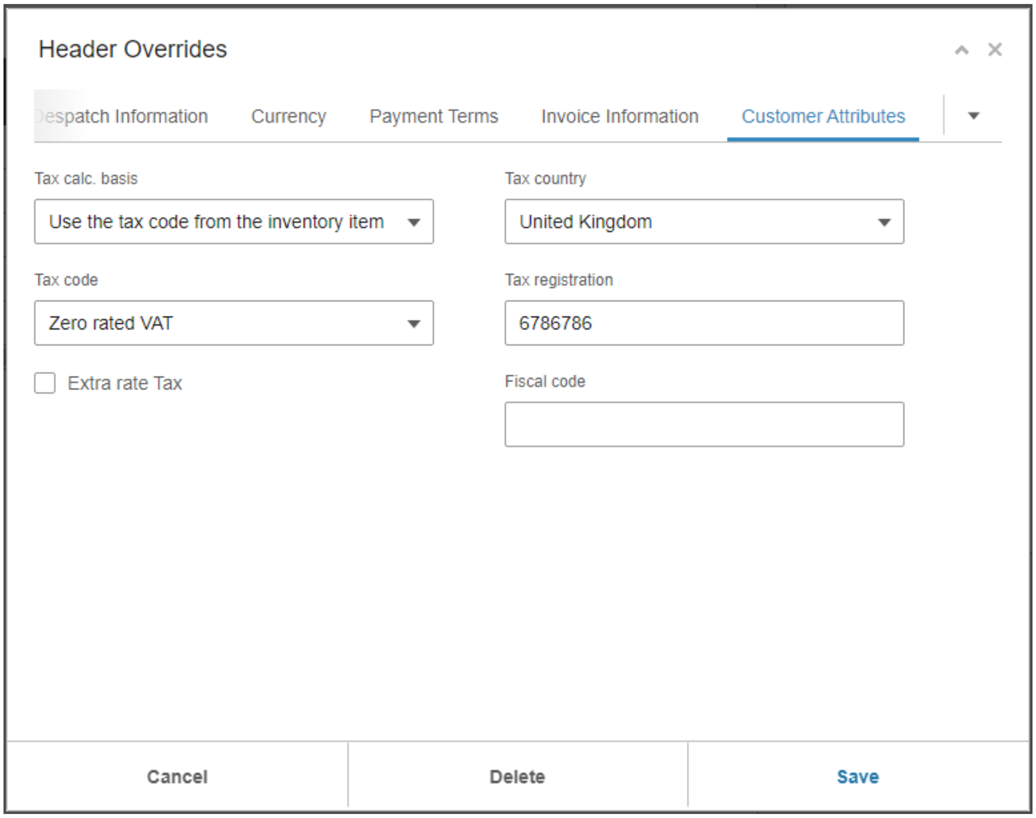
Reset

Select the Reset button to return to the address as first displayed.

Customer Attributes Override

Customer attributes can be overridden from the order.

To display this window, go to the Order menu then Header Overrides and select the Customer Attributes option.



Fields

Tax calc. basis

Select the Tax calculation type for this order:

- 1 The customer exempt from Tax
- 2 Use the Tax code from the customer account
- 3 Use the Tax code from the inventory item

Tax code

Select the Tax code for this order. This code will determine the Tax if the **Tax calc. basis** is set to 1 or 2.

Extra rate Tax

Check the check box if Extra rate Tax required.

Tax country

Select the Tax country code from the dropdown list.

Tax registration

Enter the Tax registration details

Fiscal code

Enter the Fiscal code details

Functions

Save

Select the Save button to update.

Delete

Select the Delete button to delete existing override details.

Cancel

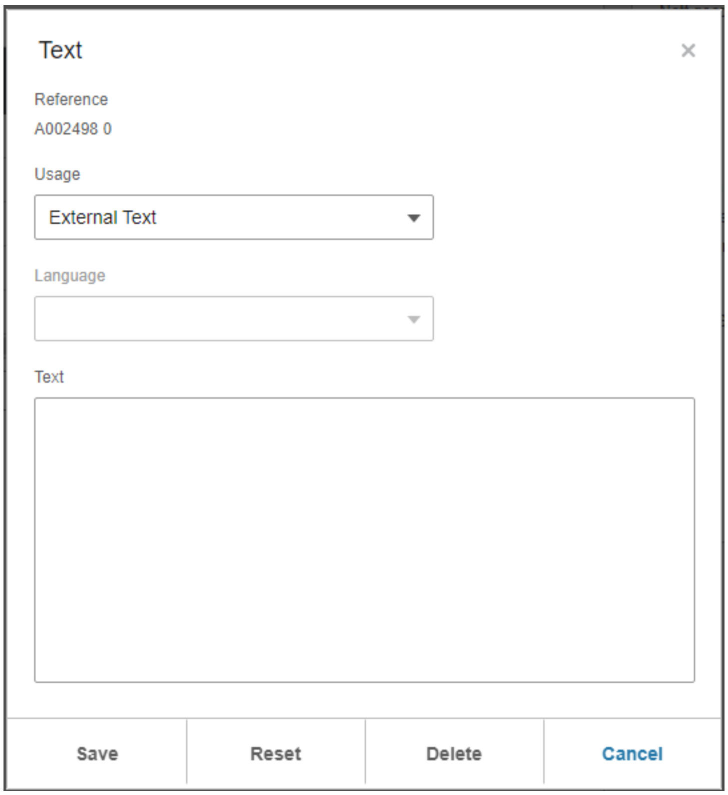
Select the Cancel button to exit the window.

Order Text

Once an order is in progress, text and can applied to the order. Any number of text entries can be made, for as many different usage codes and languages as needed.

To display this window, go to the Order menu and select the Order Text option.

This displays the Text window.



Fields

Reference

This shows the temporary order number, and, if relevant, the order line number.

Usage

This field displays the usage code to which this text will be associated. The pull-down list shows all the usage codes defined on Descriptions with a type of USGC. A usage code must be selected.

Language

This field displays the language to which this text will be associated. There are up to three possible entries depending on whether the customer, or the order overrides, have specific languages defined.

If no specific languages have been defined then this field is not relevant so is not available for selection. Text will be saved with no language code.

If specific languages have been defined the pull-down list can show:

- No Language.
- Despatch Note Language
- Invoice Language

Select the required language for this text entry.

Text entry (untitled)

Enter the text to be recorded for this Usage Code and Language.

Note: *Text is displayed in System21 activities and reports in lines of 36 characters. This text window is formatted to show the text as it will appear, using a non-proportional font.*

Functions

Save

This button actions any alterations made, and refreshes the window to show the affect of the changes.

Reset

This ignores any changes just made to the text and resets it back to the last saved state.

Delete

This deletes all the text for this usage and language, which is effectively like a Save which actions the deletion of the text. It cannot be reversed.

Cancel

This button closes the text window, without saving any changes, and returns to the original Order Capture tab.

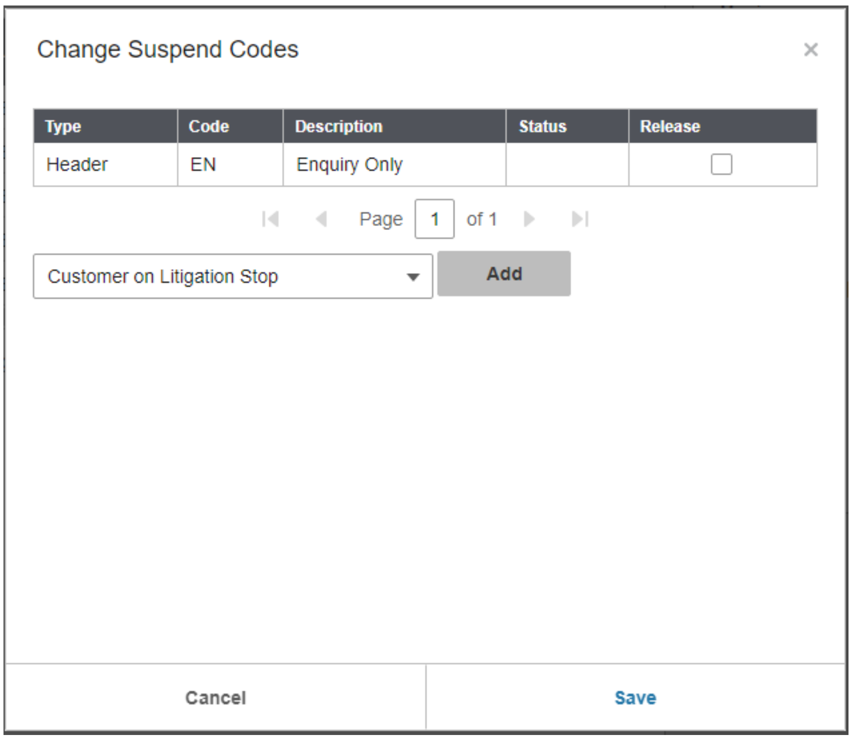
Suspend Codes

To display this window, go to the Order menu and select the Suspend Codes option.

You can use this window to view current suspend codes once an order is in progress.

If authority checking is not active, suspend codes at priority 1 to 5 (see below) will be non-maintainable i.e. they cannot be added or released by the operator. Only user added suspend codes may be released.

If authority checking is active, adding or releasing suspend codes is subject to authority checking on security object SUSP40 (see Field Level Security in the General Ledger).



The window shows suspend codes in line number within reason priority sequence.

Fields

Type

Header is for all manually added codes and codes not specific to a line. In the example shown, Credit Limit Exceeded was added automatically, and the operator added Order Awaiting Authorisation. Both have type Header.

Line (line number) is for automatically created suspend codes relating to a line. In the example Fixed Price Item was added automatically and relates to line 2 of the current order.

Code

This displays the suspend code.

Description

This shows the suspend code description.

Status

This shows Released when a code has been released.

Release

Check this field to release a suspend code. Press Save to confirm the release. The system will check the operator's authority and if authorised, will remove the checked suspension.

Add (from list of suspend codes)

Where authorised, operators may add suspend codes to the currently displayed list. Select the required code and click on Add.

Functions

Save

This button actions any alterations made, and refreshes the window to show the effect of the changes.

Cancel

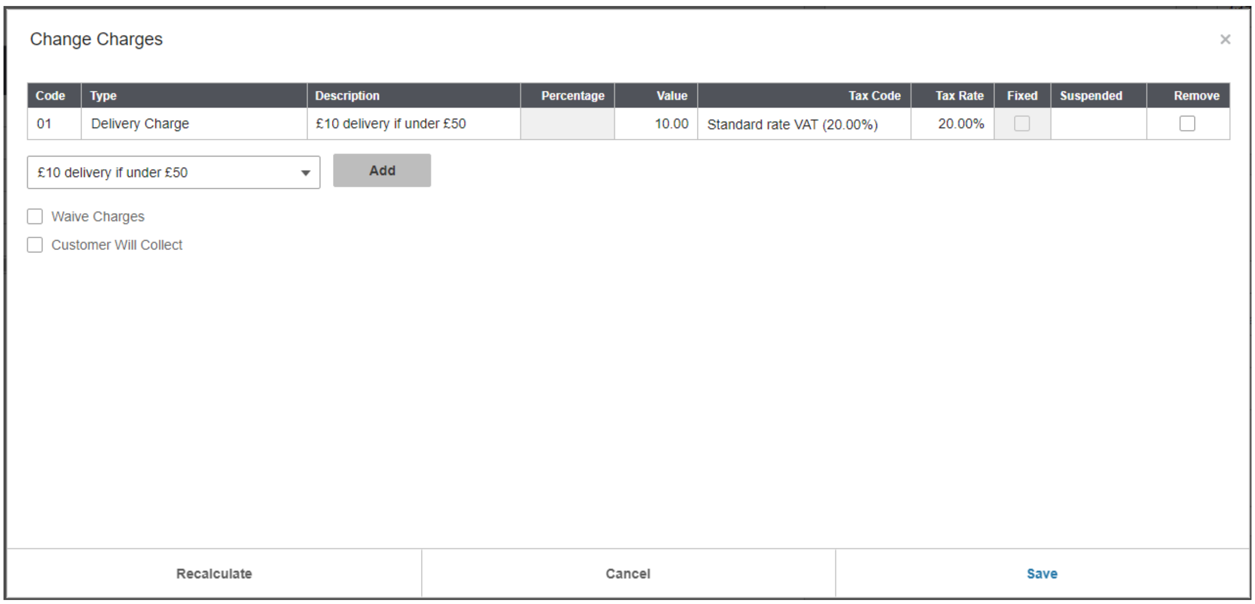
This button closes the window and returns to the original Order Capture tab.

Charges

To maintain charges, go to the Order menu and select the Charges option.

You can use this window to maintain charges once an order is in progress.

The charges initially displayed are those automatically added to the order according to the charge policies on the Customer's and the Service Level. The initial list can then be altered and further charges added.



Fields

Code

This field displays the charge code as defined on the Charges Rules.

Type

This shows the type of charge to be applied. There are 5 types of charge:

- Delivery Charge - These are applied regardless of the order value.
- Minimum Order Charge - Minimum order charges will be applied if the order value is below the minimum order value, which is the trigger value defined in the Charge Rule.
- Minimum Order Delivery Charge - Minimum order delivery charges will be applied if the order value is below the trigger value.
- Order Value Charge – A flat value charge on the order.
- Order Percentage Charge – A charge value based on a percentage of the goods value.

Description

This is the description of the charge as maintained in Charge Rule.

Value

This is the value that will be added to the order unless the charge is suspended.

The value initially displayed is that defined on the charge rule, which can then be altered, but has slightly different meaning depending on whether the charge value on the Charge Rule is defined as fixed or Variable.

Tax Code

This field displays the tax code and rate to be applied. The default tax code is applied based on System21 tax rules.

Tax Rate

This field displays the percentage rate that applies.

- Fixed Charge - If the value is overridden the Fixed indicator is set to indicate a new value has been fixed for this order.
- Variable Charge - For a Minimum Order Charge that is defined as a variable charge, the value displayed is the value that will be charged to make the order up to the minimum value. As order lines are added this value will decrease. If this value is overridden it too becomes a Fixed charge and no longer follows the variable charge rule.

Fixed

This indicator is automatically checked when a charge value is overridden, to indicate the charge value has been fixed by the operator.

Suspended

An entry in this column indicates the charge will not be applied to the order. The reasons are as follows:

- Waived indicates the charge will not be applied because Waive Charges option has been selected.
- Collecting indicates the delivery charges will not be applied because the Customer Will Collect box is has been selected.
- Inactive indicates the order value is greater than the minimum value on the charge rule so the charge is not applied.

Remove

To remove a charge, check the remove box and press save.

Add (from list of charges)

To add a new charge to the list already displayed, select a charge from the drop down list and click on Add.

Note: *If Customer Will Collect option is checked, delivery charges are not offered for selection.*

If you try to add more than three charges to an order you will be reminded of this limit but are allowed to continue. It is not an error at this stage because one of the charges may become inactive before the order is confirmed.

Waive Charges

If the Waive Charges option is checked, all charges are waived and the Suspended column will show Waived for all previously active charges.

Note: *This Waive Charges option can also be selected on the Wrap Up tab.*

Customer Will Collect

If the Customer Will Collect option is checked any delivery charges or minimum order delivery charges will not be applied, and the Suspended column will show Collecting. Minimum order charges are not affected.

Note: *This Customer Will Collect option can also be selected on the Wrap Up tab.*

Functions

Save

This button actions any alterations made, and refreshes the window to show the effect of the changes.

Recalculate

Select to recalculate any freight charge for this order.

Cancel

This button closes the window and returns to the original Order Capture tab.

Re-source

Select Re-source to where possible re-source the whole order

Errors

Where sales order requirements fail System21 business validation, these requirements create orders visible within Order Capture only, in an error state. These orders are said to be in error.

An order in error can be:

- Pended. The order will be saved In Error whilst errors exist. Corrective action can be taken and the order opened and completed.
- Completed. The order can be confirmed into System21 once all errors are resolved.
- Abandoned. The order will be cancelled.

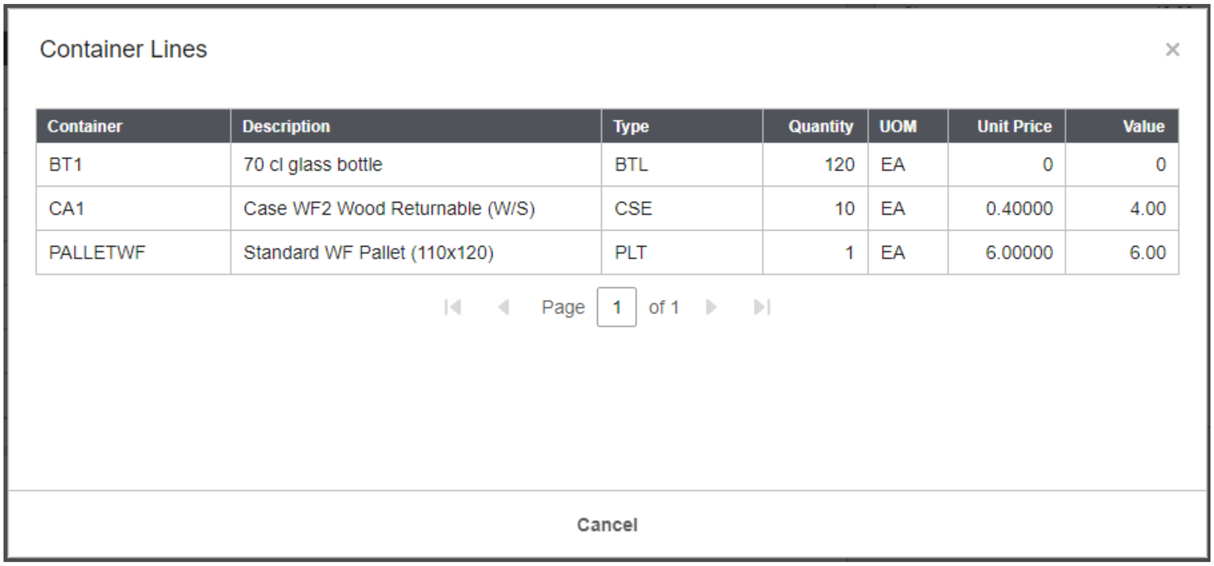
The order can be opened in Order Capture and the error details viewed. From the **Order** menu select **Errors**. A list of errors for the order will be displayed.

Containers

To view the current container summary, select Order menu and Containers.

Containers on sales orders are recorded against the main order header stockroom or the outbound stockroom depending upon the OM Company Profile setting (but the outbound stockroom is always used if the main stockroom is warehouse-controlled or location-controlled).

A window displaying the current container summary is shown:



Container	Description	Type	Quantity	UOM	Unit Price	Value
BT1	70 cl glass bottle	BTL	120	EA	0	0
CA1	Case WF2 Wood Returnable (W/S)	CSE	10	EA	0.40000	4.00
PALLETWF	Standard WF Pallet (110x120)	PLT	1	EA	6.00000	6.00

Fields

Container

This field displays the container item code

Description

This field displays the container item description

Type

This field displays the container item type

Quantity

This field displays the number of container items required for the current order

UOM

This field displays the unit of measure

Unit Price

This field displays the unit price for the container item

Value

This field displays the total value of the container item

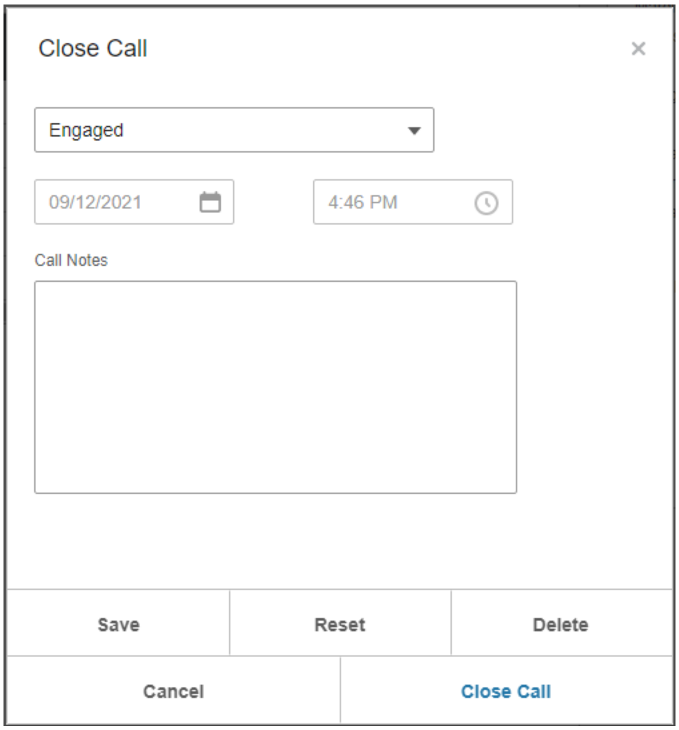
Call Menu

When in an outgoing call, the Call menu is shown with the following.

Close Call

The user can select to reschedule the current call.

To display this window, go to the Call menu and select the Close Call option.



The reschedule and close call options have the following behaviour shipped as standard:

- **Engaged** - reschedule call in 10 minutes, three reschedules permitted before call is closed
- **No answer** - reschedule call in 20 minutes, three reschedules permitted before call is closed
- **Number unobtainable** - reschedule call in 2 hours, override of call time possible, three reschedules permitted before call is closed
- **Business closed** - the call is closed, no order taken
- **No order** - the call is closed, no order taken
- **Already ordered** - the call is closed, no order taken
- **Failed to contact buyer, reschedule call** - override of call time possible, one reschedule permitted before call is closed
- **Customer will call back** - no call time set, the call is displayed as Customer will call back

- **Order complete** - the call is closed, no order taken
- **Wrong call selected** - the call is closed, no order taken

The call reasons and behaviour are configurable in the CallReasonRule table.

Select the reason for closing the call from the list.

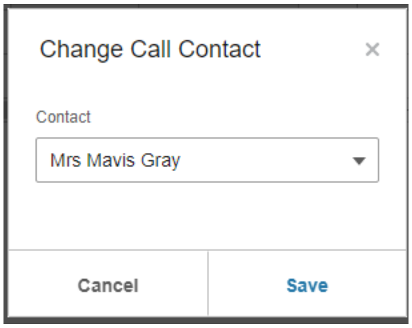
Enter any notes about the call and select Save.

Select the Close Call button to close the call and return to the Call List tab.

Change Contact

The user can change the contact for the current call and either complete or reschedule the current call.

To display this window, go to the Call menu and select the Change Contact option.



Select the contact from the **Contact**’s list and select the **Save** button. The current call will be now for the selected contact.

Tools Menu

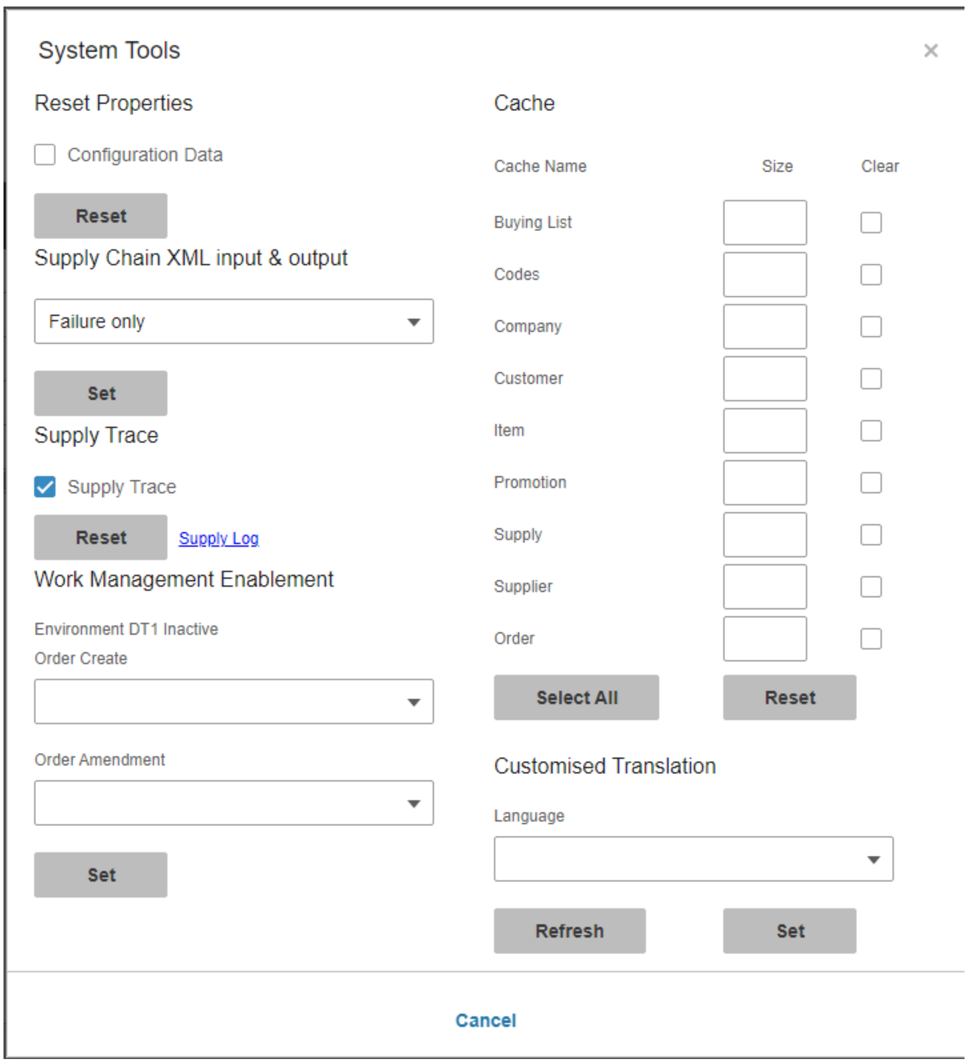
Various system tools and configuration options are available for diagnosis or altering system behaviour. It is recommended that these options be used only by the system administrator.

Go to the title overspill and select Tools.

System Tools

Only authorised users are allowed to perform this task.

From the Tools menu select the System option.



Functions

Reset Properties

Where the Configuration Data or Logging Level has been manually altered by the system administrator, for that to take effect select the Set button.

Supply Chain XML input and output

Select the operational level for the creation of the confirmation XML document for the creation of orders through the Order Capture XML interface. The available levels are:

On

Failure only

None

Supply Trace

To enable the Supply Trace, select the Reset button. To disable the Supply trace, uncheck the checkbox and select the Reset button.

To view the Supply trace, select the Supply Log link.

Work Management Enablement

Displays the Environment code and the Work Management status.

Order Create: The business process to execute on order create.

Order Amendment: The business process to execute on order amend.

Caches

To clear Caches, check the individual cache files that need to be cleared and select the Reset button. To clear all caches, select the Select All button to check all the boxes and select the Reset button.

To set individual cache sizes, enter the size and select the Reset button.

Customised Translation

Select any customised translations. These are other than the standard supplied translations.

Message Sender

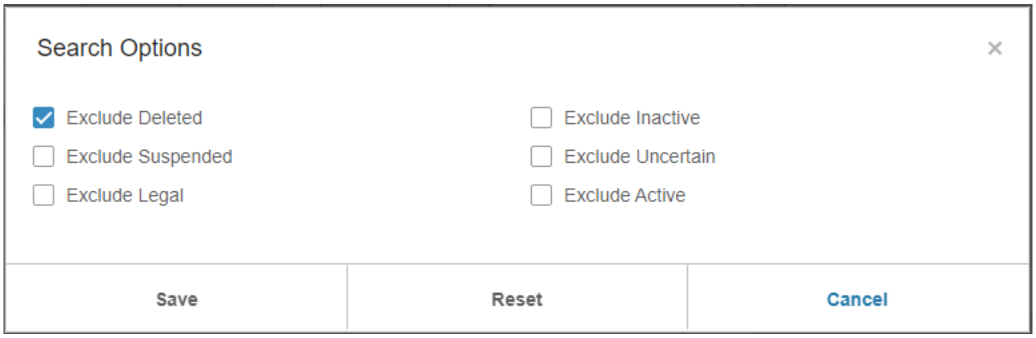
To disconnect from message sender, select Disconnect.

Message Listeners

Displays the date and time the last message is read.

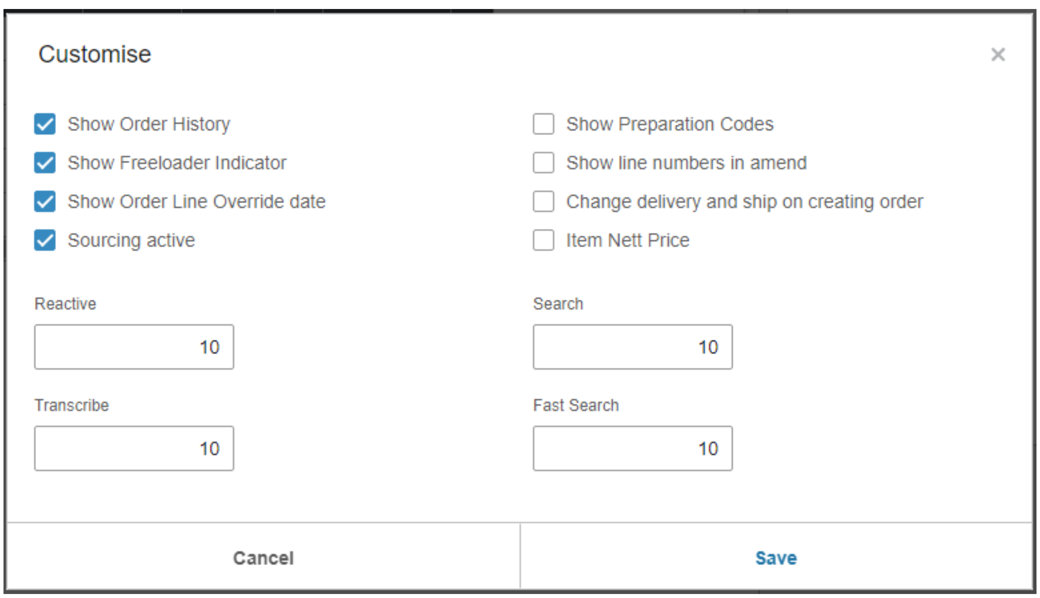
Search Options

Select the customer status to be excluded from the customer search in the **Incoming** tab:



Customisation

To set the customise options, go to the Tools menu and select the Customise option.



Fields

Show Order History

Shows the recent order history for each product in the Reactive and Proactive tab.

Show Preparation Codes

Includes the Preparation column into the Reactive, Transcribe and Proactive tabs, to allow the selection of a preparation codes on a line.

Show Order Line Override Date

Includes the Due Date column into the Reactive, Transcribe and Proactive tabs, to enable line level due date overrides.

Change delivery and ship on creating order

Shows the Delivery and Ship window after selecting to create a new order.

Show Freeloader indicator

Shows the freeloader indicator in the line entry grids.

Show line numbers in amend

When checked, existing order line numbers are shown in the Transcribe tab and container line numbers in the Container window.

Sourcing active

When checked sourcing occurs when the order line is entered. When un-checked sourcing does not occur, it is assumed these orders will be sourced by Batch Sourcing.

Item Nett Price

When checked the item nett price is displayed in the Transcribe grid in place of the line value.

Size of ordering grids

Enter the number of lines to display in the **Reactive**, **Transcribe**, **Search**, **Fast Search**.

Functions

Save

Save the new settings.

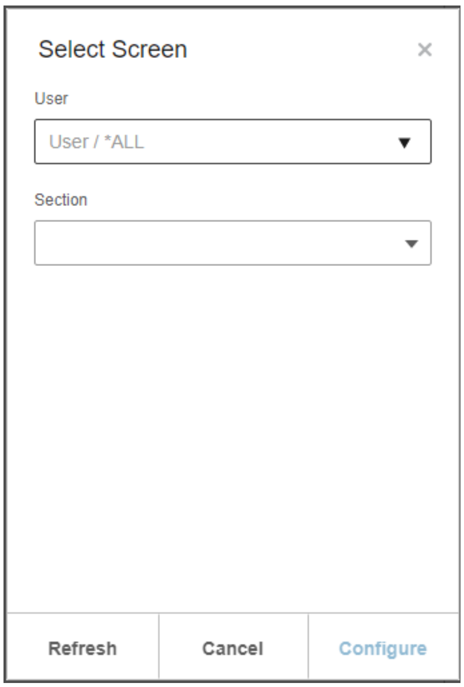
Cancel

Exits from the window.

Layout

The Order Capture user interface is configurable at all the stages through the order taking process. Layout administrators must be configured to the property WidgetAdmin, users who can administer their own layout must be configured to the property WidgetEditor. See the Order Capture installation and administration guide.

Once users are configured, go to the Tools menu and select the Layout option.



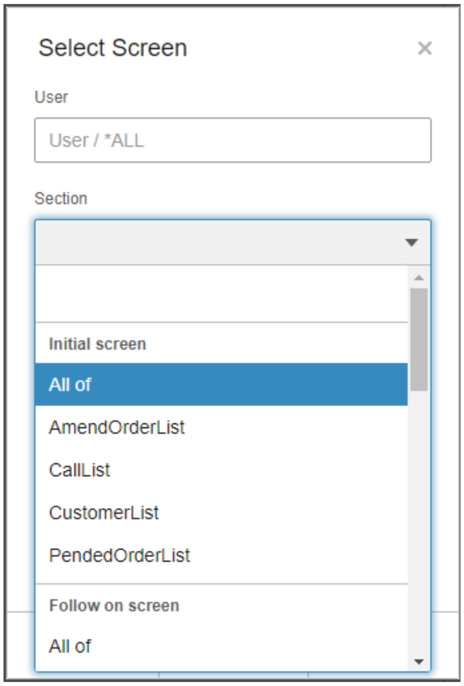
Fields

User

Select ***ALL** to configure the layout for all users, or select or enter a specific user profile.

Section

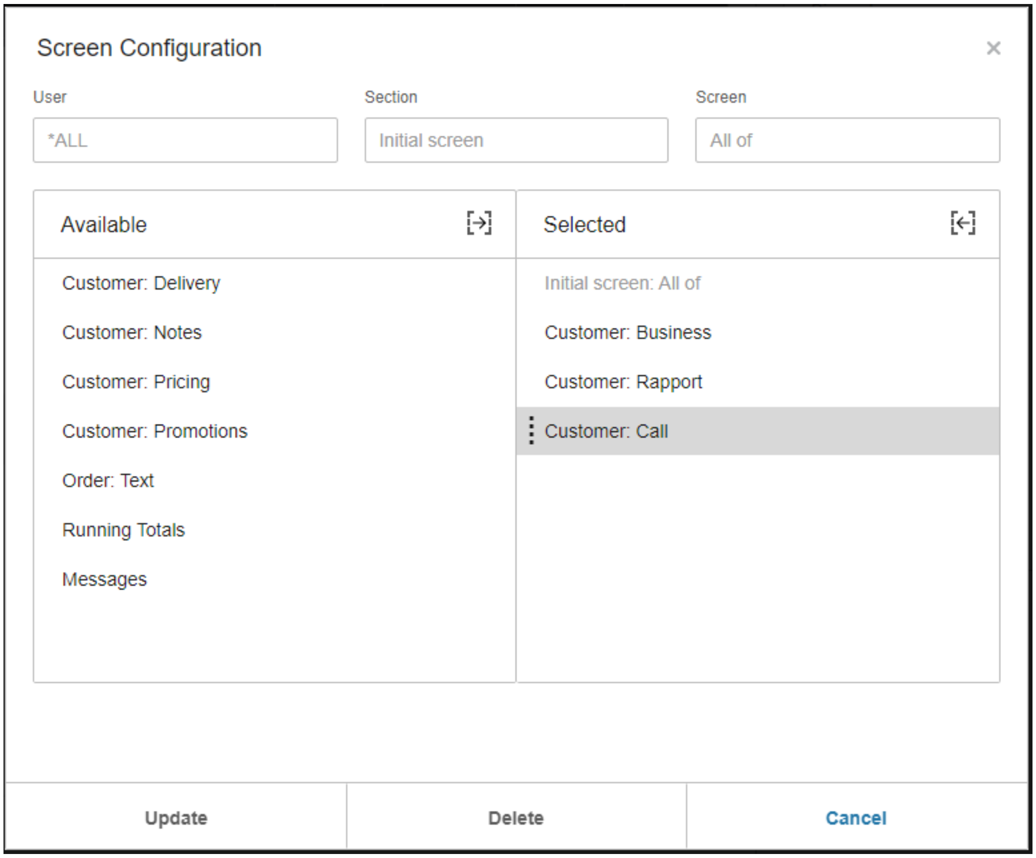
Select the area within the Order Capture user interface



The **Section** dropdown lists the different phases of the order taking process. The customer information windows can be configured for all aspects of that phase or individually. For example the initial phase each screen Amend, Call, Customer and Pended can be configured the same **All of**, or each different screen can have its own configuration.

Note*: existing configurations are indicated by the presence of a > for the item.*

Configure layout



In the above example, all users for the initial screen, for all the customer identification/entry screens will show Business, Rapport and Call windows.

Ordering

The order of the windows is done by hovering over the item’s three vertical ellipsis until the move pointer cross is show, the list can be ordered by moving the item up and down. Windows are displayed left to right in top down order.

Fields

Available

Lists the available windows to show, use the right arrow to move to the selected area.

Selected

Lists the current windows that will be show, use the left arrow to de-select.

Functions

Update

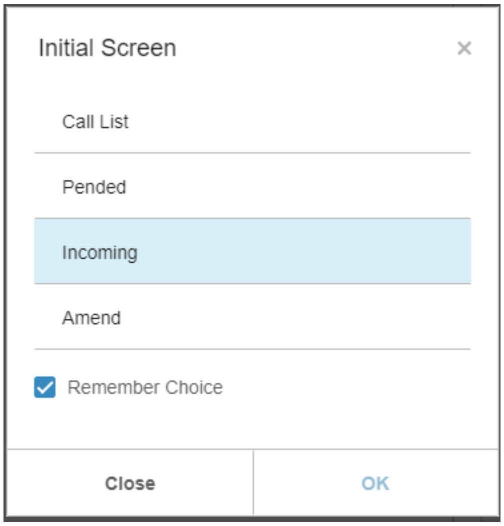
To update the selections.

Delete

To delete the selections.

Initial

The initial screen can be configured to suit the type of order taking.

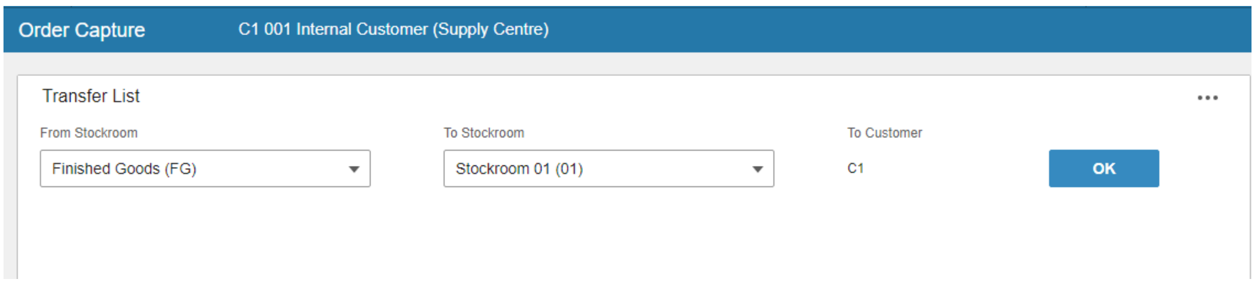


Transfer Order [81/OMP]

This task can be used to enter or amend an Inventory stock or customer consignment stock transfer order.

Transfer Order Window

To display this window, select the Transfer Order task.



Fields

From Stockroom/To Stockroom

Enter a valid From inventory stockroom and either enter a valid To DRP stockroom or identify a customer with consignment stock.

Enter items to be transferred. Items will be sourced at the From inventory stockroom using the Transfer demand type.

Note: *The inventory From stockroom must be a valid Order Capture supply point.*

Note: *Sourcing will follow the supply rule as defined and hence it is possible that the item may be sourced from a stockroom that is not the entered From stockroom.*

Any associated container items will be calculated based on the current inventory and sales order rules and definitions.

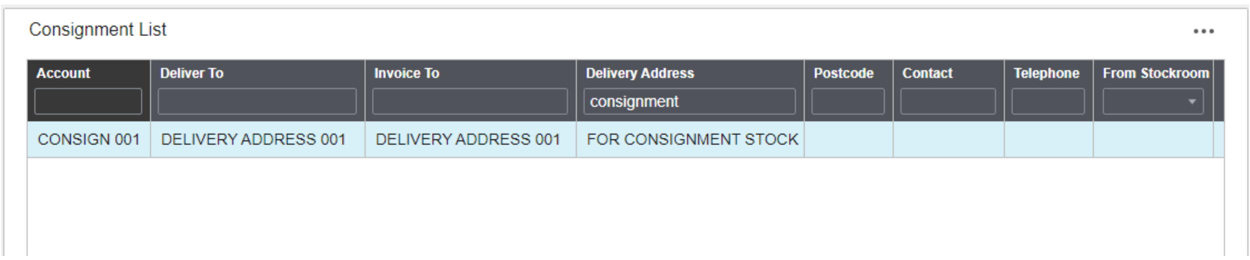
Note: *Container items are not sourced and assume the outbound container stock for the From stockroom.*

Enter Consignment Stock Transfer

To enter a consignment stock transfer, enter a valid From inventory stockroom and identify a customer with consignment stock.

A customer can be identified by account code, name, address, post code, telephone number or contact (person).

Note: *A consignment stock customer can only have one consignment stockroom; this will become the To stockroom for the transfer order.*



Consignment stock transfers are sourced using the same demand type as transfers.

Note: *If different sourcing behaviour is required, the customer code provides a differentiator.*

Since consignment stock is delivered to the customer’s premises, for these transfer orders a customer account status check is performed.

A check is made to see if any of the following apply:

- Customer is on account stop
- Account status is suspended
- Account status is pending deletion

A warning window is displayed for account stop or status suspended but the order can still be taken. If the account is pending deletion, the order cannot be taken.

Appendix A Glossary

Buying List

This is the list of items that you want to discuss with a customer. These are items that have recently been purchased by the customer, defined on the customer's special price list, new products or a fixed set of items.

Call List

A system generated list of calls that are due to be made.

Call Profile

This is the information about any call that you need to make to a customer; it includes the customer contact, operator, buying list, type of call, and the frequency and timing of the call.

Customer Contact

This is the details of the contact for the customer, comprising name and up to three telephone numbers. Supporting rapport text may be added by the telesales operator.

Delivery Mask

This is the list of days when a supply point makes deliveries to a particular postcode.

Delivery Schedule

This is the list of days when a customer delivery address accepts deliveries.

Freeloader

This is an item that is provided free of charge. These items are additional to the customer ordered items.

Qualifier

This is an item that is on promotion and is ordered by the customer. These items trigger the promotion freeloader.

Reward

A freeloader